

# LSHANews

THE LSHA TENANTS' NEWSLETTER **AUTUMN 2025**



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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

If you have an **EMERGENCY** Electrical, Plumbing or Heating repair out of office hours, which cannot wait until the office is open, contact: **One Stop Contractors on 07946 314 749**

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



## Tenants input directly to the Board

**Five Board members and two tenants make up the Tenant Experience Committee which was set up in Autumn 2024. The Committee provides constructive challenge to officers and seeks assurance about the quality of services to help drive up standards.**

**The two tenants who attend the Committee meetings are also part of the Tenants Group, providing a direct link for feedback between the two. The Committee reports on its discussions and findings to the Board. This is just one way that the Board gets to hear the tenants' voice.**

At the meeting in July, members received a report about the work that we do to help tenants to live in safe and well-maintained neighbourhoods and feel safe in their homes as per the Regulator's requirements. This includes how we deal with anti-social behaviour and domestic abuse.

They also discussed how we meet our Regulator's standard to deliver fair, accessible services where tenants can hold their landlord to account and influence decision-making. We recognise that there is further work to do in this area. We need to improve the information we hold on tenants, including better

understanding the support needs of individuals. We discussed some changes that we will be making to our website in the autumn. In the longer term, we want to gather feedback from tenants as to what information you want from us and the best way to share it.

Lastly, they reflected on the work that Brian, Tenant and Community Engagement Officer, and the team have been doing to reach out to tenants and improve two-way communication. This includes our 'Meet the Team' events throughout the summer, estate inspections and attending Kennington Park Festival.

# Let us know: how are we doing?

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**At least every two years, we ask all our tenants what they think of our services and the homes that you live in. Your feedback is valuable. It helps us to understand what is working well and not so well and learn from this.**

This year the survey is due to take place in the Autumn and will be carried out by Acuity Research & Practice (Acuity) on our behalf. Acuity provide tenant satisfaction surveys and benchmarking services, helping housing providers to improve services and engage with their tenants through an understanding of satisfaction, performance and profiling data. They conducted our last survey in November 2023.

Tenants will be given the opportunity to complete the survey online or via a postal survey in September. Later, in October or November, Acuity may also contact a small number of tenants who haven't completed the survey by telephone.

The survey is strictly confidential, and your feedback will be provided anonymously where requested.

Please do take this opportunity to have your say and shape the services we provide. As a thank you, we are offering £50 shopping voucher to one lucky prize drawer winner and will donate £100 to the Walworth Garden project for every 50 responses. The charity aims to improve lives by providing learning and horticultural therapy. It equips students & trainees with qualifications to find their way into work, and develops the skills & confidence of vulnerable adults to combat isolation & loneliness.

## Recharge Policy

**Historically, LSHA has paid for items that should have been the tenants responsibility. We are introducing a Recharge Policy. This means that when we are asked or required to carry out a repair that according to the tenancy, is the tenants' responsibility we will re-charge the tenant to recover the costs**

Rechargeable repairs are work that LSHA or our contractors must do to ensure a property is safe and/or suitable to be re-let, for which the tenant is responsible. It can include the cost of maintenance or repairs that have been undertaken because of tenant activity or omission. It will include any damage caused by the tenants, their household, visitors and/or their pets. In these cases, the tenant can arrange for the damage to be repaired themselves. However, if this does not meet current health and safety best-practice, building regulation requirements or current legislation, we will carry out further works and charge the tenant the costs. LSHA is not liable if a tenant has installed defective systems, fixtures or fittings without permission.

## Decant Policy

**There may be occasions, where we have to decant a tenant and their family for essential repairs, or where it would be safer to do so.**

In these circumstances, we will need to 'decant' or move the tenant and family out of their home to friends, or into hotel, temporary or in some cases permanent accommodation. This will always be the last resort and not something we would choose to do lightly. There are three key reasons to decant:

- **Emergency decant:** as a result of an unexpected incident, including fire or flood damage
- **Temporary decant:** to enable major works to be carried out, once done the family will return.
- **Permanent decant:** this is extreme, for example the sale or demolition of a property, or where the cost of repairs would exceed any commercial value in the property.

