

LSHANews

THE LSHA TENANTS' NEWSLETTER **SUMMER 2026**



INSIDE THIS ISSUE...

Strategic Plan

SEE PAGE 2 ►

ASB, Noise & Littering

SEE PAGES 4 & 5 ►

Maintenance Contracts & Reports

SEE PAGE 8 & 9 ►

Staff Update

SEE PAGE 11 ►

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

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.

We are really pleased to be sending out this edition of the LSHA Tenants' newsletter

Tenant Satisfaction Survey 2025/26

THANK YOU!

A huge thank you to the 133 tenants who took part in our Tenant Satisfaction Survey between October and December 2025. As a thank you or your time, everyone who responded was entered into a prize draw.

Sonia from Kennington was the lucky winner of a £50 voucher. We also pledged to donate £100 for every 50 replies to Walworth Garden project, a charity proposed by the Tenants Group. As a result £250 was donated to this scheme which started in 1987 as a community garden project.

Responses show that there is much we need to do to improve services, with a disappointing overall satisfaction with us as your landlord of just 46%. This is down from 60% two years ago and compares poorly with other local, similarly sized associations. Elsewhere in this newsletter, you can read about our new Corporate Strategy which sets out our plans to drive service improvement.

With only 55% of tenants satisfied that their home is well maintained and 50% feeling that their home is safe, there is much to do. In addition to the Stock Condition Survey that Ridge are currently carrying out on our behalf, we are tightening our contractor management and retendering our cleaning and grounds maintenance services.

We will then move onto reviewing our other repairs and maintenance contracts. We have a new programme to ensure flat doors comply with fire regulations and are currently ensuring all our electrical records are up to date, in advance of new legislation coming in later this year.

To improve the quality of the data we receive, we have appointed a new contractor to conduct fire risk assessments in the blocks of flats we own.

Your feedback is invaluable. We will be working through all the comments received and, where you have given permission, following up with you directly on your comments raised. The full results of the survey are available to view on our website at: www.lsha.org.uk/about-us/

Thank you once again for your time.



Strategic Plan 2025-2028

Shaping Our Future

Over recent months we have been reviewing our plans and strategic objectives for the next three years using feedback from Tenants, Staff, and Board members. These are grouped around four key themes:

- 1 **Our Tenants** Being a landlord in which our tenants trust
- 2 **Our Homes** Providing safe and well-maintained homes and communal areas
- 3 **Our Core** Being a financially resilient landlord and delivering value.
- 4 **Our Colleagues** Valuing our team and Board members

We desire to be a landlord which our tenants trust to deliver quality services and provide safe and secure homes. Our plans are focused on increasing tenant satisfaction through improved services and better maintained homes and on being financially resilient and fit for the future. Our Tenants' Group and Tenant Experience Committee will oversee progress.

Tenants' Group News

The Tenants' Group wants every tenant to know that the group is active and welcomes new members. The group meets online every two months, and the first meetings of 2026 took place in February and April.

Members have recently been involved in the Cleaning and Grounds Maintenance tender process and given feedback on the new Shaping our Future strategy. We are a small group but keeping the momentum strong.

Don't worry if you are unsure about online meetings as we can help you get connected as long as you have a device (mobile phone, or tablet or PC) and an internet connection.

The group produces a summary after each meeting which we are starting to share on noticeboards, with a little help from Estate Champions and LSHA officers. If you would like to find out more, please get in touch at getinvolved@lsha.org.uk



2



Our Strategic Plan is available to view on our website at: www.lsha.org.uk/publications so please do take a moment to have a look. We will provide updates in future newsletters.

If you would like to find out more about how you can get involved in shaping our future or holding us to account, please call us on 020 7735 3935 or email Suzanne at: getinvolved@lsha.org.uk

Tenant Experience Committee

Patricia Yusuff was co-opted on to the Board of LSHA in 2024 with her primary focus being Customer Service and Insight.

