

LSHANews

THE LSHA TENANTS' NEWSLETTER **SPRING 2021**



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Get involved,
Have your say

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*Our offices will be closed
on Good Friday, 2nd April
and Easter Monday,
5th April 2021*

Easter Hours

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.



UPDATE

Antony & Roderick House

Development of 30 new homes in progress

Exciting times for LSHA as the long awaited development of 30 modular homes is underway. Works commenced in January 2021, consisting of two new floors and additional properties at either end of the existing buildings which will also include a lift. Completion of these new homes will hopefully be delivered in Spring 2022.

LSHA Tenants Group

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HAVE YOUR SAY

Get involved, have your say

A new Tenants Group which has been set up by LSHA has been providing feedback to help update the Housing Association's service standards. LSHA are continually trying to improve how services are delivered to tenants and input from the new group ensures that tenants are a major part of influencing how this is achieved.

As reported in previous newsletters, LSHA have employed an independent consultant Ciarán Quigley to set up and administer the LSHA Tenants Group. The group is made up of tenants who gave their details in the most recent survey and said they would be interested in being more involved with the Association. The tenant reps come from all three Boroughs it has properties in, namely Southwark, Lambeth and Lewisham.

Unfortunately due to the COVID19 Pandemic which forced London into lock down, it means that it is impossible to set up physical meetings with tenants so instead the group have been meeting virtually through monthly online video conferencing since late last year.



The group have already drafted and agreed with the Association its terms of reference on how they will operate. They are now assessing the service standards and have made very useful comments on how these can be updated and monitored.

The main aims of the tenants group is to:-

- Provide tenant feedback to assist the Association in monitoring contractor performance
- Assess and suggest ways to update LSHA's current service standards
- Review and look at how communications between LSHA and tenants can be improved
- Review and monitor how LSHA engages and involves its tenants.

If you would like more information on/or would like to be involved with the Tenants Group, please contact Ciarán at cj_quigley@yahoo.co.uk or the LSHA directly at info@lsha.org.uk

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.



Paying your Rent

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allpay

Paying online by **allpay** is quick, convenient and secure. You will need your payment reference number. Call us on **020 7735 3935** if you are not sure what your reference number is.

By text (allpay)

Register your details at:
www.allpayments.net/TextPay
You will need your payment reference number.

By phone (allpay)

Call **0330 041 6497** – this is an automated 24-hour service. You will need your payment reference number.

By using the allpay app

If you own an Apple, Windows or Android smartphone you can now download the allpay app. It's free and allows you to pay at anytime and anywhere.



By Direct Debit

From your bank. You can also set up a Direct Debit by calling us on **020 7735 3935** with your bank details (sort code and account number).



By Payment Card

At a Post Office or PayPoint outlet.



WHEN TO PAY

Depending on your tenancy agreement your rent will be due either:

- Weekly (to be paid one week in advance at all times)
- Monthly (to be paid one month in advance at all times)

WHAT TO DO IF YOU HAVE A PROBLEM WITH PAYMENT

Your rent is the most important payment you need to make and is a priority above other bills or debts. If you are having problems paying your rent, the most important thing to do is to let us know as soon as possible.

You can contact us by:

- Email: **info@lsha.org.uk**
- Phone - call us on: **020 7735 3935**

If you need additional support:

Visit **www.gov.uk/browse/benefits** as their benefit checker may be of use if you cannot pay because your circumstances have changed (you may be entitled to additional benefit).

- Visit Citizens Advice
- Speak to your local authority, housing benefit department
- If you are self-employed please visit: **www.gov.uk** and search 'self-employed'.

WHAT HAPPENS IF YOU DON'T PAY YOUR RENT

If you get into financial difficulties and cannot pay your rent, we will do our best to support you. However, if you continue to fail to pay your rent or meet any agreed payment plans, we will have no choice but to take legal action and you could lose your home.

If you get into financial difficulties and cannot pay your rent, please contact us immediately so that we can discuss the situation with you and offer advice on your options.

If you fall into arrears we will:

- Contact you to arrange for your payments to be brought up to date
- Issue a 'Notice Of Seeking Possession Of Your Property' (if you continue to fail to make payments after our initial contact with you).

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

Programmed Works 2021

This Year's Programmed Works - Fire Precaution Works continued from last year because of the lockdown delays of COVID19



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)

Some properties have had the upgrades and the works have been completed. However, some properties remain outstanding and are being scheduled with those tenants by the contractor.

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 and associated work to ensure your safety.

Thank you for your patience.

Lost your keys? LSHA do not have spare copies of keys for your home.

You will need to arrange for a locksmith to change the locks at your expense. Please do not call the emergency contractors. If you do, you will be re-charged for the call out.



Electricity suddenly cut off?

