

LSHANews



THE LSHA TENANTS' NEWSLETTER **SPRING 2020**

The Rookery at
Streatham Common Park



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Fire Precaution

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Easter Hours

*Our offices will be closed
on Good Friday, 10th April
and Easter Monday,
13th April 2020*

With Spring 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, please tell us about it.

CONTACT LSHA



call: 020 7735 3935
email: info@lsha.org.uk
web: www.lsha.org.uk



**OUT OF HOURS
EMERGENCY
REPAIRS**

For emergency repairs:
A&E Elkins Ltd
07432 054504

For central heating repairs:
One Stop Gas &
Plumbing Limited
07946 314749

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

LSHA's Tenant Satisfaction Survey

**Thank you for responding
to the recent Tenants
Satisfaction Survey.**

A big thanks to all those tenants who took the time to respond to the recent survey on Lambeth and Southwark Housing Association. We have recently had a draft report on the results of the survey. We were pleased that we received responses from 137 tenants which is just under half of the total households that LSHA manage. This high response will help us to improve the service we provide you. We will, of course, provide more details in the next newsletter.

Tenant satisfaction was generally positive about the work of LSHA but there are some areas that need more attention especially around how we communicate with tenants. In saying this, we were encouraged to see that out of 137 tenants who responded that 61 of you would like to be more involved / giving your views either through meetings, e-mails or texts.

As I'm sure you would expect that during this unprecedented time of the Covid-19 virus we will **NOT** be holding any public meetings. However we will be contacting all those tenants who would like to be more involved so we can hear at first-hand how we can do better in communicating and listening to our tenants' issues that affect their area.



Fire Precaution Works

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PROGRAMMED WORKS 2020

As part of our programmed works this year, the works will comprise of the following:-



**Electrical
Upgrade**



**Fire Safety
Signs**



**Fire Alarm
System**



**Heat Detectors
CO Alarms**



**Smoke/Sensor
Alarms**



**New Front
Doors and
Letter Plates
*(some properties)***

The following properties will either have some or all works, however the information in your communication will be more specific and outline what works will be included in your block and individual flat: Butler Court, Durand Gardens, Garden House, Kennington Park Road, Liberty Street, Montgomery House, Commercial Way (Flats), Salisbury Court, St Agnes Place, Stockwell Park Road, Antony & Roderick House (doors only), and Orchard Court (letter plates only).

We apologise for any disruption or inconvenience you may experience during these works. As your landlords we are working within the current government health & safety guidelines in carrying out fire precautionary work to ensure your safety.

Proposed improvements and re-development at Antony & Roderick House

The proposal is to add and develop 30 new pre-fab 1 & 2 bedroomed flats on top and at the side of both Antony & Roderick House.

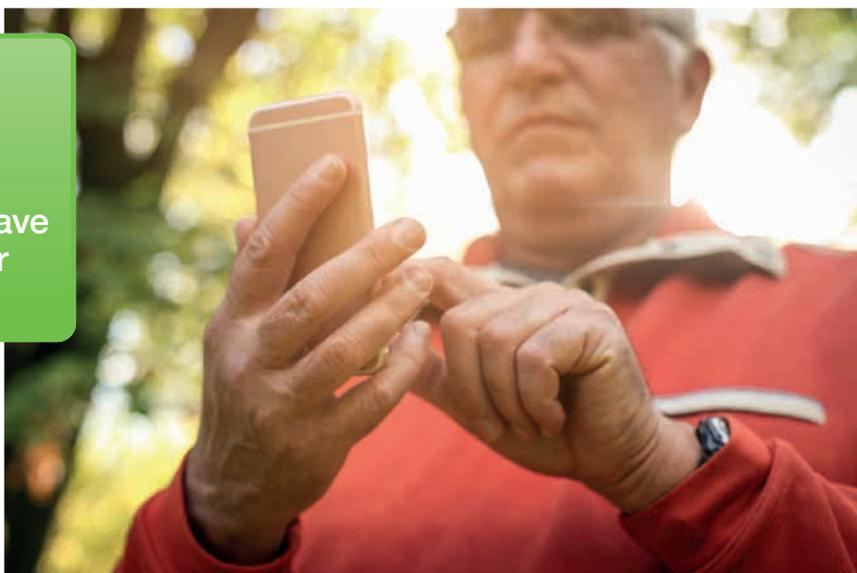
A residents' consultation and drop-in event meeting is due to be held in the Spring of 2020 advising on the progress so far. It is hoped that the meeting will be held at the Bede Community Centre as before. Information coming soon.

LSHA's text number is
07826 826823

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

Please let LSHA know how we can communicate with you by giving us your email and other contact numbers.

Do let us know if you do not want us to contact you by email or specific telephone numbers too.