Patricia has over 25 years' experience in the social housing sector with a strong record of service transformation with an equally strong passion for excellent customer service. In 2025 Patricia became the Chair of the Tenant Experience Committee. The Committee has a strong focus on accountability and continuous improvement-scrutinising service performance, challenging standards, and ensuring that resident feedback directly informs policy, operations, and long term strategic priorities. The committee's oversight helps LSHA deliver safe, well-maintained homes and responsive services that reflect the needs of our diverse resident base.

Working closely with the executive team, Patricia and the Tenant Experience Committee promote genuine tenant focused and inclusive engagement, strengthens customer insight, and supporting initiatives geared towards enhancing satisfaction, communication, and transparency. The committee plays a vital role in upholding LSHA's commitment to being a resident centred, community focused housing provider. The Tenant Experience Committee will oversee progress.



3

100 Years Celebrations

We are less than a year away from celebrating LSHA's 100-year anniversary! We want the celebrations to be relevant, inclusive, and celebrate the history of the Association and just as importantly, celebrate tenants own stories. Some tenants are researching the history of their local area, and we'd love to hear more stories. Would you like to be part of a history project?

Celebration Ideas

Would you like to have a "100 Years" get-together at your block or estate? Could you create a Centenary Garden if there is communal space where you live? LSHA can help you plan and bring your ideas alive if you let us have your thoughts. The LSHA Community Grant fund is available to support community initiatives and small projects.

Call Suzanne or email: getinvolved@lsha.org.uk and let's start preparing for 2027.

My Tenancy are you registered?

My Tenancy is our online portal that gives tenants access to their rent account, view a rent statement, request a repair, and see the repairs history for your home. If you need information quickly, it could save you a call to LSHA.

You can access My Tenancy from the LSHA website. We understand that not everyone has email, so you can still call, write or visit us but it is a useful, modern tool that many landlords offer and LSHA does too!

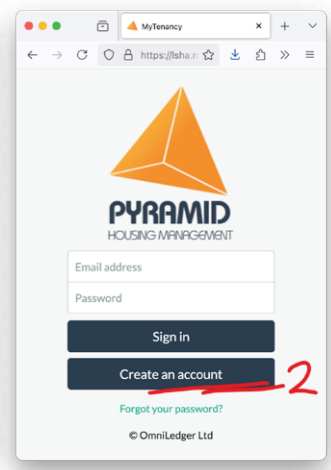
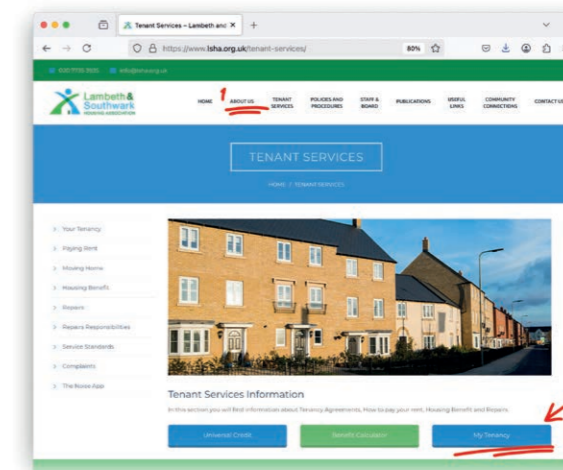
Get connected in easy steps:

1 Go onto the LSHA website to register on the portal or sign in if you have a login. It is in the Tenant Services section of the website. Click the blue My Tenancy button.

2 You will be taken to the Pyramid Sign In page. Click Create an account at the orange Pyramid triangle sign-in page. Choose "Create an account" .

You will be prompted to enter an email address which must be the same email you have given to LSHA. Please make sure it is all in lower case as the system is case sensitive. Create your own strong password (i.e. one that has a mix of lower-case letters, upper case letters, numbers, and symbols and does not include personal data such as family names or date of birth).

3 You will receive an email with a link to follow. This will confirm the email you are using is set up on My Tenancy. Check your junk mailbox if it doesn't arrive in your inbox. The link will take you to the next page with three items to fill in:



1. The provider which is LSHA

2. Insert Tenant Key This is a set of letters and numbers that is unique to your tenancy. You can find it at the top of a rent statement, just underneath the LSHA logo or if you need a reminder, please call the office. It is case sensitive, so copy it exactly.

