



HOME OWNERSHIP

Your annual estimated service charge bill

March 2017



One call does it all

Calls to 0800 numbers are now free from mobile phones as well as landlines.

Our freephone number 0800 028 2 028 is the only number you need to contact us for any enquiry.

Some of our numbers beginning 0208 will no longer be in use after March 2017.

SERVICE CHARGE PAYMENT OPTIONS

You can pay online 24 hours a day.

lewisham.gov.uk/doitonline

Or you can pay by:

> 24 hour automated phone line
 020 8690 8707

> Direct debit

> Plastic card at Post Office or PayPoint

If you are having difficulties paying your service charge bill, please contact Home Ownership services.

Please tell us your preferred method of payment by completing the yellow payments options form enclosed.

March 2017



Lewisham Homes
Old Town Hall,
Cattford Road,
London
SE6 4RU

Annual Service charge bill period:
01 April 2017 - 31 March 2018

Ms A Leaseholder
1 Leaseholder Close
London
SE12 3LE

Dear Ms Leaseholder

Annual Service Charge bill for 1
Leaseholder Close, London SE12 3LE

How much do I owe?

Your balance including the 17/18 estimated service charge is: **£497.90**

A breakdown of your bill is on the next page.

Can I pay by instalments?

Save money and pay on time. You will be charged fees for late payments.

If you sign up to pay by direct debit you can spread your payment over up to 12 months instead of 10 months.

Check your balance by text

Text **BAL** or **BALANCE** followed by a space and your 10 digit account number to **07535 412412**. For example, 'BAL 1234567890'

Invoice

Invoice Number: 205 5960 69

Need help?

Visit our website
lewishamhomes.org.uk
Call Home Ownership
0800 028 2 028
My account number
12345678X

When do I pay?

Your payment is due by
28 April 2017

How can I pay?

Pay online

Lewisham.gov.uk/doitonline

Direct debit

0800 028 2 028

Download and complete a form

lewishamhomes.org.uk/your-home/homeownership

24 hour phone line

020 8690 8707

Bank transfer

Use your account number:
12345678X

Name of Bank:

Barclays PLC

Account No:

93380513

Sort code:

20-00-00



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes
(no stamp needed)



PHONE

0800 028 2 028



LOVE WHERE YOU LIVE

Our gardeners, caretakers, bulk waste and estate sweeping teams are working closely together to make sure your green spaces and outside areas look great.



Before the hedges were overgrown



After our gardeners have cut the hedges back



Our gardeners

This winter we've been busy cutting back hedges and shrubs to help make where you live fresher, cleaner and feel safer.

As a result of conversations with residents, we're excited to start improvements such as new spring planting and creating wild gardens on some estates.



It (the estate) looks much better now. It definitely makes it feel safer round here. At my age you get a bit nervous at night. So with the bushes lower it's better because you get more light. They're doing a really good job.

William Sweet, Honor Oak resident of 12 years

See more about what gardening we do at different times of year on our website.

lewishamhomes.org.uk/groundsmaintenance @ groundsmaintenance@lewishamhomes.org.uk



Residents have reported over 300 flytipping hot spots across our estates since November last year. We've cleared and deep cleaned more than 95% of these within 48 hours of each report.

Not only does the dumping and storing of waste in your shared areas look bad, fly tipping is a big health and safety risk. It costs you and us money to dispose of.

Help keep your area looking great by taking large household items like TVs and fridges to the Reuse and Recycling Centre in Landmann Way, New Cross, SE14 5RS.

Report flytipping on your estate to us.

@ environmental.services@lewishamhomes.org.uk

Report flytipping outside of your estate to Lewisham Council.

lewisham.gov.uk/reportflytippers

DEEP CLEANED
95%
HOT SPOTS

WITHIN
48
HOURS OF REPORTING



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



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Cycle Deptford



Join free fortnightly bike rides lead by trained instructors in and around Deptford.

