



## Ways to pay

L&Q offer many ways to pay your service charge to make it as straightforward as possible.

**Here are your options:**

**Direct Debit** – by contacting the leasehold team for a direct debit form online – through our website [www.residentsonline.org](http://www.residentsonline.org)

**by phone** – by calling 08702 436040 at your local post office or bank

**by swipe card** at any Paypoint or Allpay outlet

**by cheque**

For further information contact your homeownership officer using the details below.

## Who to contact

**LEASEHOLD MANAGER**

Cahal McDonnell

**0208 308 6051**

**HOME OWNERSHIP & LEASEHOLD TEAM LEADER**

Maria Jacobs

**0208 308 6058**

**HOME OWNERSHIP OFFICER**

Brian Gates

L&Q South West Thames and L&Q Beacon. Based in Slough Office

**01753 606738**

**HOME OWNERSHIP OFFICER**

Peter Bell

L&Q North Thames and L&Q Forest Homes

**0208 308 6024**

**HOME OWNERSHIP OFFICER**

Kathryn Bell

L&Q Bexley Homes

**0208 308 6057**

**HOME OWNERSHIP OFFICER**

June Ashbourne

L&Q South East L&Q Threshold L&Q Beaver

**0208 308 6050**



# Leaseholder

News for L&Q leaseholders

**NEWS**

## L&Q welcome new leaseholders

Two large groups of leaseholders from L&Q Beaver Homes and Lewisham Park have recently joined L&Q. This has allowed us to reorganise our team to give a better service to all leaseholders.

The average number of leaseholders dealt with by your Home Ownership Officer has now reduced by over 100. This allows us to spend more time answering your queries and improving the service we offer – all at no extra cost on your service charges.

Joan Baldwin, who lives on the Lewisham Park estate, said: "Having a specialist team with a named officer to contact about my lease reassures me that my concerns are taken seriously."

L&Q now has 2,000 leaseholders – an increase of nearly 200 over the past year – and numbers are increasing. At Lewisham Park, nearly 20% of the residents who transferred to L&Q were leaseholders.

We welcome them and other new residents and look forward to getting to know them better.



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# Welcome

Welcome to Homelife magazine, and the first edition specifically for leaseholders. This will be sent twice a year and replaces Living.



The new arrangement has been introduced as many of you told us you wanted to know

about what's going on elsewhere in L&Q.

In this issue we look at the growing number of leaseholders and discuss how you can get involved in shaping the services we provide. We explain how service charges are set and the many ways you can pay for them. We also include up-to-date details of who your Home Ownership Officer is. You may want to keep this handy for easy reference.

We are always on the lookout for stories about leaseholders and their families. If you have a story you would like to share please give me a ring on 020 8308 6051 or email:

[cmcdonnell@lqgroup.org.uk](mailto:cmcdonnell@lqgroup.org.uk)

Many thanks

**Cahal McDonnell, L&Q  
Leasehold Manager**



## Service charge statements

**You will shortly be receiving an actual service charge for 2006/2007 and we are keen to be as transparent as possible over the way these are calculated.**

Your costs are worked out by looking at the actual invoices paid under each individual service that you receive for your block or estate. These are then broken down according to the formula outlined in your lease document. The total is then subject to a 15% management fee, which is a standard charge across the leasehold sector for the administration of leasehold accounts.

The format of the statement has been changed to make it as easy as possible to understand. The whole process for calculating the amount has been certified by qualified accountants.

Enclosed with all statements will be an enquiry sheet which will allow you to send back your comments and queries about the

charges which we will look to resolve within 28 days.

We want to reduce the cost of administering payment of the accounts so we are encouraging as many as possible to pay by direct debit. Please contact your Home Ownership Officer for further details.

If you already have a direct debit we will write to you giving you 10 days notice of any changes required.

**If you have any queries about any aspect of your service charge account, please contact your Home Ownership Officer using the details listed on the last page of this issue of Leaseholder News**

## Getting involved

**At L&Q we believe the best way to deliver a great service is to find out what matters to you.**

It's really important that we work together to shape and improve the services we provide and listed below are just some of the ways you can get involved. Hopefully some of them will spark your interest.

### You can:

- take part in surveys and questionnaires to give us feedback on our services
- become a member of a quarterly forum with L&Q staff to discuss local issues
- set up a steering group. This is usually formed in response to specific issues
- join a one-off focus group that residents are invited to, or wish to form, to look at a specific issue
- become a mystery shopper, where residents are trained to observe, experience and test core L&Q services with mock customer scenarios. You can

read more about this on our website at [www.lqgroup.org.uk](http://www.lqgroup.org.uk)

- take part in estate inspections and become an estate champion. This is where individuals take part in regular estate inspections with our staff and contractors. This can involve working with L&Q on estate improvement
- join an L&Q Neighbourhood Committee. This is for residents who want to get more involved and representatives from these committees make up the Leaseholder Sounding Board.

**Please give Cahal a call on  
020 8308 6051**

**if you are interested in any of these options or if you simply want to discuss getting involved in developing our leaseholder service.**



## Why choose L&Q?

**With the number of leaseholders expanding rapidly we wanted to find out from them why they prefer L&Q as their new freeholder.**

Joan and her husband Steve are leaseholders at Lewisham Park where the residents of three tower blocks recently voted to transfer to L&Q from Lewisham Council.

Joan had this to say: "Our residents chose L&Q from a number of possible organisations because they wanted to listen to what we wanted rather than telling us what we could have.

"We had a number of open days where everyone was encouraged to write down their top priority for improvement."

Although, under the Government's rules, only the tenants had a vote, L&Q also produced an offer document aimed at leaseholders that addressed their concerns about the need for reinvestment in their homes and estate.

Joan said: "Residents realise that L&Q cannot do everything overnight but the cleaning and the painting of the hallways has already made a difference."