3. Insert Tenant Date of Birth.

4 You should now be able to sign-in. If you input information that doesn't exactly match the data we hold for you, it may not connect. Please contact LSHA and one of the team will help resolve it with you.

Scan the QR code (above right) with your smartphone or tablet to take you straight to the Pyramid log in page.



4

ASB and Unwanted Visitors

Unfortunately, due to continued vandalism and anti-social behaviour, we have had to commission three new communal entrance doors for Antony & Roderick House.

The work started in mid-May and was a considerable cost that we could not avoid. LSHA also commissioned a patrolling security guard service to visit the scheme

throughout the afternoon and evenings to deter unwanted visitors. As always, however, we need the help of tenants to maintain the security of the communal areas of your homes.

If you see unwanted visitors loitering or causing damage, please do not approach them or put yourself in danger, but call the Police to attend. Suzanne has been working

with Police in Bermondsey and Lewisham at two of our larger schemes to help us to monitor ASB and will be developing further projects and initiatives with the other housing providers in the area to help improve the situation.

If you would like to help us, to help you, protect your homes and get involved, please contact Suzanne at: getinvolved@lsha.org.uk



Managing Unacceptable Behaviour Policy

In April, the LSHA Board approved a new Policy that sets out what LSHA defines as unacceptable and unreasonably persistent behaviour so that both Staff and tenants can be clear what to expect and how LSHA will approach these situations.

The majority of LSHA tenants are positive, polite and respectful and it is only a small minority that behaves in a way that could be considered unreasonable. Behaviour becomes unacceptable and unreasonably persistent when it involves the abuse of our colleagues, a disregard for our procedures and when it takes up a disproportionate amount of our time, preventing us from dealing with the issue in question and providing a service to others.

In line with the requirements of the Housing Ombudsman's Complaint Handling Code, our policy sets out what we consider to be unreasonable behaviour and the steps we will take to manage it. In defining unacceptable and unreasonably persistent behaviour, LSHA has used the examples given by the Housing Ombudsman. Unacceptable behaviour can include, but is not limited to, any one or a combination of the following:

- Aggressive, threatening or abusive behaviour
- Unreasonable demands
- Unreasonable levels of contact
- Unreasonable refusal to co-operate
- Abuse of social media

View the full Policy on our website at: www.lsha.org.uk/policies-and-procedures



If you need to contact your local Council regarding a noise problem, please use the website links below:

Southwark Council
Noise and nuisance



Lambeth Council
Noise complaints



Lewisham Council
Dealing with noisy neighbours



5

When is noise *not* a complaint?

We understand that noise from neighbours can sometimes be frustrating. However, it is important to distinguish between normal household noise and anti-social behaviour and noise nuisance.

Living in a city and close to other flats often means that there will be some noise. We would expect residents to have a certain level of tolerance towards everyday living noises. The following types of noise are not considered anti-social behaviour

- Occasional music
- DIY around the house or jobs in the garden
- Noise caused by building structure (e.g. sound transfer)
- Everyday movement such as footsteps or doors closing
- One-off parties or celebrations, if the music is not amplified and not disruptive
- Children playing, including ball games or babies crying

If you experience noise that impacts your enjoyment of your home, it is advisable to speak with your neighbour first to see if a resolution can be reached. If the issue persists, you can contact the council's Environmental Health Team for support, and council websites have good advice about how to practically manage noise problems.

Some issues are more complex or do not resolve easily. If you are unsure what action to take, contact the LSHA housing team.



Litter, Bulk Rubbish & Fly Tipping

When we have to send a contractor to clear away bulk rubbish, removal usually costs anywhere between £200 and £800, more if it is particularly large.

Tenants who need to dispose of large items such as a settee or mattress should call their local Council to arrange collection. Lambeth Council charge £36 for up to three bulky items although this is free if the item can be re-used or recycled. Southwark will charge £37 for up to 10 items.

Disposing of your personal effects is your responsibility, not LSHA's. Last year we spent over £22,000 disposing of rubbish and bulk waste that had been left in communal areas. This is money that we would rather have spent on repairs or improvements.

