

LSHA

NEWS SUMMER 2014



Welcome to the LSHA Summer newsletter...

With Summer now here, we are pleased to send you the latest issue of our newsletter. Please let us know what you think!

Don't forget we are always on the look-out for news. If you have a suggestion for our next newsletter, tell us about it.

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St Faiths Development

We are excited to announce nine new properties to be built at St Faiths Road in Tulse Hill. This picture shows how the new property will look when completed. We will report on its progress in future newsletters.



Computer generated image



Lambeth & Southwark
Housing Association
tel: 020 7735 3935
email: info@lsha.org.uk
web: lsha.org.uk

OUT OF HOURS EMERGENCY REPAIRS

For Emergency Repairs:
X-Bild Limited
07950 144 891

For Central Heating Repairs:
One Stop Gas & Plumbing Limited
07946 314 749

The out of hours service is for genuine emergencies only, please check your Tenants Handbook to see what constitutes an emergency.

LSHA Annual Rent Increase 2014

ABOUT YOUR RENT

Annual rent increases – our questions answered

Here is information about the 2014 annual rent increases for Lambeth & Southwark Housing Association coming into effect for most tenants in 29th September 2014.

We explain

- Why rent is going up.
- How and when the rise will take effect.
- How you can access financial advice and support if needed.

Why is LSHA putting up my rent?

Your rent is used to manage and maintain your home and where you live. Those costs have gone up in the last twelve months and we need to increase the rent to tenants so we can carry on doing repairs and making improvements such as fitting new kitchens and bathrooms.

Some of the rent you pay goes towards buying new homes, and running our office. But LSHA is a not-for-profit housing association. All surpluses are re-invested in homes and services.

When does the new rent payment come into effect?

The new charges apply from 29th September 2014 (or for Butler House tenants from 3rd November 2014) so you will need to adjust your usual payment unless you pay by direct debit in which case no action is required.

We will send you a letter and notice of rent increase at least one month before your rent is increased. If you are claiming housing benefit, please take a copy of the rent increase letter to housing benefit. It is your responsibility to advise housing benefit of this increase immediately so the correct rent is paid.

How do you work out how much to put my rent up by?

Like all social landlords, we have to follow the government's guidelines relating to social housing rent increases. All UK social landlords will be putting up their rent in line with the formula below.

RPI (Retail Price Index) from September 2013 plus 0.5%

LSHA's rent increase for 2014 is calculated as follows:

RPI in September 2014 = 3.2% + 0.5% = 3.7% increase to LSHA rents.

Make sure you're getting the help you need.

We know that rent increases are not welcome in these tough economic times. You might find this free benefits advice website helpful in making sure you're receiving all that you're entitled to. <https://www.gov.uk/benefits-adviser>



Do you have difficulty throwing things away?... If so, you can get help

Two behaviours characterise hoarding:

- Compulsively acquiring too many possessions
- Having difficulty getting rid of them when they are no longer useful or needed

When these behaviours lead to enough clutter and disorganisation to disrupt or threaten health or safety, or they lead to significant distress, then hoarding becomes a "disorder." A major feature of hoarding is the large amount of disorganised clutter that creates chaos in the home.

Such as:

- Rooms can no longer be used as they were intended
- Moving through the home is difficult
- Exits are blocked

The dangers of being a hoarder are:

- It can be a health risk due to excess dust and damp that it can cause
- It can be a fire risk
- Items can fall on you if they are stored unsafely at an unsafe height

If you would like more information and advice about hoarding or any

other type of disorder such as Anxiety or depression, you can get help and advice from AnxietyUK.

Call the Helpline: 08444 775 774
Mon-Fri: 9:30am - 5:30pm or log on to: www.anxietyuk.org.uk/about-anxiety/anxiety-disorder-and-stress/compulsive-hoarding



Dealing with Noise and Nuisance

We are approaching the summer months with longer days, and it is time to remember that excessive noise from neighbours can be frustrating and can cause a lot of stress and worry. We are giving you advice on dealing with loud music, building work, car and house alarms, and general domestic noise.



First, speak to your Neighbours

In many cases, the person making the noise is unaware that they are causing a problem. If you are able to speak to your neighbours, the problem can often be sorted out quite quickly. However if you are unable to speak to them informally, contact the noise nuisance teams in the borough that you live in. You can also speak to your Housing Officer who will also investigate and take legal action if appropriate if the noise/nuisance continues and there is sufficient evidence, however normal household domestic noises will not be investigated.

Noise Teams by Borough

Southwark Noise Team

0207 525 5777 or 0207 525 2000 and press option 1. The service is available between the following hours:

Monday to Thursday

From 7am to 2.30am the next day

Friday to Saturday

From 7am to 5pm and from 6.30pm to 4am

Sunday

From 8am to 2.30am the next day

Lambeth

Report noise nuisance

To report noise disturbances during normal office hours, Monday to Friday, 9am to 5pm, phone 020 7926 6111.

