

# Managers out and about

The South East Region's top managers like to get out and see how things are in the neighbourhoods that L&Q operate in. On each tour, the managers see if there is anything that needs doing and put into place appropriate actions. They also write to residents where they have been to tell them of their findings and any follow-up proposals.

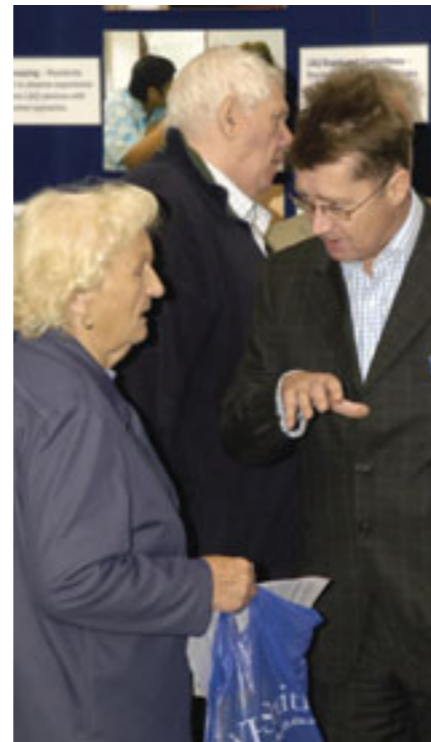
One resident was delighted to see them on her estate. She said: "It was good to talk about some of the issues around here and know that the Director can see them for himself."

Group Director, David Gannicott, enjoys the opportunity to leave the office. He

said: "It can be easy for management to become remote from the homes we manage and the services we provide, so it's important to get out and see things first hand."

Assistant Director, Stephen Kerridge, added: "When we meet resident's who share any individual or general concerns it helps us to get a picture of an area and this is invaluable."

The managers acknowledge where residents have taken pride in their homes and gardens and reward them with shopping vouchers. They will continue with the tours for the rest of the year and in 2008.



Group director David Gannicott chats to a resident.

# Help! I need to call L&Q...

As L&Q grows we have had to change the way we provide our services to you, therefore it's important that you call the correct person for the service you require.

## Repairs

ALL calls relating to a repair or maintenance issue are handled by the Customer Service Centre. The Centre is open from 8am until 8pm Monday to Friday and 9am until 1pm on Saturday. If you have an emergency outside these hours, you can phone an out-of-hours number.

## Rent

If you want to discuss anything to do with your rent, call the Revenue Team.

## Tenancy Issues

We have officers based in our local offices in Woolwich, Lewisham and Horsham and deal with all other tenancy issues, estate management, mutual exchanges, transfers and anti-social behaviour. Either call your local office or your officer's direct line if you know it.

**So to help yourself get the right person first time, please don't call the Woolwich office reception, but use the numbers in this panel:**

**Customer Service Centre**  
(Including repairs & maintenance  
Mon – Fri 8am to 8pm,  
Sat 9am to 1pm):

**0800 056 5700**

**Out-of-hours service:**  
**0800 015 6536**

**Revenue Team (rent issues):**  
**020 8308 6060**

## Tenancy Services:

Woolwich **020 8557 2870**  
Lewisham **020 8297 7000**  
Horsham **01403 254970**

## Regional Office:

L&Q Housing Trust South East  
Thames Region  
Renway House  
36 – 38 Artillery Place  
Woolwich  
London. SE18 4AB  
Fax: 020 8316 0262



# South East NEWS

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

## Slagrove's successful summer

A barbeque with music, drama and dance ended a four-week programme for young people in Ladywell, Lewisham.

The successful Slagrove Summer Scheme had 130 young people take part in acting, singing, dance, music and film making.

L&Q's Sonia Meggie said she was astounded by the amount of talent in the local area, and hoped the scheme would help some of the youngsters go further. The scheme was organised by the Slagrove Partnership, of which L&Q is a part.



## Football focus

A fast-paced tournament was the highlight of a 24 week football project aimed at youngsters on the Morris Walk estate in Woolwich, Greenwich.

L&Q teamed up with the police and Charlton Athletic FC to help over 100 budding soccer stars improve their ball skills twice a week throughout the project.

Cheryl Keen from L&Q organised the project, with the aim of curbing anti-social behaviour in and around the estate by offering youngsters something to do. She said: "The project has proved to be successful not only with the amount of kids coming along, but also with anti-social behaviour being cut back."