Your Guide to Paying Rent

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CONTACT INFORMATION	We are open Monday to Friday, 9.30am to 5.00pm. (Closed for Lunch between 1.00pm to 2.00pm). Phone: 020 7735 3935 Email: info@lsha.org.uk
RENT DUE DATES	Rent is payable weekly in advance, or according to the terms of your tenancy agreement. If you pay weekly, fortnightly or monthly, please ensure that your payments are not paid in arrears.
PAYING YOUR RENT	
AT A PAYPOINT OR THE POST OFFICE	With your Allpay card you can pay at any PayPoint or Post Office outlet. For a list of all PayPoint and Post Office outlets, visit www.allpay.net/outlets
DIRECT DEBIT INTERNET BANKING OR STANDING ORDER	To set up a direct debit please contact us. Sort Code: 20-65-82, Account No: 50532851 Please quote the reference number on your Allpay card.
TELEPHONE PAYMENTS	By calling 0844 557 8321 with your debit/credit card details. This service is available 24 hours per day, seven days a week and is provided by Allpay. Please ensure you quote the reference number on your Allpay card. Alternatively you can pay online at www.allpayments.net and select 'make a payment'.
CHEQUES	You can pay by sending a cheque payable to Lambeth & Southwark Housing Association to our address: LSHA, 7A St Agnes Place, Kennington, London SE11 4AU. Write your tenancy number and address on the back. Please make a note on your cheque whether your payment is for rent or other charges.
LOST ALLPAY CARD	If you lose your Allpay card, please call us and we will issue you a new one.
RENT ARREARS	If you are having problems paying your rent, always contact us immediately so we can help you. You are legally required to pay rent as stated in your tenancy agreement and failure to pay may result in legal action and the loss of your home.



WELFARE BENEFITS AND MONEY ADVICE

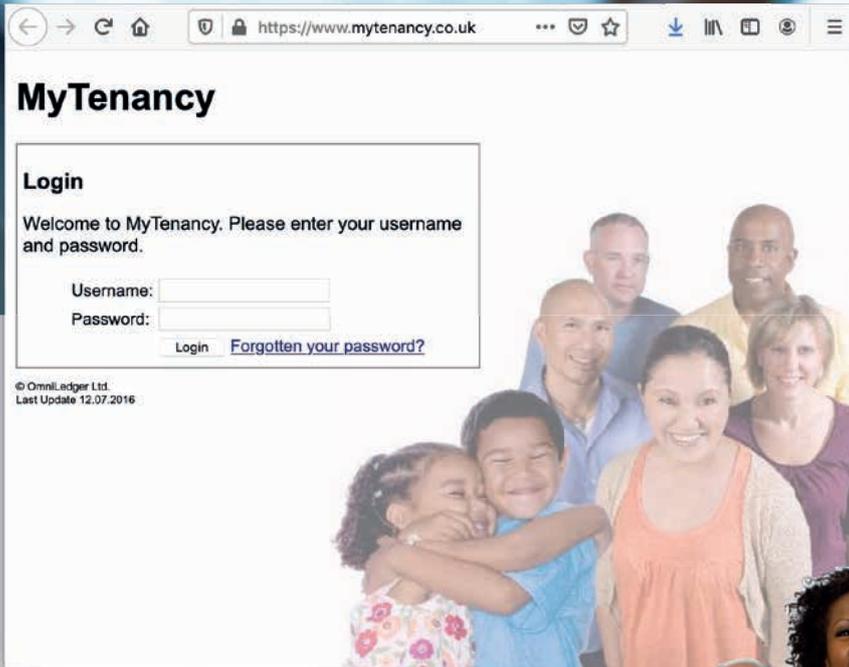
- If you are unemployed or on a low income you may be entitled to financial help to pay your rent. For advice and support, contact your local authority Benefits team, Job Centre or Citizens Advice Bureau.
- You can also check your entitlement by visiting **www.entitledto.co.uk** or **www.gov.uk/browse/benefits**
- Even if you receive housing benefit you must pay your full rent in advance. This is also the case if part of your rent is paid by housing benefit
- If you are affected by changes to welfare benefits like the Benefit Cap, Universal Credit or Bedroom Tax, please contact Advising Communities for help and advice, visit: **https://advisingcommunities.uk/help-you**

They are here to help and provide advice and support on a wide range of issues including:

- Budgeting & income maximisation
- Dealing with debts
- Signposting to specialist money support
- Completing benefit application forms and appealing benefit decisions



If you are having problems paying your rent, always contact us immediately so we can help you.



My Tenancy

Visit: www.lsha.org.uk/tenant-services on our website to log-in and access your rent account securely, order repairs and update your personal details, i.e. change of telephone numbers etc.

Tenant signs on with the old user name and password, these are case sensitive.

