

# LSHANews

THE LSHA TENANTS' NEWSLETTER **DECEMBER 2021**



*Christmas*  
**OPENING HOURS**  
Our offices will be closed from Wednesday, 24th December 2021, and will re-open on Monday, 3rd January 2022

## INSIDE THIS ISSUE...

### Household Advice

Winter Energy Saving Tips

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Make sure you're getting the help you need  
Benefits Advice

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With Winter closing in, 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, please tell us about it.

#### CONTACT LSHA



call: 020 7735 3935  
email: [info@lsha.org.uk](mailto:info@lsha.org.uk)  
web: [www.lsha.org.uk](http://www.lsha.org.uk)



**OUT OF HOURS  
EMERGENCY  
REPAIRS**

For emergency repairs, including Electrical, Plumbing and Heating repairs, contact: **One Stop Contractors**  
**07946 314 749**

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

## Antony & Roderick House Update

As local residents have been told, the builders at Antony & Roderick House have informed us that there will be a 17 week delay in completing the new homes.

This is due to challenges that all builders and the economy more generally have experienced as a result of the COVID-19 pandemic and Brexit. The issues include: a delay to material deliveries due to shortages and longer lead in times; and a shortage of labour, especially brick layers.

The feedback on site health and safety following our employer's

agent visits by continue to report that good practice is being followed. This is of limited encouragement to residents who will continue to experience inconvenience as a result of delay in a way that had not been envisaged.

A drop in session has been planned for the 25th November which will be an opportunity to meet with the affected households.

This unfortunate delay aside we look forward to the delivery of 30 additional new homes that will enable us to provide much needed homes to local people.





# Some Household Advice Tips...

## Winter Energy Saving Tips

### Take advantage of natural light

Open your curtains to your south-facing windows to soak up the sunlight during the day and let it naturally warm up your home. Just make sure to close them at night to stop any chill from the cold windows.



### Get your cook on!

Your cooker is one of the most energy-guzzling appliances in your house. Get ahead and try cooking multiple meals at once, it will save you the hassle later on in the week and save you energy.

### Strong and stable heating

Much as it might be tempting to put your heating on full blast when you're cold, keeping your thermostat at the same low temperature rather than 'on-off-on-off' can save you energy. This is because the boiler uses a lot of energy getting from cold to hot.



### Time for some (radiator) Feng Shui

Having a sofa or a bed blocking a radiator is a prime culprit for stopping the room heating up. It gets absorbed by the item of furniture rather than warming you up. It can be handy to move it out the way so that you're the one who feels the benefits.

## Preventing Blockages



Drainage pipes are only designed to carry water, human waste and toilet roll. Other items can get clogged in the pipe and build up a blockage. Blocked drains stop waste water from leaving your property, and when waste water blocks up, it can come out of the toilet or sink and flood your home.

Items which should not be flushed down your toilet or poured down the sink include:

- Cooking oil
- Fat or grease
- Food scrapings
- Wet wipes/multi-purpose wipes – even those labelled as 'flushable'
- Cotton wool, cotton pads and cotton buds
- Disposable nappies and nappy liners
- Sanitary products
- Condoms
- Plastic bags and wrappers
- Needles and syringes
- Old clothing and rags
- Cat litter
- Paint and paint thinners

## Dispose of items sensibly

- Some local councils provide a separate food waste bin, for the disposal of fats, oil and grease.
- Anything other than toilet paper should be put in the bin
- Paint and paint thinners should be taken to a rubbish tip or recycling centre.

## Lost Your Keys?

**LSHA do not keep spare keys for your flat or house front or back door.** You will need to arrange for a locksmith to force entry and change your locks. If you require a new fob or key for the communal door, you will have to pay for a replacement. You maybe recharged for a contractor to attend to change your lock if you have lost your key.



## No Electrics?

**Please check your consumer unit to ensure all the switches are up.**

If a switch is down, push the switch up. If the switch will not stay up, check your appliances i.e. kettle. A defective appliance will cause the electrics to shut off. Your consumer unit might look like this image above and be situated inside your property, e.g. under the stairs.



# Make sure you're getting the help you need

You might find this free benefits advice website helpful in making sure you're receiving all that you are entitled to:  
[www.gov.uk/browse/benefits/entitlement](http://www.gov.uk/browse/benefits/entitlement)



## Paying Your Rent

Making payments for your rent and service charges is important and should always be your first priority.

The consequences of not paying your rent are serious and in the worst case could result in you losing your home.

There are things you can do to avoid going into arrears and we are here to help you.

### What should I do if I have problems making a payment?

#### Don't ignore the problem

Talk to us as we can arrange for your housing officer to talk to you to advise on benefits you might be able to claim.

We can talk through your budget with you and make a fair repayment agreement that you can afford

#### Don't promise payments you are unable to make

Make every effort to pay on time. If you have problems keeping to the payment agreement, please let us know straight away and tell us if your circumstances change.

### What happens if I do get into arrears?

We now use our texting system to send messages for rent reminders and balances

We will contact you if you miss a rent payment to tell you the amount you owe. If you receive a letter, please read it carefully, don't ignore it.