The policy outlines the process and scope for each scenario and what support LSHA would give tenants, and what compensation or subsistence they would be entitled to. We recognise that even staying with friends comes at a cost.

Please be reassured, there are no plans to dispose of any properties at this time! The policy is accounting for a 'just in case' scenario. The sale of any property would always come at the end of a long process of consultation with the tenants involved and Board, and subject to intense legal scrutiny.

In the last year, we have needed to decant four tenants and their families, to enable major repairs to take place or following the loss of an essential service. We have used two hotel scenarios, relocated one family to a house, where we discussed and agreed the location and suitability of the decant property fully with the tenants concerned, while our fourth tenant stayed with family.



# Rent and Service Charges are changing

**It's that time of year when we review rent and service charges for all our properties. With the exception of one Key Worker scheme and a few affordable rents, most of our homes are let through social rent which is on average 50-80% of market rent. Most LSHA rents will increase on 6 October, Butler House rents change on 10 November.**

Every year registered housing associations like LSHA are permitted to review and increase their rent. The government set a limit based on the Consumer Price Index (CPI) in the preceding September plus 1%. In September 2024, the CPI was 1.7%, therefore the Board have approved an increase in rents of 2.7%.

Rent is our main source of income. It does not generate profits – all rent received is re-invested into homes and services. Rent funds all of our work, including maintenance and repairs, insurance, servicing, upgrading essential components, compliance testing like gas and emergency lighting, legal action, cleaning and grounds maintenance, loans, staffing etc.

Our Service charges are determined by what we have spent in the preceding year. The cost of living crisis that people refer to affects us too, taking more in the cost of labour, materials and travel impact directly on our own budgets. We are always looking to improve services and achieve value for money.

Our contracts for services for Gas and Electricity recently expired. We have for example, renegotiated a new 5 year contract that should save the organisation up to £32k a year. This is money that will have a direct impact on your service charges from next year.

We will be writing to all tenants in August and September to give everyone, a full months notice on the increase. You will need to adjust your standing orders if you pay using this method and/or contact Universal Credit or Housing Benefit as appropriate once the letters are received.

If you have a Direct Debit with LSHA to pay the rent, we will make the adjustment accordingly.

## Cleaning and Grounds Maintenance Tender

**The new contract is at an exciting stage. Thank you to all the tenants who sent back completed consultation surveys regarding what was important to you.**

We have analysed the feedback and are working with the South East Consortium, a professional network that will support LSHA to achieve the best value for money and quality of service from potential new contractors. We invited tenants that had expressed an interest on the survey in joining the working group and looked at the results, what they meant and broke down the results as best we could. We used this information to prepare the contract. Those tenants will also take part in the selection of potential

contractors and the final interview panels, to ensure our tenants voice are heard at every stage of this process.

Because the 'you said/we did' ethos is so intrinsic to what we do, the working group also held a review of how we carried out that first consultation survey, what worked and what didn't, what was helpful and what wasn't, what did the tenants say and what did we do well or what could we have done better? We will use this feedback now we have started the Repairs and Maintenance tender. If you would like to know more about how you take part in preparing the new repairs and maintenance tender, please let Steve know by emailing [getinvolved@lsha.org.uk](mailto:getinvolved@lsha.org.uk)



# Complaints:

## What are they and what do we do with them

### Introducing the first Board member for complaints – James Cross

**Hello tenants,**

**My name is James Cross and I am pleased to be appointed as LSHA's first Board member, responsible for complaints.**

I put myself forward for the role for various reasons. I grew up in social housing and recognise the importance of a stable home and a trusted landlord. I have significant experience working in public sector housing settings and have a breadth of experience in matters around allocations, repairs and construction of social housing and complex complaints at various stages. I have also been a Board member for several years and really see that the steps LSHA are taking to improve resident experience are transformational and I want to support both tenants and the organisation on this journey.

**The role of the Board member for complaints:** To act as a liaison between tenants and the Board on matters relating to dissatisfaction and to ensure proper procedures are followed in handling service requests.