We have also received complaints from neighbouring properties about LSHA tenants dumping rubbish on pavements and against other properties. Southwark Council have informed us that they can fine people up to £2,000 for fly tipping if caught.

CCTV and discreet mobile patrols will be focusing on the schemes concerned and we have notified tenants accordingly.

Fly tipping is also a breach of your tenancy agreement and so you could be putting your tenancy at risk.



Electrical Installation Condition Reports

What is an EICR?

An EICR (Electrical Installation Condition Report) assesses the safety and condition of a property's fixed electrical installations following testing. It ensures that your home is safe to live in and identifies if there are any issues with wiring, sockets, lighting and the consumer unit (also known as the fuse box). It DOES NOT check tenant owned electrical appliances such as kettles and TVs.

Who carries out an EICR?

The inspection and testing is carried out by a qualified electrician who will be registered with one of the government-approved schemes.

We currently use Elkins to primarily carry out the EICRs and they use the NICEIC government-approved scheme.

If you have any questions about the EICR please do not hesitate to contact the Repairs & Maintenance Team on 0207 735 3935.

View our full Electrical Safety Policy on our website at: www.lsha.org.uk/policies-and-procedures

Why do I need to allow LSHA access to carry out this test?

The government has made it mandatory for social landlords such as LSHA to ensure an EICR is carried out at least once every five years.

For new tenancies, the regulations came in on 1 November 2025. For existing tenants, we have until 1 November 2026 to complete the EICRs.

It is crucial that you allow us access to your home to ensure we carry out this electrical testing for the safety of yourself, your family, and your neighbours.

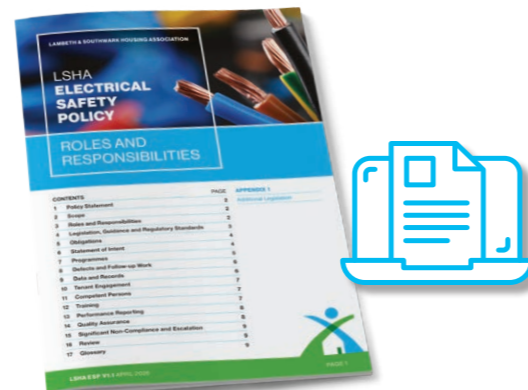
Please understand this is not optional, and you cannot unreasonably refuse entry.

What is tested and what will be identified?

The inspection tests the consumer unit and all fixed electrical appliances including permanently connected equipment such as showers and extractors.

The test identifies:

- obvious defects, wear, and damage
- ensure the installed consumer unit meets current standards
- confirm the RCDs (fuses) trip correctly
- check electrical installation is properly earthed and bonded
- identify any non-compliance with current wiring under BS7671 (Wiring regulation)



"LSHA is required to carry out annual electrical tests on your homes, It really is essential that you allow us access to your home to carry out these tasks and to ensure the safety of yourself, your family, and your neighbours."

Addison Marsh, Maintenance Manager

Evictions

It is with regret, and the very last resort but so far this year we have had to evict three households.

Tenant A, who refused access to allow us to carry out a Gas inspection, was evicted after multiple opportunities to gain access. Refusal to allow this inspection, which we are required to do by law, not only put the tenant at risk, but also their neighbours. Despite trying to work with other statutory agencies and the tenant's advocate and doing all we could to gain access, it was with sadness that our efforts did not work and we had to proceed with the eviction.

Tenants B and C were both evicted for arrears. Despite efforts to engage with them and partner organisations where appropriate, they were both evicted leaving significant debts.

Evictions are always a last resort. We will help tenants to make payment arrangements and refer them to partner agencies where specialist benefit or debt advice is required.

Please talk to us at the earliest opportunity and before a debt escalates out of control. We really do want to help you to stay in your home.

As we rely on income from rents to provide services and maintain your homes, we will pursue debts even after people have left or been evicted. We have commissioned Redwood Collections to help us collect this money. For one of the evicted tenants, we are applying for a County Court Judgement against them which will add legal fees to the amount they already owe us.

Arrears Campaign

At the end of the last quarter, tenants arrears hit £250,000. That's money that we can not use for new kitchens, bathrooms, windows and essential repairs as well as cyclical decorations.