Contact us straight away to arrange to pay the arrears. If we don't hear from you and you don't make a payment, we'll move through the stages of our arrears policy. This could mean we take you to court and you could even be evicted from your home.

*We are here to help, and our aim is always for you to stay in your home and to help you find ways to pay your rent. If you have a problem, we just need to know about it. So please let us know straight away*

### How to Pay your Rent

**Direct Debit** The easy way of paying your rent, please contact your Housing Officer to set up a convenient date to pay your rent, it is flexible and hassle free.



**Other Payment Methods** When making other payments, i.e. through Allpay, standing order or directly through our bank account, please ensure that you use your tenant reference number and or property reference to ensure that we are able to allocate your payment to your rent account promptly.

## MONEY SAVING TIPS

### Reduce Your Light Usage

Turn your lights off when you're not using them. If you switch a light off for just a few seconds, you will save more energy than it takes for the light to start up again, regardless of the type of light. This will save you around £15 a year on your annual energy bills.

### Kitchen Cut Backs

Save £39 a year on your energy bill by using your kitchen appliances more carefully:

Use a bowl to wash up rather than a running tap and save £25 a year

Reduce your washing machine use by just one cycle per week and save £8 a year

Only fill the kettle with the amount of water that you need and save around £6 a year

### Switch Off From Standby

You can save around £35 a year by remembering to turn your appliances off standby mode.

### Turn Your Central Heating Down by 1 Degree

Turning your central heating thermostat down by 1 degree could save you £60 a year (based on turning down a room thermostat from 22 degrees to 21 degrees in the main living areas of an average 3 bed house)



If you're concerned about your rent and would like some advice on claiming benefits or managing your money, call us on 0207 735 3935.

# A few reminders...

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## OFFICE OPENING HOURS

Our office opening hours are 9.30am-5pm. We close between 1-2pm for lunch. If you would like to see someone in person, please telephone for an appointment on 020 7735 3935 or email: [info@lsha.org.uk](mailto:info@lsha.org.uk)



## TRANSFER REQUESTS

If you would like a transfer, you will need to complete a transfer form and return it to LSHA. Most of our properties are based in Lambeth, Southwark and we have one block in Lewisham.

Please note that you must not have any arrears before you can be considered for a transfer.



## REHOUSING OPTIONS

**Apply for a transfer via LSHA**, please note that you must not have any arrears before you can be considered for a transfer.

**Apply to the Mayor of London's Housing Moves scheme.**

**Mutual exchange** Please register with the Home swapper website.

**Downsizing** If you are living in a property too large for your needs, we could help you to move to a smaller home. Please contact LSHA

## YOUR CONTACT DETAILS

It is important that you provide up to date contact details for yourself and your next of kin in case of an emergency.

Please call LSHA on 020 7735 3935 to advise of any amendments.



LSHA's text number is:  
**07826 826823**

Please let us know what you think of the service and ensure that we have your most up-to-date mobile number by using the text messaging service.

## MyTenancy a reminder

MyTenancy is a secure web based system that provides tenants with internet access to their rent account. Information such as account transactions, outstanding repairs and personal information is readily available online, controlled with multi-level password access.

Tenants can also view and print their rent statement, place a maintenance request or inform us of any changes in your circumstances.

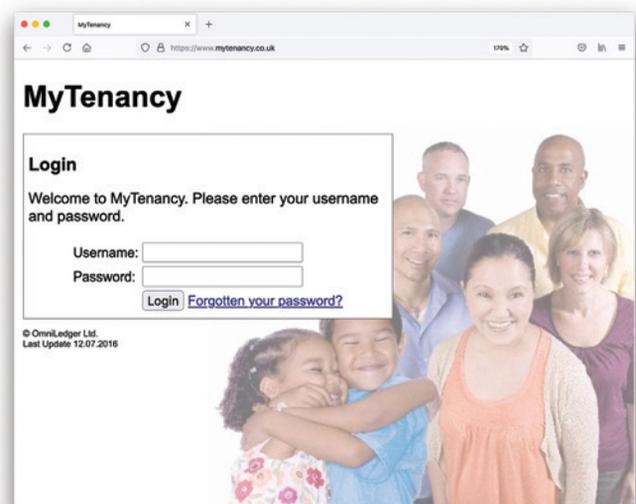
You will need to have access to a computer, either at home or at your local library. All tenants have their own individual login and password which you should not pass to anyone else as this gives you access to your rent account which is confidential to you.

*First time tenant login details will be issued by the Association. It is then the tenant's responsibility to change these details to suit their own preferences.*

To log into My Tenancy you will need to log on to our website which is [www.lsha.org.uk/tenant-services](http://www.lsha.org.uk/tenant-services) and click on **My Tenancy**

My Tenancy

- Username and passwords are now case sensitive
- New "Forgotten your password?" hyperlink that will allow user to recover their account



# Repairs & Missed Maintenance Appointments

At LSHA, we are required to carry out periodic inspections and associated testing to check whether an electrical installation is in a satisfactory condition for continued service.