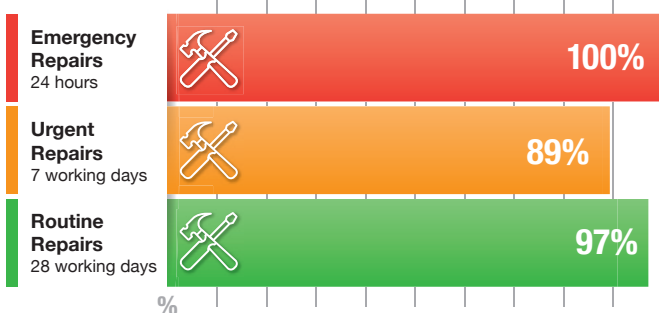
Please check your consumer unit to see which switch has shut off. Check the appliance in that room associated with the switch to make sure there are no faulty appliances as this may cause the electricity to cut out.

If there is still a problem with your electrics after taking these actions, please contact LSHA on 020 7735 3935.

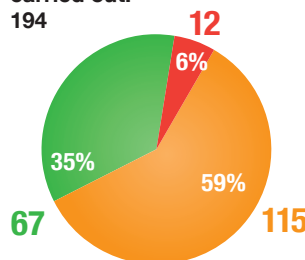


Repair Completion Times Oct - Dec 2020

Percentage of repairs completed within target time



Total number of repairs carried out: 194



Congratulations to Ms. St. Vie, London, 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 2020 LSHA we have 269 properties with a gas supply; the target for gas safety compliance is 100%.

We are 99.6% compliant as of December 2020.

MyTenancy

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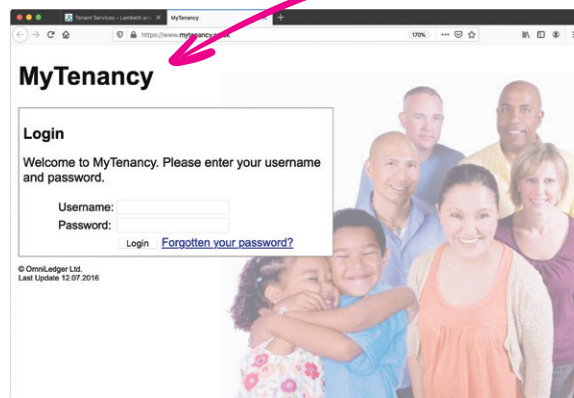
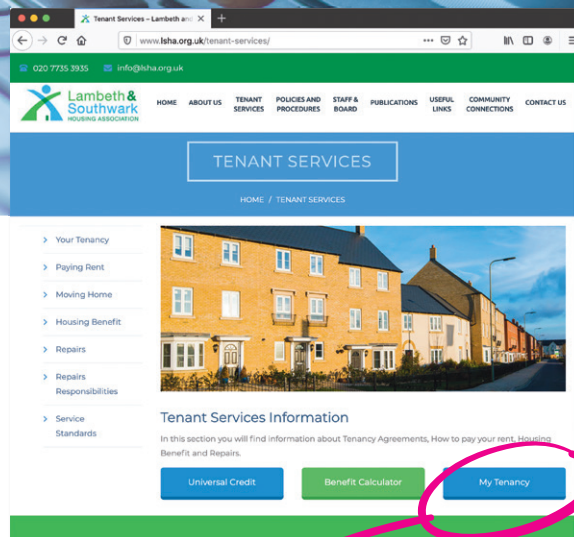
How to view your rent account, make changes to your contact details and report a repair

Please go to Lambeth & Southwark Housing Association's website www.lsha.org.uk/tenant-services and select

My Tenancy

You can log-in and access your rent account securely, order repairs and update your personal details, i.e. change of telephone numbers etc.

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



HANDS



FACE



SPACE



**CORONAVIRUS
PROTECT
YOURSELF
& OTHERS**

Social distancing and changes to everyday life

The NHS website: www.nhs.uk/conditions/coronavirus-covid-19 has lots of useful advice about Covid-19. For advice about avoiding close contact with other people (social distancing), looking after your wellbeing and using the NHS and other services during coronavirus, visit: www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/what-you-need-to-do

National lockdown

Coronavirus remains a serious threat across the country. For advice and to find out what you can and cannot do during lockdown visit: www.gov.uk/guidance/national-lockdown-stay-at-home

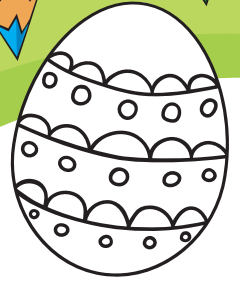
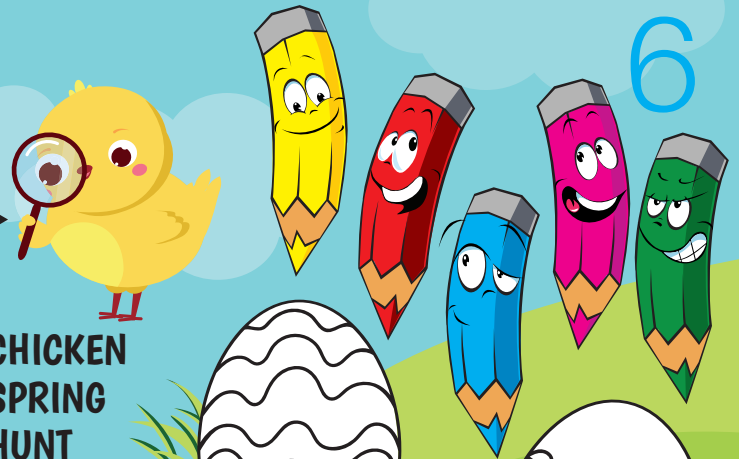
EASTER FUN

Can you find all these Easter words?