Report noise at night

We provide a rapid response night service. You can call 020 7926 5999, Wednesday night to Sunday night, 8pm to 4am.

Lewisham

Environmental Enforcement

Tel: 020 8314 2170

Email: environmentalhealth@lewisham.gov.uk

Environment Protection Team

Tel: 020 8314 2170

Email: environmentalprotection@lewisham.gov.uk

Nuisances they can deal with

We can deal with:

- Amplified music
- TV
- Parties
- Nightclubs and pubs including people outside making noise
- DIY home renovation
- Construction sites
- Barking dogs
- Alarms
- Odours and fumes from commercial properties
- Smoke
- Emissions and noise from works and equipment in the street

We can't deal with:

- Traffic, trains and planes
- Some domestic noises
- Footsteps within homes

LIFETIME LEARNING - CHARITY PROVIDING FREE I.T. & DIGITAL ART TRAINING

- Do you struggle with computers and would like to improve your I.T. skills training?
- Do you require further learning & personal development?

Lifetime Learning are a charity that provides FREE I.T. training

Visit: www.lifetimelearning.org.uk for more information



Repair Completion

& Tenants' Satisfaction

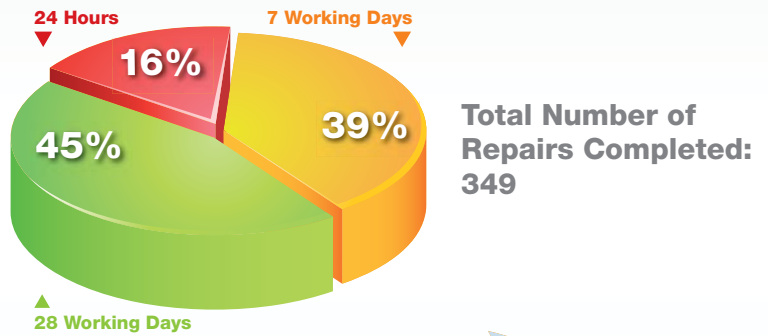
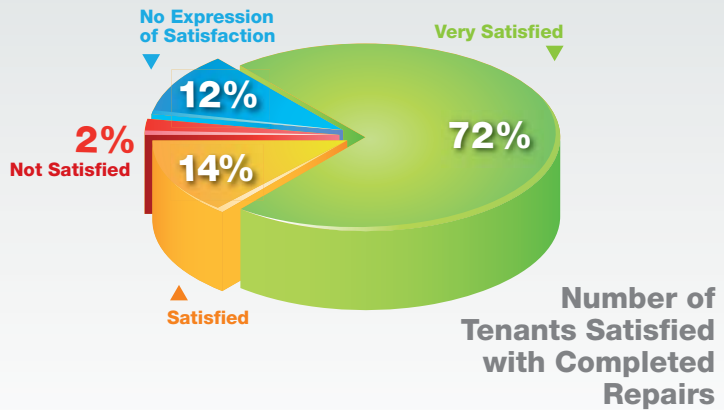
The following figures for January to March 2014 .

There were 311 work orders completed, 18 were late for the following reasons:-

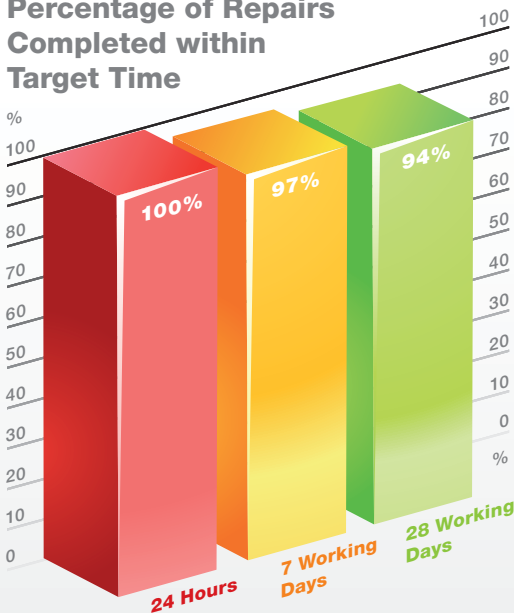
- 4 - lates for estimates of works,
- 4 - lates for ordering of materials,
- 10 - lates for access issues

There were 36 (10%) responses out 349 tenant satisfaction letters sent out. Out of these:

- 1 Dissatisfied
- 4 With no expression of satisfaction



Percentage of Repairs Completed within Target Time



Gas Safety & Gas Audit

At 31st June 2014, LSHA have 251 properties with a gas supply, and the target for gas safety compliance is 100%. We had 3 late inspections this quarter, these are now complete and no further outstanding inspections are due for this quarter.

We are now 100% compliant as of 30th June 2014.

