

LEASEHOLD NEWS



“At the heart of Lewisham Homes’ Corporate Plan 2019-2022 is our ambition to consistently provide an excellent and reliable resident experience, and continually work to improve our services”.

Welcome to the first edition of our new leasehold newsletter.

You told us you want to hear from us more regularly on issues that are important to you, so we’ll be keeping in touch every three months with the latest news and information. We hope you find it useful – please do contact us with any feedback.

At the heart of Lewisham Homes’ Corporate Plan 2019-2022 is our ambition to consistently provide an excellent and reliable resident experience, and continually work to improve our services. For our leaseholders this also means an increased focus on affordability, transparency and communication. In this issue you can read about our new, more collaborative approach to consultation around major works, and how we are working to improve customer satisfaction.

This July, along with organisations across the housing sector, Lewisham Homes celebrated 100 years of council housing. Today the need for decent and affordable homes is as clear as ever. That’s why we are working hard to ensure we are building more new properties and investing in existing ones to provide the best possible homes for all of our residents.

Emma Mills, Head of Home Ownership

IN THIS ISSUE

- Fire safety - know your responsibilities
- New community store opening
- Resident art exhibition
- Have your say



New community store opening

NEED TO KNOW

Fire safety - know your responsibilities

June saw the second anniversary of the tragedy at Grenfell, and the safety of our residents remains our priority; part of our ambition as a landlord is to maintain high quality and safe homes to ensure the safety of our residents, and to meet or exceed building safety requirements.

Front entrance doors

The front entrance door to your home is your responsibility. You must ensure you have a suitable front door which resists fire and meets minimum safety standards. This is to ensure the door will hold back fire and save lives.

The government has been testing options but so far none have met the necessary requirements. As a result we're working to procure a Lewisham Homes door which we can supply and fit for leaseholders (with the cost recharged to you). Resident leaseholders will have the option to pay in up to 12 interest-free monthly instalments. We will keep you updated once we have a supplier and have information on costs.

If you decide to make arrangements to install a new door yourself, it must meet compliance standards. Details are on our website.



Clear corridors

We have taken a firm approach to ensuring fire safety by introducing a 'clear corridors' policy. This means that we will not allow any items in communal (shared) areas which can be easily set alight, support the growth of a fire or that restricts access in or out of your block. Fire safety is as much your responsibility as it is ours.

Full details, including what residents are allowed to keep in communal areas, what happens if items are removed and how to get them back, is on our website.

Learn. Improve. Repeat.



We're changing the way we carry out our leaseholder satisfaction surveys to help us continuously improve our services based on your feedback.

In the past we've done a survey every other year, which hasn't allowed us to make changes or improvements to our service as quickly as we'd like. We are now working with an independent company called Acuity to carry out satisfaction surveys every three months so that we can hear from more people more regularly. Please take the time to have your say. We'll keep you posted on outcomes and how we are responding to your feedback.



New consultation process for major works

With our increased focus on affordability, transparency and communication with our leaseholders, we're testing a new method of consulting residents before starting major works to buildings (ie work carried out where a share of costs may be recharged to leaseholders).

This will be a more collaborative and inclusive process; you'll have a chance to find out what's happening earlier in the process and have your say before the statutory consultation gets underway.

GOOD TO KNOW

Give your views on private renting in Lewisham

The council is proposing to introduce licensing for all private rented homes in Lewisham and want to hear the views of all those who live and work in the borough. This initiative is intended to:

- Improve property standards and security
- Help tenants feel safe and secure in their homes
- Crack down on rogue landlords
- Protect vulnerable tenants from illegal evictions
- Support landlords to raise their professional standards

Have your say

Take part and share your views by 5pm on 20 August via the online survey.

[Find out more here.](#)

House work

Did you know the council offers grants and loans to help improve your property?

Lewisham Council wants everyone in the borough to have a place they can call home – somewhere safe, stable and in good condition. Home improvements can also benefit your wellbeing and quality of life. Grants and loans are available for:

- Repairs
- Help with moving costs
- To make your home more accessible if you are disabled

[To find out more, including whether or not you are eligible to apply, visit the council's website.](#)

Please note, if you want to carry out alterations to your leasehold property, you must seek permission from Lewisham Homes. If your application is approved, you may also need to apply for planning or building consent from the council too.

Home magazine

The latest issue of Home, our resident magazine, is out now. In this edition, you can read about our free summer garden party and how you can sign up to one of our housing education courses.

[Read the magazine online](#)

IN THE COMMUNITY

Evelyn community store opening - 31 July

Come along to the official opening of this community shop run by residents for residents. Offering low cost, healthy groceries, members can save up to £30 a week on household essentials, compared to buying from a regular supermarket. The event will include family activities, stalls, refreshments, and financial inclusion support from our welfare benefits team.

31 July, 1-4pm

Evelyn Community Centre SE8 5TW

[Find out more about the store on our website.](#)

Garden party 2019

You're invited to our 2019 garden party at the Albany, Deptford, on Saturday 31 August. It's free for Lewisham Homes residents and there'll be fun for all the family, with music, food and live entertainment. You'll also have the chance to have your say about our services and the opportunity to win a prize in our photo competition!

Tickets are available in person from the Albany Box Office or call 020 8692 4446.

[See our website for more information.](#)

Resident art exhibition - 21 September

See the result of a series of creative workshops with our residents and local school students on the theme of personal attachment, memory, mindfulness, and how creativity can be an antidote to the growing environmental problem of throwaway fashion. Bring old clothes to update at our sewing workshop and join in on intergenerational discussions on sustainable and environmentally-friendly fashion. The event is being run in partnership with Make Mee Studio.

[See our website for more information.](#)

21 September, 1-5pm

Old Town Hall, Catford SE6 4RU

To register to attend:
getinvolved@lewishamhomes.org.uk
0800 028 2028

Get in touch

Get in touch with feedback, questions, or ideas for future issues of our newsletter:

HOS@lewishamhomes.org.uk
0800 028 2028