Remember, they can be found in any direction ↑ ↓ ← →

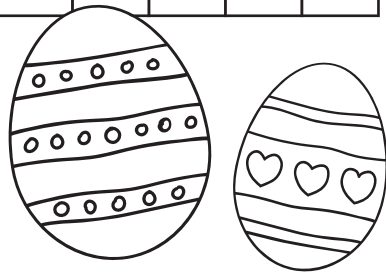
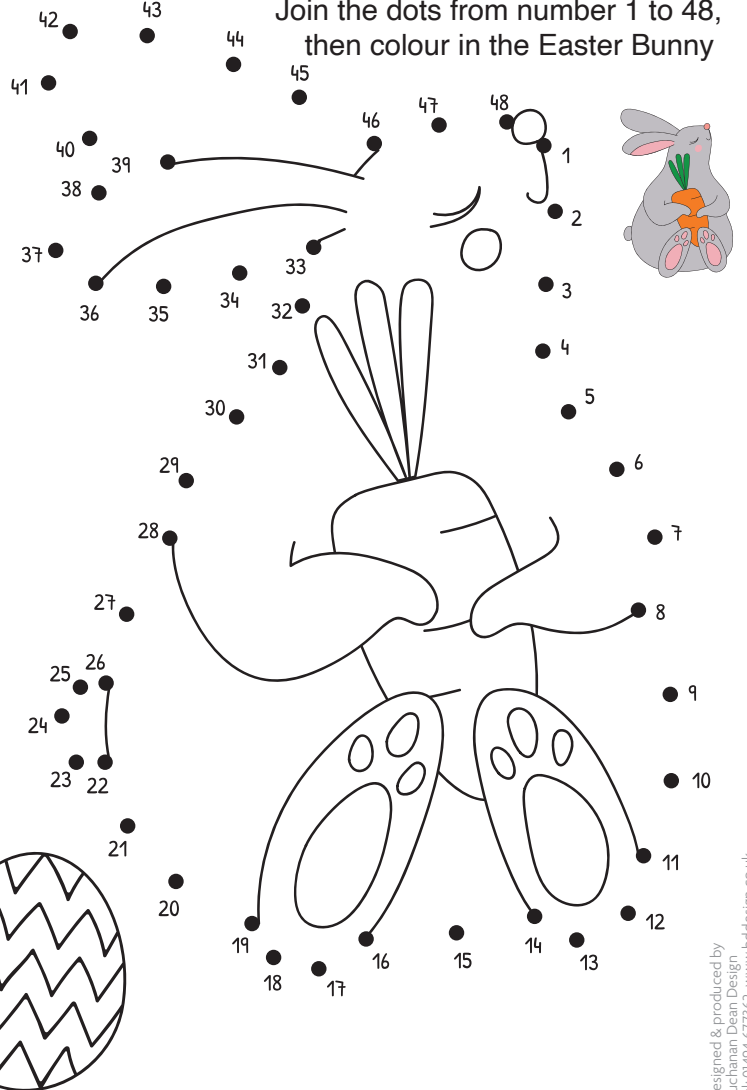
G	K	F	L	O	W	E	R	L
N	U	G	S	O	P	T	X	B
I	H	R	E	T	S	A	E	U
R	E	G	G	A	G	P	C	N
P	M	E	L	B	H	R	O	N
S	P	H	G	H	U	N	T	Y
N	H	B	A	S	K	E	T	P
B	Q	K	D	O	I	B	W	O
W	O	C	H	I	C	K	E	N

CHICKEN
SPRING
HUNT
EASTER
BUNNY
EGG
FLOWER
BASKET



Colouring Dot-to-Dot

Join the dots from number 1 to 48, then colour in the Easter Bunny



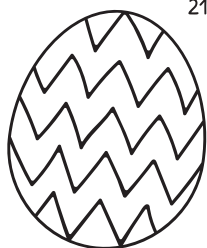
	+		=	1
+			+	
3		A		
=			=	
	+	7	=	10

Maths Houses

Can you fill in the numbers so all the sums are correct?

2	+	4	=	
+			+	
		B		2
=			=	
3	+		=	8

	-	2	=	
+			+	
7		C		
=			=	
	-	3	=	7



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

Working for Better Housing

7	=	3	-	10
=				
6		C		7
+			+	
1	-	2	=	3

8	=	5	+	3
=				
2		B		1
+			+	
6	+	4	=	9

10	=	7	+	3
=				
6		A		3
+			+	
1	=	1	+	0

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