A commitment to the principles of transparency, ownership and continual improvement is key. In the complex environment social housing providers work in, and with limited resources, some things can from time to time get lost. Putting these principles first gives tenants

confidence that LSHA will respond effectively if things go wrong.

Tenants have a right to complain and we want to make this process as fair as possible. LSHA would also like to know when things go well, so they can build upon successful policies or procedures- and when a member of staff knows they have done well can only be a good thing.

We therefore welcome tenants to feel they can exercise their right to complain but also that they really would benefit from knowing when things go right. Please find the time to communicate with the organisation, and be a part of shaping it for the future!

#### **What is a complaint?**

It's really important that tenants understand exactly what a complaint is. When resolving a complaint my starting point for assessing any compensation is "what would the tenants position be had the mistake not happened?"

So, if you [had no heating or hot water] in the first instance contact to LSHA would be a service request. If our policy was attendance within 24 hours, and we took 72, the complaint would not be the lack of [heating and hot water] in the first instance- it would be the 48-hour extended period and an affected resident would be compensated for this loss.

In summary, the initial request for a service, or explanation of a policy



is not a complaint if it's a routine service or response.

I would also like to make a further point, and be transparent in what powers LSHA has in resolving significant complaints that may require rehousing. The boroughs where LSHA own or manage stock are, like many London Boroughs, areas where there is acute housing demand that far exceeds supply. We work with local authorities where we can to ensure that we maximise opportunities for our tenants. There may be occasions where households are referred to the local authority for housing advice and rehousing assistance. This is a routine process and is not intended to undermine LSHA's commitment to provide the best service. LSHA does not have powers to secure alternative accommodation for its tenants.

Thanks for taking the time to read this. Our complaints policy can be found on the website – [www.lsha.org.uk](http://www.lsha.org.uk). You can make a complaint or a compliment to the following address [info@lsha.org.uk](mailto:info@lsha.org.uk)  
Very best wishes,  
James



# Keeping the Board Update and Learning Lessons

Every month, as Head of Operations, Steve keeps the Board updated on the number and nature of the complaints received. It is important that James and the Board are kept abreast of the issues, patterns and outcomes of the complaints made, the responses and any training or procedural changes identified to improve our services.

In July, members of the staff team, Emma and Steve met with James to carry out a review of several complaints to look at what 'lessons could be learned'. The discussion focused on complaints that included domestic abuse, antisocial behaviour, maintenance and repairs. Looking at the complaints, there were no clear patterns or repetition of issues causing complaints. We identified some realistic actions that with hindsight we should consider in future:

- If we carry out an emergency decant, we should pay for or order a taxi to the hotel/family home.
- We will review and 'flag' tenants on our system that have a PEEPS (personal emergency evacuation plan) and review where we store this information.
- We will review and work with our freeholders where we lease properties to link into their emergency plans.
- We will review and revise our pre and post void inspection process and sign off.
- We also reviewed some communication that had provided necessary information, but suggested improvements that would reduce anxiety.

At the end of the financial year we will produce a complaint performance and service improvement report, which is reviewed by the Board and James Cross. This will be available to tenants and you can find a copy of the one for 2023/24 on our website.

## Working Groups

We are planning various projects that we would really like tenant engagement to help influence, drive and improve our services. If you would like to help with working groups on tenders or projects, review the occasional policy, help interview

new members of staff or contribute to the Tenants Group, please contact [getinvolved@lsha.org.uk](mailto:getinvolved@lsha.org.uk)

We know not everyone can make big or regular time commitments, but there are large and small opportunities available. You don't need to

have a lot of experience, we can provide training, its your insight and views that are important!





## Kennington Park Festival

**At the suggestion of the Tenants Group, we were pleased to have a stall at the Kennington Park Festival on 13 July. Another glorious sunny day with virtually the whole team and several members of the Tenants Group on hand to answer questions.**

We were pleased to meet 12 tenants on the day. It was a great opportunity to meet our tenants and explain the ambition, the work we are doing and for the Tenants Group members to explain the role of the Group. We offered a “£50 Voucher” prize draw to any tenant who attended. Denise was pleased to receive the voucher shortly after the event. In addition to meeting our engaged tenants, we were also able to make contact with some local community charities and other initiatives which we hope will develop into a mutually beneficial relationship that will improve, impact and influence the opportunities available to our tenants.