# Welcome

Welcome to South East News, which has replaced the old *Places* magazine and will be published in Homelife twice a year.



This is part of a bigger shake-up of all the different publications that we have sent to residents in the past. We've now cut down on different titles, but will still be keeping

you up to date with everything that's happening across L&Q and specifically in the South East Thames Region.

In this first issue we've got articles on how L&Q turned an abused and disused garage site into new homes, how residents are having a say about maintenance works, details of the new Neighbourhood Committees and information about some of the local community initiatives that we've been running recently.

If you have any comments to make, please get in touch with me on 020 8857 2823.

**Grant Blowers**  
Neighbourhood Investment Co-ordinator



## Building new homes

An old, run-down garage site in Ashford, Kent has been transformed into new homes by L&Q. The garage sites were unused and suffered from anti-social behaviour, vandalism and fly-tipping, causing many problems for the area.

L&Q bought the sites from Ashford Council and set about designing and building

new properties. As a result, 33 new homes have now been built in three new roads.

Andy Rowland, Assistant Director of Development at L&Q, said: "When a derelict area is being misused, as it was in Ashford, it's great to be able to solve the problem and provide quality homes at the same time."

continues: "L&Q have offered residents a choice of five different kitchens, including a choice of tiles, paint and wallpaper for residents moving into empty properties."

Residents on the panel have also been part of the selection process for contractors, having taken part in two interviews with potential contractors. Since the panel has existed, satisfaction has gone up, and contractors have recognised that giving residents a say helps them get it right first time.

Jerry acknowledges that a panel of five residents is only a small representation of all the residents but, as he says: "It's better to hear the voice of a few, than no voice at all."

## Helping us get things right first time



**Jerry Ogbeide is a resident who wants L&Q to get it right - so much so that, among many other things, he's Chairman of the Regional Maintenance Panel.**

A few years ago, it became clear that resident satisfaction regarding maintenance wasn't good. As a result, a panel was set up for residents to have a say and influence how maintenance worked.

Jerry said: "We had an opportunity to understand how the maintenance process worked, and how L&Q came to the decisions it made."

The panel hit the ground running, and for the first time it gave residents a choice. Jerry

## Neighbourhood committees

A lot of changes are planned for the way L&Q is governed which you may have read about in the last issue of Homelife.

Various committees and boards are to be replaced by special Neighbourhood Committees that will feed into L&Q's main Group Board and give residents a much greater say. In the South East Thames Region, there will be four Neighbourhood Committees: Bexley, South East London (covering Lewisham, Greenwich and Bromley), Kent Thames Gateway and Horsham & Crawley (covering East & West Sussex and Surrey). The committees will meet up to four times a year and we want residents to get involved with all of them, but particularly Kent Thames Gateway and Horsham & Crawley.

**If you're interested and want to find out more call Caroline Boguzas on 020 8557 2847.**

## Quids in!

These residents are extremely happy after they received a cheque each for £250 – just for returning a satisfaction survey after the outside of their homes had been decorated.

Resident feedback is very important to us and if you want to be in with a chance of winning, and the outside of your home is being done up, take the time to fill out the survey and be entered into the prize draw. Who knows, it maybe you next time!



**The lucky winners this time were:**  
Mrs E Everett of Welling in Kent and Miss F Webley of Penge, London.



## Taking stock

**L&Q in the South East Region is growing from strength to strength thanks to the Stock Transfer Team.**



**The team has been instrumental in winning various transfers by Lewisham Council in the past 18 months. Here's an update:**

### Lewisham Park Towers

L&Q took formal ownership of the three towers opposite Lewisham Hospital in April 2007 and has made a good start in delivering our promises.

Illegal occupants have been served notice and a crack house has been closed down. Outstanding repairs have been completed and a new kitchens, bathrooms and windows programme has already started.

is in need of regeneration. L&Q are currently surveying residents to find out their needs for the future after securing preferred partnership by Lewisham. Residents will vote whether they want L&Q to take over sometime in the New Year.

### Grove Park

Nearly 1,500 homes are to be transfer from Lewisham to L&Q after residents voted overwhelmingly in favour to transfer, and the homes should be with L&Q in January 2008.

### Excalibur

This small estate made up of 187 prefabs in north Downham

### Lee Estates

L&Q have now been shortlisted with other housing associations for this estate of four tower blocks and low rise flats and maisonettes in Lee Green. L&Q will now work on their bid to try and become the preferred partner for this latest transfer.