In accordance with your tenancy agreement, rent is due in advance. In some older tenancies, the advance payments are monthly and in others weekly. This means that at no point in the cycle, should your account tip into arrears. We apply rent and service charges weekly, so if you pay monthly, you need to pay a month in advance. So that as your last weekly charge is applied your account goes no lower than a zero balance (£0.00).

Whilst Housing Benefit or Universal Credit (DWP) is paid to you in arrears; it is still **your responsibility** as the tenant to make sure payments are made in accordance with your tenancy agreement and that your account balance is £0.00 at the end of the month or 4 weekly payment cycle. LSHA does not have a contractual relationship with the DWP or Local Authority.



Cleaning and Grounds Maintenance Contract

The Cleaning and Grounds Maintenance tender has been completed.

Thank you to Onique, Dean and Ibrahim, who helped us assess the tender documents and then attend the interviews for the new providers. Tracy from South East Consortium, has supported LSHA through the procurement process and preparing the contract.

As the final part of the process takes place, we will soon be able to announce the new provider and details of the 'mobilisation' phase.

The new provider will carry out a deep clean to all the communal areas, within the first two months, and a schedule of tasks for each scheme. This will help you as tenants to know what to expect as part of your cleaning process. What we particularly liked about the new

contractor was their 'customer focus' and measures in place to ensure on line management and monitoring available to LSHA through an on line portal.



▲ Tracey (SEC) ▲ Ibrahim ▲ Dean ▲ Suzanne ▲ James Onique ▲

Repairs and Maintenance We have launched our repairs and maintenance tenant consultation. Following the cleaning and grounds maintenance consultation, we carried out a review of what we did and the success of the survey to learn lessons. For this consultation, we have put the consultation survey on line through Survey Monkey. This should give more tenants more opportunity to engage. Tenants can also access the link to the survey through MyTenancy. We have also sent paper copies to those tenants who do not have emails. We will once again use the expertise of the South East Consortium to support the procurement process and contract for the new provider(s).

Stock Condition Survey

We would like to say a big thank you to all our tenants who allowed the Ridge consultants to access your homes for the Stock Condition Survey (SCS).

The purpose of the survey is to provide LSHA with an up-to-date summary of the state of kitchens, bathrooms and other key structural components such as windows, doors, roof and rendering. We will use the results of the survey to prioritise and plan a rolling, fully costed programme of repairs and maintenance. This is essential to help us to improve the standards of your homes.

Repair responsibilities Following the development of our Recharge Policy, and in order to focus on essential repairs, we wish to remind tenants that they are responsible for repairs that are not caused by normal wear and tear. Examples include:

- Resetting the fuse box
- Unblocking drains if blocked through misuse (such as wet wipes being flushed)
- Simple plumbing tasks, such as unblocking sinks or toilets
- Lock changes where keys have been lost
- Repairing damage to internal or external doors
- Replacing glass in windows or doors if damaged by you or your household through neglect or wilful damage
- Fixing electrical appliances that you own
- Kitchen cupboards, worktops, drawers, door catches, hinges and handles where damage is not fair wear and tear

If we find that damage is due to neglect, misuse, or deliberate action by tenants, their family, or others, LSHA can charge tenants for the repair.

You can find out more in your Tenants Handbook which is available on line at: www.lsha.org.uk/publications

Repairs and Maintenance: Report

In Quarter 1, between October and December, 722 jobs were raised (excluding cancelled and duplicated orders). In Quarter 2, between 1 January and 31 March, 843 Repair Orders were raised compared to 599 in the same quarter last year.

Designation	Time Scale	Q22 Jan-Mar 2026		Q1 Oct-Dec 2025	
		number raised	% within target	number raised	% within target
Emergency	24 hours	69	79	121	81
Urgent	7 days	263	76	273	76
Routine	28 days	211	51	163	79
Discretionary	130 days	300		165	90

Contract meetings with our main contractors Elkins and One Stop have been very positive, and changes to the way repairs are raised, monitored and closed should see an improvement in tenant satisfaction. There is still work to be done and the new tender will set tighter key performance indicators for the new provider(s) to report on, but we are seeing real time improvements, and the positive response from colleagues at Elkins and One Stop is helping raise the bar for the standards we will expect from new contractors.