As well as helping a couple of tenants sign up to version two of ‘My Tenancy’, we were also able to give some support and guidance to members of the public seeking some general housing advice.

Brian Akintokun, spoke about the success of event. “We were delighted to attend this event and

*be part of the wider community that works to engage tenants and offers support and opportunities to help improve their quality of life”. The LSHA stall had both tenants and staff on hand to provide information about the Tenants Group, LSHA new ‘Menu of involvement’ which is the way tenants can help improve and scrutinised the services they receive’.*

The day marked our initial step out into the community to raise our profile, and meet tenants in more informal situations. If there are other similar community initiatives that you think we should attend, please let us know by contacting [getinvolved@lsha.org.uk](mailto:getinvolved@lsha.org.uk)



Charlie (tenant) & James Pilcher, (Project Officer) uploading My Tenancy V2

## Meet The Team

The team have been getting out and about throughout the summer following feedback from tenants, who wanted better visibility of staff and the wider team. Our first event was held at Montgomery House and Butler Court.



We were pleased to meet 8 of our tenants, who came out to meet us. The team also met another 12 tenants in Bermondsey area on 20 August and will be visiting Lewisham on 8 October. Issues tenants raised included questions about succession, repairs, cleaning and arrears. The event was very relaxed and we had positive feedback from those that attended, welcoming the chance to meet the people behind the voices at the end of the line!

Abby, Head of Finance, attended the event and enjoyed the interactions “As a member of the back-office team, it was an excellent opportunity to meet our tenants and learn more about their experiences.”







## Tenants Group

**The Tenants Group Meetings have made a few gains on overall improvements to communication, service delivery and scrutiny from the discussions which have been held between tenants and staff from the beginning of the year.**

Tenants Group (TG) hold their meetings usually at 7.30pm on Teams to maximise opportunities for tenant engagement. In recent meetings, the Group have looked at various policies providing realistic and direct feedback to help LSHA balance business with tenant expectations. The TG have reviewed policies and most recently given feedback on the Mission, Values and Vision that LSHA aim to achieve and level of service we strive for. Emma has also met with the Board and Staff to get 360-degree feedback on how to develop these benchmarks in service delivery.

The TG have also started producing one page summaries of the meetings, which will be displayed on your scheme notice boards following each meeting so that you can get a brief summary of the discussions. More detailed minutes of the meetings are also available. The TG is striving to be tenant led, it is one way tenants can get involved to influence or inform the development of the organisation and services LSHA offers. If you would like to take part in these meetings, please contact [getinvolved@lsha.org.uk](mailto:getinvolved@lsha.org.uk)

The TG are also developing a 'Coffee and Catch Up' initiative. A place for tenants to meet and discuss issues and ideas amongst themselves. Staff will not attend these meetings, but members of the TG will summarise and feedback the key issues to the team.

One key issue the TG have referred through several times in recent months is the repairs service and the Contractors Code of Conduct (CCC). Steve has resent the CCC to all our key contractors reminding

them of yours and our expectations. Tenants don't always have the confidence to refer to these, so the TG suggested a fridge magnet or sticker that could promote the 5 key things a tenant should expect from any a contractor calling to carry out a service or repair.



[www.lsha.org.uk](http://www.lsha.org.uk)

**Lambeth & Southwark**  
HOUSING ASSOCIATION

### LSHA Contractor's Code of Conduct

#### Our Contractors will:

1. Be on time (in allotted time slot) or keep you informed if they will be late
2. Introduce themselves and show you a valid ID card on arrival
3. Explain what work they will carry out, and give you an opportunity to ask questions
4. Be polite and respectful at all times whilst in your home
5. Tidy up before they leave

**THE LSHA TENANTS GROUP**

# Damp and Mould

## What do I have and how has it occurred?

**Damp and mould are common problems in homes due to excessive moisture and/or water build up.**

Mould is a **fungus that grows on wet materials and requires moisture for its growth** and comes in a variety of colours: black, green, brown, grey and white. Mould reproduces from tiny spores, that spread through the air and land on surfaces. Initial

signs of mould growth can easily go unnoticed but if untreated, can lead to adverse mould problems. With mould on surfaces, comes more mould spores in the air, which can cause respiratory problems.

