

Rushey Green



Stock transfer news from L&Q for Rushey Green,
Crofton Park and Lewisham Central areas

Issue: 03
August 2009

Show homes open

261 Hither Green Lane
66A Faversham Road



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Two homes in Rushey Green have undergone a transformation to demonstrate the type of improvements that will be carried out to homes if the transfer takes place.

Residents are able to visit the show homes to see for themselves the quality of work and the choice of

finishes and materials L&Q would offer in your new kitchens and bathrooms.

L&Q staff are there to show you around and answer any questions you have about the improvements and the proposed transfer of your home to L&Q. All those who attend will also be entered into a **free prize draw** to win a fridge freezer, washing machine or electric cooker and hob!

Show home opening times throughout August are as follows:

261 Hither Green Lane

Monday 5pm to 7pm
Saturday 11am to 2pm

66A Faversham Road

Thursday 5pm to 7pm
Saturday 11am to 2pm

If you haven't already visited then please do come along and see us ●



Still not sure what stock transfer is?

We have spoken to residents whilst door knocking and at events and many people are still unsure about what stock transfer means.

What it is:

- It means properties will be **owned** and **managed** by L&Q. Tenants will **stop** being tenants of Lewisham Council, and will become tenants of L&Q
- Tenants will pay their **rent** to L&Q*, will have their property **repaired** by L&Q and will have their homes **invested** in by L&Q
- L&Q will own the **freehold** of **leasehold** properties

What it isn't:

- L&Q is **not** another managing agent on behalf of Lewisham Council. Properties will **cease** being owned by Lewisham Council and will be **owned** by L&Q.

Remember, tenants will have the opportunity to vote on whether properties are transferred to L&Q or stay with Lewisham Council. Transfer will only happen if the majority of those who vote, vote yes.

If the transfer goes ahead L&Q are promising to invest £18 million pounds in the first five years into your homes and the environment of Rushey Green. Decent Homes works will be completed within two years of transfer. ●

* Residents claiming housing benefit to help with rent and council payments will still be able to do this on transfer.



Getting to know L&Q - Rushey Green consultation events

L&Q have held a number of events across Lewisham where residents have had the opportunity to talk to L&Q, Lewisham Council and Solon (Independent Advisor) staff to find out more about the proposed stock transfer and what we would do if we became the new landlords.

More events will take place throughout the summer so come and find out more about L&Q and the services we will offer you. We are holding a number of focused sessions at the **Civic Suite, Catford Road, Lewisham** over the next couple of months so do come along and get involved ●

Saturday 22 August, 11am - 2pm
Investing in your homes

Saturday 5 September 11am - 2pm
L&Q's Offer to Rushey Green residents



Stock Transfer roadshow

Not sure if you can get along to the show homes? Don't worry, the L&Q Roadshow will be coming to a street near you over the month of August. Residents will be able to see kitchen and bathroom designs and talk to L&Q staff about the proposed stock transfer. The trailer will be kitted out with examples of kitchen worktops, cupboards and flooring that we will be putting into homes throughout the areas.

We will be at the following locations over August:

Tuesday 11 August, 1pm - 5pm

Brockley Adult Education Centre (car park)
2 Brockley Rise, London SE23 1PR

Tuesday 25th August, 11am - 5pm

Lewisham High Street (focal area)

Hope to see you there ●



L&Q Stock transfer roadshow trailer (visual)



Surveying the scene - We need your help!

We need to find out exactly what works are needed to your home to help us identify what repair and improvements works will be necessary over the next few years and to allow us to create programmes of works that will start from day one of the transfer.

Over the past month our surveyors from Martin Associates have been out in your area surveying homes. If you receive a letter from Martin Associates, we would appreciate your cooperation in allowing them into your home to carry out these surveys ●

Finding out how we work

Members of the Rushey Green steering group took the opportunity to visit L&Q's Grove Park office and the Customer Call Centre, L&Q Direct.

L&Q Direct manage calls from our **60,000** homes. The centre is open to residents from 8am - 8pm daily and 9am - 1pm on Saturday with a 24-hour staffed free phone emergency repairs line.

The steering group were really impressed with the system and seeing the call centre at work.

They then went to the Grove Park office and quizzed L&Q housing officers and caretakers at Grove Park about the work they do and compared the differences between L&Q and Lewisham.

If the transfer goes ahead all residents would be allocated a named tenancy service officer. Your tenancy officer will help you with new lettings and sign ups, transfer and mutual exchange requests, neighbourhood disputes and Anti Social Behaviour.

The steering group is made up of residents and gives strategic oversight of the proposed stock transfer. More members are welcome, so if you want to become involved, get in touch with SOLON on 0800 844 0800 ●

Meet the team working for Rushey Green

We have a dedicated Stock Transfer team who will be working directly with residents at Rushey Green throughout the process.



