

Are you a Green Champion?

L&Q's South West Thames Region has set up a Green Champion scheme to recognise and reward residents who are doing their bit for the environment.



A Green Champion could be someone who recycles a lot of waste, saves water, clears up litter or cuts pollution by walking, cycling or car sharing.

There is a Junior Green Champion category for people aged up to 16 and an Adult Green Champion category for anyone older.

Winners of the junior category will win vouchers to spend on music or at a bike shop. Adult winners could win vouchers for a local gardening centre or a bike shop.

To enter you must be an L&Q resident living in the South West Thames Region (this includes L&Q Threshold Homes).

Please send your nominations with brief details to Helen Goodsell at Gabriel House, 10-26 Wolfington Road, London, SE15 4EY. We really do want to hear you.

If you are unsure if your home is included in our South West Thames Region or want to find out more, please call Helen on 020 8225 3514.

MYSTERY SHOPPING

We are currently recruiting residents of L&Q Threshold Homes to become Mystery Shoppers and test the quality of our services.

The feedback from this helps L&Q improve services to residents, and residents who volunteer get £40 worth of gift vouchers for their time.

Mystery Shoppers simply make anonymous telephone calls to our offices and ask a series of set questions. They then record their experiences and this helps us evaluate the quality of our customer services.

Obviously we don't expect you to do this without training and support so one-day training sessions are held at our offices from 9am-5pm. Lunch and refreshments are provided and travel and childcare expenses are reimbursed.

Once fully trained you can work from home and will get £10 to cover the cost of calls.

If you are interested and would like to attend mystery shopping training please call PJ Warner on 020 8225 3513 or e-mail pwarner@lqgroup.org.uk Go on, give it a try!

Where to find us

Here is the address and telephone number of our offices in the South West Region.

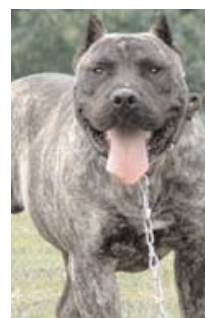
REGIONAL OFFICE:

Gabriel House,
10-26 Wolfington Road,
West Norwood, London SE27 0JF
Telephone: **020 8225 3500**
Minicom: **020 8225 3519**

FREEPHONE MAINTENANCE:
0800 0565 900

L&Q takes a stern stance on dangerous dogs

The majority of dog owners are very responsible but the police have told us there is a growing problem with dogs being used aggressively by groups of youths.



In May, a young girl in South Lambeth was attacked by dogs owned by an L&Q resident. L&Q took action and as a result police seized the dogs and the resident was banned from owning any more dogs in the future.

Fortunately the young girl who was attacked has now returned from hospital and is safe and well.

Tenancy Services Officer Grace Samuels said: "The incident was terrible. I'm working hard with Lambeth Council and the police to help prevent these kinds of incidents happening again and to crack down on other kinds of anti-social behaviour."

Before you get a pet always get permission from your Tenancy Services Officer first.



South West NEWS

News for residents in L&Q's South West Region and L&Q Threshold Homes

The Karate Kid

Step aside Jackie Chan – there's a new martial arts star in town!

L&Q resident Brooke Gregory may be only 14 but she is already a member of the British karate squad and has competed in several high profile competitions, including the World Youth Championships.

Brooke, who lives in Bermondsey, has travelled to Japan to compete in tournaments and hone her skills and now she is helping to train even younger children.

She said: "I've been taking part

in the Duke of Edinburgh Award scheme and as part of that I volunteered to teach karate to young children. It's hard work, but it's also lots of fun."

Brooke's mum Carol said: "I'm so proud of Brooke because she uses her time so constructively. Through these activities she has gained more confidence and she is constantly gaining more skills for later life.

I know that she's safe and it keeps her off the streets."



Jennifer's dream to become a White Van Mum

If you think of construction workers as big guys with tattoos, a builders' bum and a copy of The Sun tucked in their back pocket then think again!

L&Q Threshold resident Jennifer Yarde, who lives in Wandsworth, is bringing up five children by herself but has still found the time to take up a construction training course.

She was referred to training organisation Tribal Regeneration by Threshold staff and is using the free course to learn construction skills and get valuable industry experience.

CONTINUED INSIDE ►

Welcome

I hope you like this special edition of Homelife that includes stories about what's going on in L&Q's South West Thames Region.



I'd like to also give a special welcome to our new L&Q Threshold residents who have recently joined the L&Q family. Each year we will

send you two issues of this South West Region Homelife, and on top of this you will get another four issues of the regular Homelife.