Complaints: Report

Between Oct 2025 and March 2026, we received 22 Complaints (one joint complaint on behalf of 11 tenants). Six complaints were escalated to Stage 2. In Quarter 2 (January to March 2026), we received 13 complaints. At the end of Q2, four complaints were still open.

Nature of complaint	Number	Not Upheld	Partially Upheld	Upheld	Stage 2	Open
Clarion Loss of HW/Heating	2			2	2	
Managing ASB	2	2				
Repairs & Gardening	9		3	5	2	1
Security Staff & Health and Safety	3	1	1		2	1
Transfer	1					1
Rent, Charges and UC Verification	3	2	1			
Rodents, Pests & Ants	2	1				1

Complaints Policy

Following a review of our Complaints Policy, a revised version has now been approved by the LSHA Board.

The policy aligns with the two-stage process required and stipulated by the Housing Ombudsman Service.

The new policy can be found on the LSHA website at: www.lsha.org.uk/policies-and-procedures



Estate Champions

We are recruiting!
Become an Area Estate Champion
 Your voice matters - help shape our community

Could you be a local volunteer and provide feedback on services such as cleaning, gardening and communal repairs where you live?



Could you be a voice to your neighbours? Could you help deliver the occasional flyer or join LSHA on a local walkabout?

Contact Suzanne at getinvolved@lsha.org.uk for more information.



Meet the Team events coming soon!



Last Summer the LSHA Staff team was out and about at several estates hearing about what matters to you.

We had positive feedback that tenants like to *Meet the Team* so we will be on the road again in the late spring and during the summer. Plans are already in place to visit Bermondsey and other larger sites. We will give you plenty of notice when we coming so watch out for flyers and notices nearer the date.

On 6 May we braved the breezy weather and held an outdoor “drop-in” jointly with New World HA at Orchard Court in Lewisham.

If you would like us to visit your area, please contact Suzanne Kay, Tenant and Community Engagement Officer getinvolved@lsha.org.uk or call her at the office.

Working Together...

LSHA has flats at two locations that are owned by other housing associations. Orchard Court in Lewisham is owned by Clarion and 11 Steedman Street at the Elephant and Castle is owned by Southern Housing. The associations are responsible for their building and communal repairs, grounds maintenance and cleaning and in the case of Orchard Court, a communal heating system. LSHA has been working hard to improve communication with both landlords. Our housing team now has a monthly liaison meeting with Clarion. If you live in one of these buildings, you can report communal issues direct to Clarion and Southern.

Clarion (for Orchard Court tenants) There is a live chat service on their website or phone the customer services team on 0300 500 8000. Select option 2 for Repairs. Phone lines are open from 8:30am - 5pm Monday to Friday (10am - 5pm on Wednesdays)

Southern (for 11 Steedman Street tenants) Standard opening hours are 9am to 5pm Monday to Friday (excluding bank holidays). Call 0300 303 1066. An out of hours service operates outside of these times for emergencies. You can also email hello@southernhousing.org.uk



Staff Update

LSHA staff are working hard to bring about the improvements and service delivery described in this newsletter. We will also be hosting more *‘Meet The Team’* events throughout Summer.

Recruitment in the housing sector is currently difficult and working for a small housing association is not for everyone. Our team members have to turn their hand to a wide range of tasks and have broad knowledge whereas larger associations tend to have staff who specialise in one area. There are also limited opportunities for advancement.

We benchmark against similar associations in terms of the number of staff we have (measured in full time equivalents (FTE)) and staff costs against our turnover. We are slightly above the average in terms of full time equivalents (FTE's), but we believe the current structure and levels of staffing are important, to provide the level of service we are striving to achieve, our tenants demand and the Regulator expects.