The Regulations require landlords to have the electrical installations in their properties inspected and tested by our contractors every 5 years. On completion of the necessary inspection and testing, an Electrical Installation Condition Report will be issued detailing any observed damage, deterioration, defects, dangerous conditions and any non-compliance with the present-day safety standard which might give rise to danger.

This year there has been a high number of appointments being missed, this means that other tenants who are waiting for their repairs to be completed could have had theirs done on anyone of those missed occasions.

We completely understand that there are genuine reasons as to why our tenants are unable to keep appointments; all we ask is that tenants notify us ahead of time so that we can give the appointment to

another tenant who may need it. If tenants do need to make amendments to their appointment, please call us on 020 7735 3935.

Also, there is a messaging reminder system in place once a tenant has booked an appointment for our contractor to come and fix the problem, they will receive a text message confirming the details. We hope that this will mean that tenants will not forget their upcoming scheduled appointments.



welcome to the team

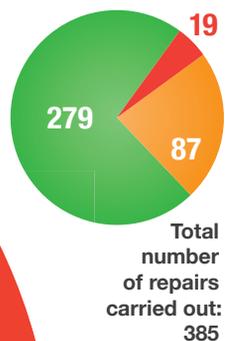
We would like to give Anita a very warm welcome and congratulate her on becoming part of our growing team.

Welcome aboard!

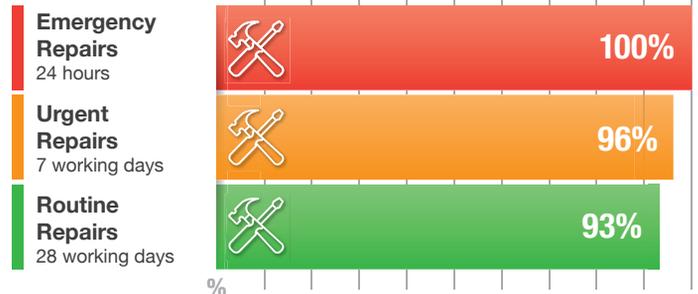
Anita Green  
Finance Officer



## Repair Completion Times July-Sept 2021



Percentage of repairs completed within target time



## Gas Safety Inspections

At September 2021, LSHA have properties with a gas supply; the target for gas safety compliance is 100%. We are 100% compliant as of September 2021.

Congratulations to Miss S Decordova, Kennington, our Prize Draw Winner, who received £50 for taking part in the repairs survey by text or letter.

*You could be a winner! Please take part, this will help us improve our repair services to you.*





THERE ARE SO MANY MAGICAL THINGS TO DO IN...

# London at Christmas in 2021

## WINTER WONDERLAND IN HYDE PARK

Embrace the Christmas spirit with Winter Wonderland in London's Hyde Park.  
19 Nov - 3 Jan 2022

## OXFORD STREET & REGENT STREET

Shoppers flock to these two famous streets all year round, but during the winter months they are lit up with spectacular Christmas lights.

## SOMERSET HOUSE ICE RINK

Glide along the ice at one of London's most picture-pretty locations with Skate at Somerset House.  
17 Nov - 16 Jan 2022

## SOUTHBANK CENTRE WINTER MARKET

See the South Bank's riverside transformed into a wintry wonderland, where global cuisine and an artisan Christmas market come together in one sparkling location for Southbank Centre's Winter Festival. 4 Nov - 24 Dec 2021

## CIRCUS 1903 AT THE SOUTHBANK CENTRE

Be amazed by jaw-dropping stunts and incredible acrobatics as Circus 1903 returns to the Southbank Centre this Christmas. This must-see circus show transports you to the turn of the 20th century and includes high-wire acts, trapeze artists, life-size elephant puppets and more.  
16 Dec - 2 Jan 2022



## Citrus Roasted Salmon

### INGREDIENTS

- 3 clementine's, divided
- 1 lemon, sliced
- 8 sprigs thyme, plus 1 tablespoon thyme leaves
- 1 (3-pound) skin-on salmon fillet
- 1½ tbsp, pure honey
- 1 tbsp, fennel seeds, crushed
- Kosher salt and freshly ground black pepper

### DIRECTIONS

- Preheat oven to 200°C. Slice 1 clementine. Arrange sliced clementine, lemon, and thyme sprigs in the centre of a baking sheet. Top with salmon, skin side down.
- Grate zest from 1 clementine into a measuring cup, then squeeze in juice from both remaining clementine's (you should get about 1/4 cup). Add honey and whisk until dissolved. Brush salmon with half of clementine mixture, then sprinkle with fennel and thyme leaves. Season with salt and pepper. Roast for 10 minutes.
- Brush salmon with remaining juice mixture. Roast until barely opaque throughout, 12 to 15 minutes.

ENJOY THIS SPECIAL FESTIVE TREAT WITH FAMILY & FRIENDS

### Office opening hours

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tel: 020 7735 3935 email: [info@lsha.org.uk](mailto:info@lsha.org.uk) web: [www.lsha.org.uk](http://www.lsha.org.uk)  
*Working for Better Housing*