In this first issue you can read about some remarkable residents living in our region who have inspirational stories to tell. There's a teenage karate champ, a mum who's training to become a builder, residents who are giving up their time to run activities on their estates, and residents who have transformed the roof of their building into an incredible garden.

There's information about how you can get involved in shaping L&Q's services by Mystery Shopping and you'll find details of a new scheme we are running to find local Green Champions.

We know that many of you have other amazing stories to tell so if you have any ideas for future articles please give me a call on 020 8225 3514.

Helen Goodsell, Neighbourhood Investment Officer

Jennifer's dream to become a White Van Mum cont'd ▶

Jennifer said: "The course has been hard work but I have learned an enormous amount about the construction industry, I feel like an expert now!"

In Jennifer's case her first step was to attend a taster session which introduced her to the realities of a career in construction and included a

visit to a building site. From that moment she was certain a career in construction was for her.

She added: "The course offers lots of new opportunities and I'd definitely urge more people to get involved with it. With a bit of determination and the right support anything is possible."

The next step for Jennifer is to

start a course in decoration at Wandsworth College and after that she is hoping to find a job.

If you are interested in a career in construction or want to find out if you are eligible to join the Tribal Regeneration course please contact Sandra Gravesande at L&Q Threshold on 020 8875 5543.



Parents going the extra mile

Young people on an estate in Sutton are getting training to develop and manage their own community projects.

L&Q Threshold residents Patricia Thoroughgood and Sasha Brown have lived on the Wandle Valley estate for 12 years and are now working as volunteers on the Young Investors Project.

Some of the activities that have been planned with the young people so far are music production, first aid and a video project. This not only gives them valuable skills but offers young people something to do outside of school.



Patricia said: "It's very rewarding seeing young people from this estate getting involved in positive activities and seeing them progress and gain more confidence."

At the same time I'm gaining experience in youth work."

Farhan Gafoor, who works for L&Q Threshold as a Youth Initiatives Manager, said: "The young people have started to take ownership of the project by planning the activities. Both the young people and the volunteers are gaining valuable new skills and having fun at the same time."



If you would like to find out more about this project please contact Farhan on 020 8875 5964.

There are lots of volunteering opportunities in Britain. For information call the National Centre for Volunteering on 0845 305 6979 to find your nearest Volunteer Development Agency or go to volunteering.org.uk.



Tranquil garden haven

L&Q residents at Thames Tunnel Mills in Southwark can flee the daily hustle of London life on their enchanting roof garden.

On a clear day they can sit among their rare exotic flowers and enjoy stunning panoramic views of the London Eye and Tower Bridge.

Back in 2001 the roof garden was completely refurbished by green-fingered residents and L&Q caretaker Paul Peile. This year L&Q helped to pay for new plants and furniture and there is now a compost bin to recycle kitchen waste and a bird table which

attracts a lot of local wildlife. There are also plans for a water butt and nesting box.

The atrium in this idyllic roof garden is home to a large number of cacti which have been developed from cuttings carefully nurtured by resident Ricardo Mandarino.

Caretaker Paul said: "It's fantastic that the residents get involved with the roof garden. It brings a real community spirit to the building."



Working together

Pearl Inman and Joan Henderson are determined to make a difference to the lives of people living on the Highfields Estate in Feltham.

Pearl is an L&Q resident and Joan is a Hounslow Homes Resident. Despite the fact they have different landlords, they work together to make a difference through the Orchard Residents' Action Group.

Joan said: "It doesn't matter that we have different landlords. The main thing is that we both want to make a difference. It's

impossible to make any significant changes on your own, it's vital that we work together."

Pearl and Joan have helped to set up projects such as a Somali ladies' sewing group and a youth club.

Pearl said: "We have knowledge and expertise in different areas, so it's important that we combine these to develop projects which benefit the whole community."

L&Q Tenancy Services Officer Ann Smith said: "It's fantastic to see residents like Joan and Pearl working together. Everyone on the estate values and appreciates their hard work."

Impressive standards

Southwark's Heygate Estate at the Elephant and Castle is going to be completely regenerated and residents who will need to move have been to visit L&Q homes in Peckham and Bermondsey.

This was so that they could get an idea of the type of home they could expect if they were nominated by the Council to L&Q.

The Heygate residents had a good look around some of our properties and by the end of the tour they seemed very impressed.

Anne Ejiogu, who has lived on the Heygate for the last 15 years, said: "The tour was a great opportunity to see exactly what the homes are like rather than just see pictures in a brochure. They were beautiful."

Sharon Nkansah, who has lived on the Heygate for eight years, added: "The highlight for me was to see that landlords like L&Q are designing special accommodation to suit the needs of residents with disabilities. I was very impressed."



"The tour was a great opportunity to see exactly what the homes are like"