

Excalibur given view of L&Q

L&Q is still working with residents at the Excalibur Estate in Lewisham so they can see who we are and hopefully choose us as their new landlord when they have an opportunity to vote this summer in their stock transfer.

Excalibur, a small estate in Catford, is made up of pre-fab bungalows built in 1947. It's planned for the area to be regenerated by building new properties on the estate.

The Stock Transfer Team are visiting every household to get their views and talk them through the proposed transfer, as well as setting up visits for residents to see other L&Q properties and how we manage other neighbourhoods.

Drop-in sessions have been arranged for residents to speak to staff who work in housing management, repairs and maintenance and community development so that they can have a better understanding of the wider work L&Q are involved in, and 'myth busting' cards will be sent out to all residents to explain some key facts about L&Q and the transfer.

Events have also been put on for residents that include a children's tea party during half-term, a race night held in



Chislehurst and reminiscence sessions for people who have got photos, memories and stories about the estate and their time

living there. It's planned for a booklet to be produced from all the memorabilia that residents will bring.

CONTRACTOR UPDATE

Groundscapes has won the L&Q contract for both grounds maintenance and communal cleaning in Greenwich, Lewisham, Kent and some parts of Bexley.

The company will provide gardeners to look after L&Q's open spaces and grounds, and staff to clean communal areas. Groundscapes will have the contract until April 2011.

Where to find us

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* If calling from a mobile you may find it cheaper to dial 020 8308 6096, from which you will be put through to the L&Q Direct team.



South East

News for residents in L&Q's South East Region

NEWS



Course combats dangerous motorbike riding in Woolwich

Twelve young people from the Cardwell Estate in Woolwich have completed a 10-week course part-funded by L&Q to help combat dangerous riding.

Residents had complained about dangerous riding in and around the estate and police statistics were showing a high number of complaints and arrests. In response, the local police Safer Neighbourhood Team approached local partners, including L&Q, to help fund a course aimed at teenagers who had been involved in this kind of anti-social behaviour.

The course was designed to teach the young people about safe and responsible riding, and it gave them an opportunity to learn about motorbike maintenance from experienced mechanics. It also encouraged them to take the compulsory basic training (CBT) – which some are now doing - and go for a full motorbike licence.

Cheryl Keen, Neighbourhood Investment Co-ordinator, led on the project for L&Q. She was delighted that so many young people committed themselves to the course: "It can be hard to get young people involved, but I can honestly say that these guys have really achieved

something", she said.

As a reward for sticking to the course, the young people will be going to Essex Arena for a day of thrills and to take part in motor cross. Meanwhile, Cheryl and the Safer Neighbourhood Team are seeking more funding to keep the project going.

L&Q RECEIVES AWARD FOR RUBICON

L&Q received an award from the Deputy Mayor of London, Nicky Gavron, recently for its new estate, Rubicon, in Greenwich. The award was for Excellence in Affordable Housing Delivery. You can read more about this on page two of the main Homelife magazine.

Welcome

Welcome to South East News, the insert of Homelife that gives you information about what's happening in the south east region of L&Q – the region where you live.



In this edition we have articles on projects designed to help young people, updates on estates that have been transferred into L&Q, examples of how L&Q deal with serious anti-social behaviour and lots more. If you have any comments, please get in touch with me by phoning 020 8557 2823.

Grant Blowers
Neighbourhood Investment Co-ordinator

LEWISHAM PARK 12 MONTHS ON

It's been a year now since Lewisham Park joined L&Q after residents agreed to transfer the estate from Lewisham Council. Michelle Martin, a Tenancy Services Manager with L&Q, visited the estate with Tenancy Services Officer Joe Sellick to see how things are progressing.

Michelle said: "Every resident I spoke to was positive about L&Q since we took over. They're delighted with the high standard of works carried out to their homes, especially the new bathrooms and kitchens that have recently been put in.

"The estate is incredibly tidy, nothing like it was before L&Q managed it. It's clear that the caretaking service has made an impression with residents because I'm getting a lot of positive feedback. Joe Sellick has also made an impact, spending a lot of time here, with residents knowing who he is

and how to get hold of him.

"Residents are looking forward to the next phase of works, which include new windows, improvements to the balconies and external decorations. Joe and the Steering Group have clearly worked hard to make Lewisham Park a place where people want to live."

"The estate is incredibly tidy, nothing like it was before L&Q managed it."

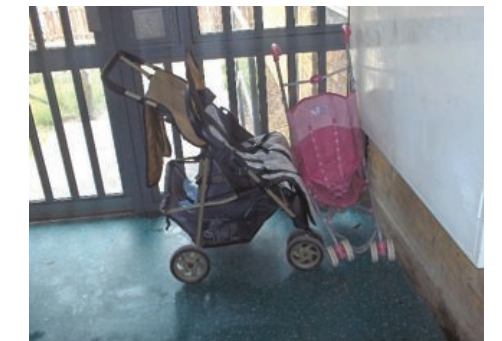


Looking after communal areas

Fire regulations have recently changed, so L&Q is undertaking a safety review of properties. One area of concern is that blocks with communal areas are clear and free from obstruction, due to them being fire escape routes.

If you live in a block we need your help to make sure that rubbish bags are cleared straight from your home to the bins, and that no old furniture, prams or bicycles are kept in these areas.

Thanks for your co-operation.



Horley youth project

A successful youth club set up by L&Q last summer and now being managed by Horley Baptist Church has grown beyond recognition.

The club has over 70 young people a week attending its two sessions on Tuesdays and Fridays, and it is seen as a life-saver by many of the young people.

The project came about because of high levels of anti-social behaviour locally and was originally set up to last for the summer holidays. It was so successful though in giving young people something to do, and sparking a drop in anti-social behaviour, that more money



was sought to see if the programme could be kept going.

Almost £10,000 has been raised in the past year to make sure that the young people have a venue for the club and activities that they really want to do.

Mary Rouse, the Neighbourhood

Investment Co-ordinator who helped set up the club, said: "It's been fantastic to see it grow, and for the church to take it on. L&Q will continue to support the club by helping put in more funding bids, but it goes to show what can happen when young people really rise to the challenge of being given things to do."

On The Move

As L&Q grows, we have to review our office arrangements from time to time. At the end of April we expect to take the transfer of 1,400 homes at Grove Park from Lewisham Council plus the estate office.

To accommodate the new and existing staff we will be moving our staff from our Lewisham office at Kings Hall Mews to the office at Grove Park. At the same time, we are expanding our Customer Service Centre to provide a more comprehensive service to residents, and re-naming it L&Q Direct. Keep an eye out for further and more detailed information which will be sent out to you soon.

Keep an eye out for the annual gas survey. We want your opinions, both good and bad, so we can continue to improve our service. Residents who return their surveys will be entered into a draw with a prize of £100 of vouchers, so make sure you send it back!

Anti-social behaviour success

Since L&Q's Respect Team has been formed it's dealt with many cases of serious anti-social behaviour. One example was the zero-tolerance approach taken towards a crack house at a property in Lewisham Park after L&Q had taken over the estate.

L&Q identified that the property was being used solely for drug taking and after gathering evidence we worked with the police to have it raided and shut down. Eileen McCann, the Respect Manager, said she was very pleased that L&Q was able to keep a promise made to Lewisham Park residents that we would do all that we could to tackle these issues.

Another example was of a resident living

in Horsham who was often drunk, smashing windows and being verbally abusive. After an Acceptable Behaviour Agreement (ABA) was signed, he agreed to seek help and acknowledged that his behaviour was upsetting for other residents. He's now completed a detox programme and has turned his life around so much that he's now studying maths and English courses.