Damp, often seen as wet patches or staining, can result from leaks, condensation, or rising moisture. Mould also thrives in damp conditions and can appear as black, white, or green patches.

**Condensation**, is a process where water, suspended in the air turns to liquid water when it comes into contact with cold surfaces such as windows and walls. It is especially prevalent during colder winter months, as the difference in temperature between the cold outdoors and warm indoors is at its most dramatic. Moisture builds up in the air as you breathe, shower, cook or dry clothes on radiators. Better air circulation is one of the top ways to tackle damp and humid air hanging around. An extractor fan or opening a window, will help expel wet, moist air out and replace it with fresh dry air. Simply circulating the air traps the humid air in the room and will not help.

## What does it look like?



## How to avoid – key tips:

- Try to avoid fluctuations and keep temperature consistent, and in winter gradually increasing heat and keeping doors closed around the house.
- Open windows for short periods, especially in the morning, to release moisture and stale air.
- Use lids on saucepans, microwave instead of using a hob when possible, and keep kitchen doors closed while cooking.
- Leave space between furniture and walls to allow air to circulate.
- Avoid drying clothes on radiators or activities that increase humidity.
- Dehumidifiers also help and are cheap to run. Additionally, regularly wiping away condensation will help.

**Leaks** are another common problem which if left and not fixed can lead to walls, flooring, and the building structure becoming saturated. Leaks are primarily caused from damaged or corroded pipework or rain entering from the roof or cracks in walls and guttering. Poorly fitted appliances like dishwashers and washing machines can also create leaks.

## What does it look like?



## How to avoid – key tips:

- Report any leaks straightaway, the longer the leak goes on the more damage is caused to the building materials including plasterwork.





**Rising damp**, this type of damp and mould build up is usually a result of a long standard problem that has built up over many months or years, rising damp is primarily caused by the capillary action of water, which allows moisture from the ground to travel upwards through porous building materials like brick, joists and mortar. This occurs when a property lacks a proper damp-proof course (DPC) or if the existing DPC is damaged or bridged. External factors like decking or raised

ground structures like flower beds can allow the water to 'bridge' (or bypass) the DPC. Other causes can be blocked drainage, bridged damp proof course.

#### What does it look like?

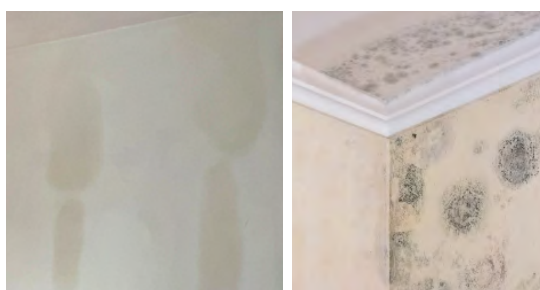


#### How to avoid – key tips:

- Report any signs of damp walls straightaway, the longer the dampness is there the more it will spread and more damage will be caused to the building materials.
- Overhanging vegetation and leaking or cracked gutters can all contribute to dampness.

**Penetrating damp** is when moisture moves from the exterior wall of a building into the interior wall. The result is damp patches forming over the walls. This can be from damaged or corroded downpipes, failed mortar joints, cracks in tiles and the brickwork, cracked rendering or seal around windows failing.

#### What does it look like?



#### How to avoid – key tips:

- As with rising damp report any signs of damp walls straightaway, the longer the dampness is there the more it will spread and more damage will be caused to the building materials.

**Poor ventilation** can be the biggest cause of mould growth. This is when poor airflow traps moisture which cannot get to the outside of the building. This is when the moisture condensates on windows leaving droplets, walls, grouting. This is linked to condensation.