Get fit and build your bike confidence! All ages welcome. You can bring your own bike or hire kid & adult bikes for free, but please email us in advance. Rides take place every other Saturday at 11am from 15 April 2017. Our meeting point is at the Leander Community Centre, Ship Street, Deptford SE8 4DH

@ getinvolved@lewishamhomes.org.uk



Funded by

TRANSPORT FOR LONDON



CHANGES TO OUR HOUSING OFFICES

From 3 April there will be changes to services available at our offices.

Reporting repairs

You won't be able to report a communal repair in person. Non-urgent repairs can be reported online at My Lewisham Homes.

There are PCs and self-service kiosks available at our office in Catford if you don't have internet access at home. There will also be a phone for reporting emergency repairs.

Albany office opening hours

Our office at the Albany in Deptford will be open Tuesdays and Thursdays only, 9am -1pm & 2pm – 5pm.

Want to Improve Housing Services?

Do you have an interest in how the housing sector works? We're offering residents a free accredited course called Improving Housing Services, with London Metropolitan University.



The three day course, funded by Lewisham Tenants Fund, is tailored specifically for Lewisham Homes residents and carries five credits towards a degree.

Course dates

This FREE course will run over 3 days (15 hours) on the following dates:

Wednesday 14 June 2017

Evening

Friday 16 June 2017 All day

Saturday 17 June 2017 All day

Apply online by Friday 26 May 2017

lewishamhomes.org.uk/want-to-improve-housing-services/

@ getinvolved@lewishamhomes.org.uk



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes (no stamp needed)



PHONE

0800 028 2 028



Are you gas safe?

Please make sure to get a Gas Safe engineer to check your gas appliances regularly to prevent putting you and your neighbours at life-threatening risk.

☎ 0800 408 5500

📧 gassaferegister.co.uk

Moved home?

It is important for you tell us if you have moved out of your leasehold property.

Please let us know your postal address, telephone number and email so we can get in touch quickly. Complete the Change of Circumstances form online.

Insurance

You are responsible for insuring your home and its contents. You can choose your own insurer or Ocaso SA have a policy for Lewisham Council Leaseholders.

☎ 020 7377 6465

📧 ocaso.co.uk



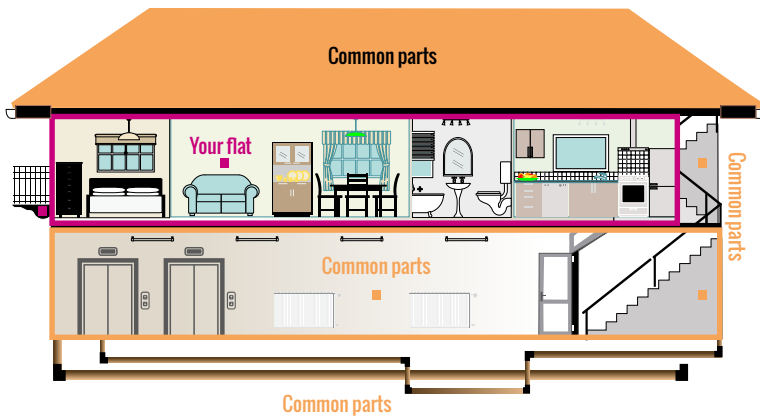
KEEP UP TO DATE BY TEXT

How does it work?

To use this new service, we must have your current mobile number. Make sure yours is up to date on My Lewisham Homes. Texts will be charged at your standard message rate.

You can now check your service charge account balance by text!

Simply text BAL or BALANCE followed by a space and your 10 digit account reference to 07535 412412. For example, 'BAL 1234567890'



- Individual leaseholder responsibility (your flat)
- Lewisham Council responsibility - Common parts

Do it online any time...



- ★ Update your contact info
- ★ Report communal repairs
- ★ Service charge account
- ★ Major works account
- ★ Online forums & polls



Have you signed up to My Lewisham Homes?
📧 Register at lewishamhomes.org.uk



We can give you this information in any other way, style or language that will help you access it.

For other formats contact us