Emma Keegan
CHIEF EXECUTIVE



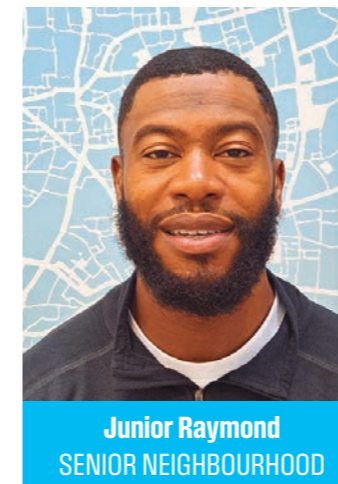
Abby AKINOLA
HEAD OF FINANCE



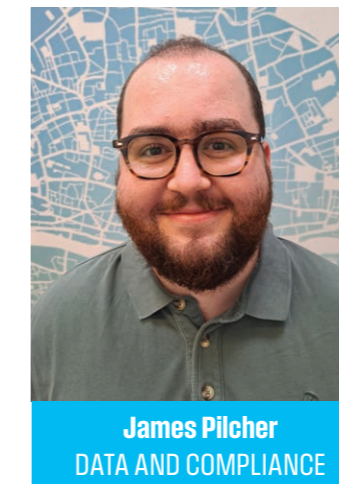
Lawrence Onikosi
FINANCE OFFICER



Steve Hickman-Brown
HEAD OF OPERATIONS



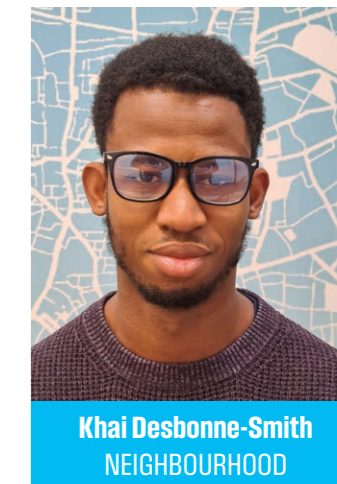
Junior Raymond
SENIOR NEIGHBOURHOOD OFFICER



James Pilcher
DATA AND COMPLIANCE OFFICER



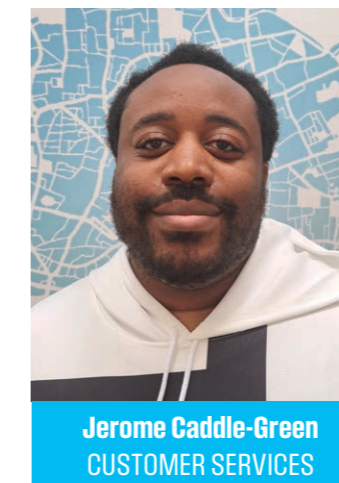
Addison Marsh
MAINTENANCE MANAGER



Khai Desbonne-Smith
NEIGHBOURHOOD CO-ORDINATOR



O'Daine Shaw
MAINTENANCE CO-ORDINATOR



Jerome Caddle-Green
CUSTOMER SERVICES OFFICER



Suzanne Kay
TENANT AND COMMUNITY ENGAGEMENT OFFICER

Further information about our Staff can be found on our website: www.lsha.org.uk/staff-board/our-staff/

Following the demolition of a neighbouring block of flats which had been derelict for many years, the local pigeon population has been displaced and taken up residence at Antony and Roderick House, much to the frustration and annoyance of our tenants.



Encasing the property in nets or mesh panels would be unsightly and extremely expensive. We have therefore commissioned a Hawking Service to deter the pigeons from settling and staying in the area.

Hawking is the use of flying or introducing a bird of prey to an area that has a pest bird issue with the aim of deterring them and interrupting their nesting and breeding habits.

Safeguard Pest Control is flying at different times and days throughout the week to build up a presence. Before starting the service, LSHA spoke to several other business and housing associations who use Hawking, who all confirmed that once established, the Hawks are efficient, eco-friendly and the most humane way of controlling pigeons in the area. Sadly, it is not an overnight solution, but persistence is the key to success.

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** so that we can ensure we update our system and provide you with the right services and updates as appropriate.



**Lambeth &
Southwark**
HOUSING ASSOCIATION

21 Claylands Place, Oval, London SW8 1NL web: www.lsha.org.uk

tel: **020 7735 3935** text: **07826 826823** email: 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

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