#### What does it look like?



#### How to avoid – key tips:

- Tell us if your extractor fan is not working properly.
- Do not dry clothes inside where possible, when cooking, keep windows open.
- Trickle vents in windows should be left open.
- Modern windows often allow you to lock your window slightly ajar.
- Just opening all your windows for a few minutes a day can also help.

Damp and Mould can both pose serious health risks. If they are not managed or treated properly, particularly for vulnerable people such as the elderly, children and people who are already in ill health. If you have Damp or Mould please report this by calling the office or email [info@lsha.org.uk](mailto:info@lsha.org.uk) so we can carry out an inspection and where necessary the essential repairs.

# Fire Safety

**Particularly following the awful events at Grenfell, fire safety is everyone's priority. According to Arc Fire Protection, a house fire can take hold and become dangerous very quickly. A small flame can grow into a major fire in just 30 seconds. Within 3 to 5 minutes, a fire can engulf an entire room and become life-threatening due to the rapid spread of flames and toxic smoke.**

Every year LSHA carries out a Fire Risk Assessment of each communal area in our properties – your homes. It is important that we respond to any actions or assess any recommendations the inspector makes. However, we also need tenants to play their part keeping themselves and their neighbours safe.

**Fire Doors** are essential to prevent the fire and toxic smoke spreading. They are designed to resist the spread of fire throughout the building. When closed, they can hold back fire and smoke for between 30 to 120 minutes, allowing people to evacuate and firefighters to do their job in extinguishing the fire. Fire Doors must be able to close freely, if they don't, there is nothing to hold back the enraging fire. Some Fire Doors have magnetic stops to hold them open, that release when a fire is detected. If you see other fire doors propped open, please remove whatever is holding the door open and allow it to close.

**Storage under the stairs** Some tenants, have a habit of leaving items under stairs or in alcoves - this can literally add fuel to the fire! Please ensure that any items, including prams, bikes, shoes, shopping trolleys or clothing are kept inside your home. They should not be outside in the hallway or under stairs – remember in many cases your only safe exit from a building in an emergency, may be that one communal staircase. Items cluttered around door ways can also hinder your safe exit. Remember, smoke, heat and flames are very disorientating those items left in hallways creating trip hazards and sources of fuel for the fire.

## **E-bikes, E-Scooters and Mobility Scooters.**

In 2024, there were 211 e-bike/scooter fires reported in London. The actual number will be higher as reporting was voluntary not a statutory obligation. Transport for London banned all e-scooters and e-bikes from its network.

LSHA does not have an obligation to provide mobility scooter storage, there is however, a recognition of the value mobility scooters, bring to some tenants by increasing independence. LSHA aims to provide safe mobility scooter storage facilities where possible, but this is subject to the practical constraints of the individual sites and the potential costs involved. If a tenant acquires a mobility scooter or e-bike and there is no room to safely store it, they will need to make their own arrangements at their own expense, having consulted with and gained the permission of LSHA and, if required, the Local Planning Authority. Tenants should consider how they will store and charge their bike or scooter before purchasing it. Tenants should also check their Home Contents Insurance Policy as they may be excluded from your policy.

**LSHA does not permit** e-bikes, e-scooters, especially with lithium batteries or mobility scooters to be left in or charging communal areas. We are currently reviewing our policy and tenancy agreements to ensure the wider safety of all our tenants. It is likely that we will not permit or grant permission to tenants living in property with a shared entrance or area (e.g. block of flats).





# 100 Years

## CELEBRATIONS TO COME

## 100 years of LSHA

**Did you know that in 2027, LSHA will be celebrating 100 years of social housing? Just under a quarter of our properties are either listed or in a conservation area. We have some fabulous buildings steeped in local London history. We also have a number of tenants who have been tenants of the association for over 50 of those 100 years!**

In our Winter 2023 Newsletter, Beverley wrote about the direct hit to an air raid shelter opposite from the Luftwaffe in World War 2 and the riots, protestors and squatters of St Agnes Place. In this edition, we turn our attention to Durand Gardens in Stockwell. Our property was reportedly the first to be built, called Enmore and the road was called 'The Grove' until 1893. Originally, the whole area was part of the Stockwell Manor Estate. In the 17th and 18th centuries the area developed into a fruit orchard

and market garden area servicing the City of London. Pressure of development and rising land prices near the City of London saw the land developed in the early 19th Century. The new name of Durand Gardens, acknowledged Sir Mortimer Durand who, in the same year, fixed the dividing line between what was then India and Afghanistan. There is obviously more to the story, and this will follow!