Maintenance Satisfaction Survey Prize Draw



Congratulations to:
Ms. Nicholls, Lothian Road
 who received **£50**

REMEMBER: There are three ways to enter the maintenance prize draw:

- 1) post your completed repair order satisfaction slip, **or**
- 2) telephone the office on 020 7735 3935 to discuss completion of the works, **or**
- 3) email your comments about your repair to info@lsha.org.uk





There's a huge amount to do this summer for adults and children. But for some, the very hot weather can cause health issues.

You can download important health information on how to take care of yourself and others during the hot weather.

Remember:

- Try to stay in the shade between 11 am and 3 pm, when the sun is at its hottest
- It's important to stay hydrated, so drink lots of water or fruit juice
- Wear loose, cool clothing and a hat if you go outdoors
- Avoid excessive physical activity, or do it in the cooler ends of the day
- Wear a high factor sunscreen and reapply throughout the day

We'd also ask that you look out for your neighbours and friends. If you have an older or vulnerable neighbour keep an eye out for them and make sure that they are safe and well.

Many prescription medicines can reduce your tolerance of heat. You should keep taking your medicines, but take extra care to keep cool.

Danger symptoms to watch out for in hot weather include:

- Feeling faint and dizzy
- Short of breath
- Vomiting
- Increasing confusion

Take immediate action if danger symptoms of heatstroke are present. Cool down as quickly as possible, by resting in a cool place, drinking fluids, and sprinkling water on the skin or taking a cool shower.

Do not take aspirin or paracetamol - this can make you worse, but do carry on taking all other prescribed medicines.

Seek further advice from NHS 111 or a doctor if you have health concerns for yourself or someone you know.

Heatstroke can develop very suddenly, and rapidly lead to unconsciousness. Untreated it can kill. **If you suspect someone has heatstroke, call 999 immediately.**

General summer safety

The NHS Choices website provides a summary of NHS information on summer safety including BBQs, safety abroad and outdoors.

www.nhs.uk/livewell/Summerhealth

For additional home safety advice from the London Fire Brigade you can download their Fire Safety Guide.

SoL Fed Scrutiny Panel
Bridging the tenant-landlord divide through collaboration

Who are SoLFed?
The South London Federation of Small Housing Associations (SoLFed) is made up of five small social housing associations operating across south London. Each association has its strengths and weaknesses. Through SoLFed the landlords work together to improve the way that services are delivered to residents.

What is the Scrutiny Panel?
The Scrutiny Panel is a group of residents and staff drawn across all the members of SoLFed.
The Panel's role is to ensure that resident voice - in terms of needs, concerns and aspirations - is listened to, heard and acted upon by the landlords of the Federation.

The Panel will seek to:

- Monitor performance of each landlord against service standards that reflect the needs and priorities of residents
- Explore where good practice is across SoLFed and seek to understand how other landlords in the Federation can learn from that
- Report on its work in each landlord's Annual Report

Get involved and have your say

Tenants Survey

LSHA will begin their Tenants Survey in September 2014 and this will be conducted by Acuity Research and Practice Ltd.

Please remember this is an ideal time to give your feedback on the services you receive from us, so please try and take part in the survey. You will receive a written questionnaire to complete and freepost envelope to return this to us.

And there will be an opportunity to win a free iPad!



If you want to get involved and take part in the tenant scrutiny panel and give your view on shaping our services, meet other SoLFed tenants. Please contact us at info@lsha.org.uk or visit: www.solfed.co.uk for more details

Transfers and Exchanges: Information for Tenants

Looking for a Transfer?

Register with Homeswapper,
"all LSHA Tenants with a clear rent
account can register for free"

Find out more and join online at
www.homeswapper.co.uk

Homeswapper is the UK's largest community
of social tenants looking to swap homes.
Each year they help thousands of tenants
change their lives.

You can also contact our office to apply
for LSHA's internal transfer waiting list at:
info@lsha.org.uk

Did you know your housing benefit may be cut if your house is too big for you?

Why not swap to a smaller home with HomeSwapper?

Welfare Reform changes will soon mean that if your house is too big for your needs there will be a deduction in the amount of housing benefit you will receive. This means that if you are of working age, you may not be able to afford to continue to live in a house which is too big. HomeSwapper can help you!

Join HomeSwapper today and you can find and swap to a smaller home with the right number of bedrooms for you.

HomeSwapper
Join today at www.HomeSwapper.co.uk



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Council House Exchange

Community Council House Exchange is a website
for tenants to find a mutual exchange online.

This council exchange site is a community
website for tenants looking to exchange. If
you live in a council or housing association
property you can add your Exchange advert to
this website. We now have 84146 Council House
Exchange adverts listed on this website and
growing every day.

If you would like to register onto the site,
then visit www.council exchangesite.co.uk

House Exchange

Another alternative site to check out if
you are interested in moving to another
area or property is House exchange at
www.houseexchange.org.uk



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