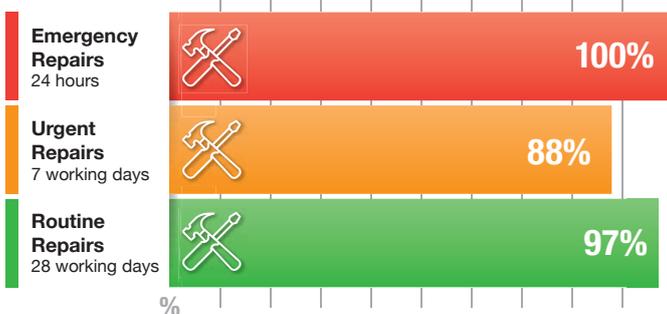
Tenant can then setup the account to suit their own requirements including changing user name, preferably their email account and new password.

In the event that the tenant forgets password they can reset it and an email will be issued to their email account and they have 10 minutes to process the request to change the password. If you have difficulties, please contact your Housing Officer.

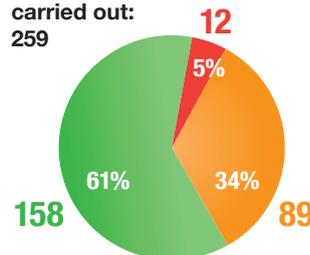


Repair Completion Times Sept 2019 - Dec 2019

Percentage of repairs completed within target time



Total number of repairs carried out: 259



Congratulations to Ms. Neely of Bermondsey, our Prize Draw Winner, who received £50 for taking part in the repairs survey by text or letter.

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



Gas Safety Inspections

As of December 2019 LSHA we have 269 properties with a gas supply; the target for gas safety compliance is 100%.

We are 100% compliant as of 31st December 2019.

Coronavirus Health Advice

How Coronavirus is spread

Because it's a new illness, we do not know exactly how coronavirus spreads from person to person.

Similar viruses are spread in cough droplets.

It's very unlikely it can be spread through things like packages or food.

How to avoid catching or spreading coronavirus

Do:

wash your hands with soap and water often – do this for at least 20 seconds

always wash your hands when you get home or into work

use hand sanitiser gel if soap and water are not available

cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze

put used tissues in the bin straight away and wash your hands afterwards

try to avoid close contact with people who are unwell

What to do if you think you might have coronavirus

If you think you might have coronavirus or you've been in close contact with someone who has it:

stay at home and avoid close contact with other people

do not go to a GP surgery, pharmacy or hospital

use the NHS 111 online coronavirus service to find out what to do next

CORONAVIRUS

PROTECT YOURSELF & OTHERS



Do Not:

touch your eyes, nose or mouth if your hands are not clean

The 111 coronavirus service will tell you if you need to continue to stay at home (self-isolate) or if you need medical help. visit: <https://111.nhs.uk/covid-19/>

The health and safety of our residents and colleagues is our top priority. We are doing all we can to keep you safe and protect the services that are most important to you during the current coronavirus outbreak. **Please read the additional information enclosed with your newsletter and keep up to date with new advice by visiting the website shown below.**



For up to date advice visit:

www.nhs.uk/conditions/coronavirus-covid-19

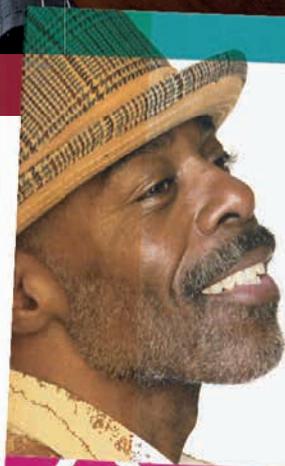
Journey2Work

Help and advice
for mature people
in finding work

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Journey2Work

- > Aged 50 or over, out of work, and looking for a new direction?
- > Want to tap into jobs from top employers close to home?
- > With support for success from application to interview stage?
- > And on-going mentoring once you secure your brand new job?



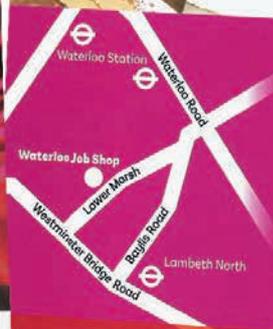
Are you looking for a new job or a new direction in life? Do you live in Lambeth, Lewisham or Southwark? Are you 50 or over and long-term unemployed? You could be eligible for our help. We are a Waterloo-based employment & skills service. We use our links with top employers to help you get a job.

Our service is free and we will support you to:

- Find the job that suits you best
- Write or improve your CV
- Prepare for job interviews
- Succeed in work

Get in touch and start your free Journey2Work.

Waterloo Job Shop
020 7202 6930
www.waterloojobshop.com



**journey
2
Work**

In partnership with
**Department
for Work &
Pensions**



SBEG

**Waterloo
Job Shop**



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and Easter Monday,
13th April 2020*



**Lambeth &
Southwark**
HOUSING ASSOCIATION

7a St Agnes Place, London SE11 4AU
tel: 020 7735 3935 email: info@lsha.org.uk
web: www.lsha.org.uk

Working for Better Housing

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