As we build up to the LSHA centenary, we would love to



celebrate and chart the immediate history of properties, communities and our tenants over the years and we have plenty of time to prepare, plan, reflect and celebrate on the progress. If you have been a tenant of ours for 40 or 50 years, it would be great to have a tenant's view of the changes you have seen and lived through! Please contact us at [getinvolved@lsha.org.uk](mailto:getinvolved@lsha.org.uk) so we can prepare and plan for your contributions, or help you to put something together if that would help?

## Staff Update

**We recently welcomed Neveah to the team, as Maintenance Coordinator. Neveah was an enthusiastic and lively addition to the team picking things up quickly and engaging with tenants. However, an unexpected opportunity to further her education presented itself, and of course she had to take it. We genuinely wish her well for her future.**

**Teniola**, has been our 'go-to' interim Housing Officer three times now! She is methodical, professional and thorough. We were delighted to hear that Teni has secured a management

role and moved on to a new position. We have welcomed **Kate Beckford** as our new **Neighbourhood Officer** to pick up the role. After listening to feedback from tenants and a discussion at a recent tenant engagement conference, we have tweaked the role and structure to reflect the other changes in the staff team structure and to focus more on the tenancy management. We will also be recruiting a Neighbourhood Coordinator to support Kate's role and create capacity to embed the improvements we have been trying to implement such as customer satisfaction surveys, estate inspections and to support tenants to reduce rolling low-level arrears.



Kate Beckford

**Training:** As a result of recent reviews, and community engagement we are running training events for the staff and the Board on Safeguarding, Neurodiversity, and Awaabs Law.



## AREA AND ESTATE CHAMPIONS

Coming to a notice Board near you! Look out for our new posters to promote our Area and Estate Champions programme, as we aim to roll this out across all schemes.

Help LSHA to scrutinise local services we provide, meet new people and gain new skills in the process. If you feel you can be a voice to your neighbours and local area, please get in touch by scanning the QR code.



Contact Brian at  
[Getinvolved@lsha.org.uk](mailto:Getinvolved@lsha.org.uk)  
for more information



## BECOME AN AREA ESTATE CHAMPION

**Your voice matters – help  
shape your community**

### WHAT'S AN AREA/ESTATE CHAMPION?

**A local volunteer role for tenants who want to support  
and improve how LSHA services are delivered on their  
estate or in their area.**

#### WHY BECOME A CHAMPION?

- ✓ Make a difference in how services are delivered
- ✓ Represent your fellow tenants
- ✓ Build a stronger, more connected community

#### WHAT YOU'LL DO

- ✓ Support with estate inspections
- ✓ Review cleaning & maintenance
- ✓ Be a trusted community voice
- ✓ Share good practices with other champions

**Interested in making a difference?**



[GETINVOLVED@LSHA.ORG.UK](mailto:GETINVOLVED@LSHA.ORG.UK)



## KEEPING IN CONTACT

If you change your telephone number or email address, it is important to let us know so that we can keep in contact with you. We will, from time-to-time, carry out tenancy audits that will cover these issues, as well as improve and update essential data about your household make-up and protected characteristics, but we cannot do this for all tenants every year.

If you think that we may not have your correct or up-to-date information, please contact us on **020 7735 3935** or [info@lsha.org.uk](mailto:info@lsha.org.uk) so that we can ensure we update our system and provide you with the right services and updates as appropriate.



21 Claylands Place, Oval, London SW8 1NL web: [www.lsha.org.uk](http://www.lsha.org.uk)  
tel: **020 7735 3935** text: **07826 826823** email: [info@lsha.org.uk](mailto:info@lsha.org.uk)  
**Great homes and vibrant communities**

**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)

*We will respond to phone calls, emails and letters within 48 hours – at minimum to acknowledge receipt*