Centre of picture **Caroline Boguzas**, Assistant Director of Economic Regeneration and Stock Transfer, left of picture **Nicola Roye**, Stock Transfer Manager and **Eve Quarterman**, Stock Transfer Development Co ordinator

are here to answer your questions about the proposed stock transfer and over the coming months you will get to meet them at a variety of consultation events that they will be arranging to inform you and develop the Offer Document.

You will be regularly updated through newsletters, our website and events held in your area ●

L&Q Stock Transfer Team

Call us free on 0800 988 8242
or email rusheygreen@lqgroup.org.uk

SOLON Independent Advisor

Call us free on 0800 884 0800

Lewisham Council

Sarah Holden 020 8314 7257



إذا كنت تود الحصول على نسخة مترجمة من أي من تلك المستندات، فترجو الاتصال بأحد العاملين. ويمكن لخدمة الترجمة التي نقدمها التحدث إليك بلغتك وتوضيح مضمون هذا المستند، ثم يمكنك بعد ذلك أن تقرر ما إذا كنت تحتاج ترجمة تحريرية كاملة.

如果我们的文件中有需要翻译的，请向工作人员询问。我们的翻译服务能用你们语言来交谈，向你解释文件是有关什么事情的。然后你能决定你是否需要一份全的书面翻译文本。

ਜੇ ਤੁਸੀਂ ਸਾਡੇ ਦਸਤਾਵੇਜ਼ਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਦਾ ਵੀ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਸਲੇ ਦੇ ਕਿਸੇ ਸੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। ਸਾਡੀ ਅਨੁਵਾਦ ਸੇਵਾ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਗੱਲ ਕਰ ਸਕਦੀ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਸਮਝਾ ਕਦੀ ਹੈ ਕਿ ਦਸਤਾਵੇਜ਼ ਕਿਸ ਬਾਰੇ ਹੈ। ਤਦ ਤੁਸੀਂ ਫੈਸਲਾ ਕਰ ਸਕਦੇ ਹੋ ਕਿ ਕੀ ਤੁਹਾਨੂੰ ਪੂਰੇ ਅਨੁਵਾਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਨਹੀਂ।

Haddii aad rabto qaar ka mid ah dokumentiyadayada in lagu turjumo, fadlan ka codso mid ka mid ah shaqaalaha. Adeegayaga turjumaadu wuxuu kugula hadli karaa luqadaada waxaanu kuu sharixi karaa waxa dokumentigu yahay. Markaa waxaad go'aan ka gaari kartaa bal in aad u baahantahay turjumaad qoran oo buuxda.

Belgelerimizi tercüme ettirmek isterseniz, lütfen personelden rica ediniz. Tercüme hizmetlerimiz ana dilinizde sizinle konuşarak belgenin ne hakkında olduğunu size açıklayabilir. Ardından tam yazılı tercüme isteyip istemediğinizi karar verebilirsiniz.

আপনি যদি আপনার কোন নথি অনুবাদ আকারে চান, তাহলে অনুগ্রহ করে, একজন কর্মীকে তা বলুন। আমাদের অনুবাদ পরিষেবা আপনার সঙ্গে আপনার ভাষায় কথা বলতে পারে এবং এই বিবরণটি কি সম্বন্ধে তা আপনাকে জানাবে। তখন আপনি স্থির করতে পারেন যে আপনি এই নথির পুরো অনুবাদ চান কিনা।

اگر آپ کو ہمارے کسی بھی دستاویز کا ترجمہ درکار ہو تو، براہ کرم عملے سے طلب کریں۔ ہماری ترجمانی کی خدمت آپ سے آپ کی زبان بات کر سکتی ہے اور اس بات کی وضاحت کر سکتی ہے کہ دستاویز کس چیز کے بارے میں ہے۔ پھر آپ فیصلہ کر سکتے ہیں کہ آیا آپ کو مکمل تحریری ترجمے کی ضرورت ہے۔

Si vous souhaitez obtenir une traduction d'un de nos documents, veuillez contacter un membre du personnel. Notre service de traduction pourra vous parler dans votre langue et vous expliquer le contenu de ce document. Vous pourrez alors décider si vous avez besoin d'une traduction écrite intégrale.

Get involved

Fill in this form if you have any issues, comments or concerns about the proposed transfer or if you would like to speak to someone over the phone or face to face.

Name	Telephone	Email
Address		
Comments / Suggestions		
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Information provided will be treated in the strictest of confidence.

Return the form to Eve Quarterman, L&Q Housing Trust, FREEPOST LON19206, SE18 4ZY