



Resident news

*Welcome to the new monthly newsletter
for Lewisham Homes residents*

Need to know

Our annual report is out now



In a very eventful and challenging year, our focus has been on supporting our residents and communities, while working to deliver our essential services. Our 2020/21 annual report to residents looks at the highlights of our year, alongside facts and figures on how we performed.

It includes information on the investments we are making to improve residents' homes, as well as build new homes for social rent in Lewisham. It features our response to the Fire Safety Act and Building Safety bill, and details our commitment to working with residents to improve our services.

[View the report here](#)

Lewisham Homes appoints new heating contractors

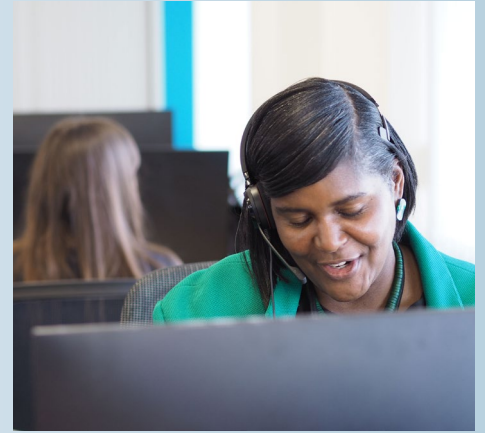


From 1 July 2021, two new heating contractors began working with our teams. BSW Heating are now covering the south of the borough, while Smith & Byford have taken over in the north of the borough. We have shared post code coverage and contact details [on our website](#).

Repairs call centre improvements

We are aware than many of you have faced long waiting times when trying to get through to our repairs team on the phone. With Covid restrictions easing, we welcomed call centre staff back into the office last week after over a year working from home. Having schedulers and supervisors working in the same space again, we expect to see a marked improvement in the time it take to answer queries and book appointments. We would like to apologise to those of you who have faced frustrating delays, and thank you for your patience.

We are also looking to open up new options to report repairs, such like 'live chat' online. In the meantime, please note that you can always contact us via the resident portal at portal.lewishamhomes.org.uk or using the forms at www.lewishamhomes.org.uk/contact-us.



Access for vital safety works

Our top responsibility as a landlord is to make sure our buildings are safe. As part of this, we occasionally need to access your homes for electrical and gas safety tests, or to check and upgrade fire doors. Please look out for letters from us and our contractors, and make sure you provide access as soon as you can. Help us to keep you, your family and your neighbours safe.

Covid-19 vaccine walk-in clinics in Lewisham

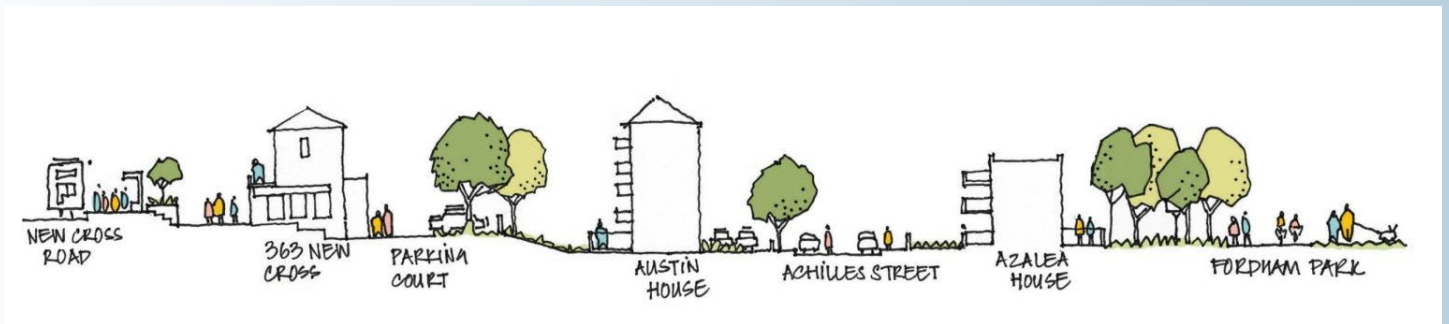
Are you a resident in the borough and hoping to get your Covid-19 jab? Do you know any residents who are waiting to have their vaccine? Walk-in vaccination clinics are running at pharmacies and health centres across Lewisham, including at University Hospital Lewisham. There's no need to book a place, just walk in, with second doses available eight weeks after the first jab.

A regularly updated list of venues, times and days can be found on the [NHS south east London vaccination website](https://www.nhs.uk/vaccine).



Good to know

Residents choose architect for Achilles Street estate regeneration



Lewisham Homes has been working with residents on the redevelopment of the Achilles Street estate in New Cross. From the beginning, the project has focused on making sure residents are involved in shaping decisions.

Architects Levitt Bernstein have now been selected jointly by Lewisham Homes and the Achilles Street Resident Steering Group to begin designing the new estate. The steering group is formed of six members, totalling 150 years of living on the estate, and includes tenants, leaseholders and a youth representative.

Cllr Paul Bell, Lewisham Council's cabinet member for housing and planning, said: "The regeneration of the Achilles Street estate demonstrates our commitment to ensuring resident and community engagement is at the heart of our work. The original resident ballot showed overwhelming support for proposals to rebuild the estate and I am delighted that residents continue to be closely involved in developing this scheme.

A new guide on dealing with anti-social behaviour

Lewisham Homes contributed to the government's recently published document titled *Help for social housing tenants when faced with anti-social behaviour*. It clarifies the roles of all the agencies responsible for tackling anti-social behaviour and the help and support available for tenants.

Our residents have a right to feel safe in their homes, without the stress, fear, and tension that anti-social behaviour and crime can cause. However, we realise that people don't always know who to turn to for help. This document sets out the powers, roles, and responsibilities of different local organisations so you can find out who is best placed to help you.



In the community

Time to shine – a call for residents to take part in filming

We are currently looking for residents to take part in a series of filmed interviews, which will focus on their stories and experiences of life and living in Lewisham, while sharing memories of the areas they know in the borough. If you would like to take part you can [show your interest here](#), or call 0800 028 2028.



Young residents enjoy free nature reserve sessions

In July, some of our younger residents spent their Saturday afternoon learning how to build fires, going pond dipping, catching spiders and generally getting their hands dirty.

This was made possible following a successful bid to the Lewisham Homes Community Investment Fund, which supported the Secret Adventurer's Club to run a month-long series of free "Nature Explorer" sessions at the Dacres Wood Nature Reserve, exclusively for Lewisham Homes residents.

Raiders Netball Club

Lewisham Homes has partnered with Raiders Netball Club to promote netball on the Honor Oak Estate. Come and join the fun every Monday at 7.30pm behind Staveley House, Turnham Road. For more info email honoroknetball@gmail.com or call Yvonne on 07533 580792.

Kelvin Grove and Eliot Bank Community Supermarket update

Since opening in June, the Kelvin Grove and Eliot Bank Community Supermarket has proved a success with over 40 people using it every week. The supermarket collects surplus food and other essentials and provides them to local residents for a small subscription. Lewisham Homes proudly supports the supermarket which is a vital service for the local community.

If you live locally to the Kelvin Grove Children's Centre and would like to become a member, you can [apply here](#).



Let us know your feedback

If you have any feedback on this edition or have ideas you want share for future issues of the magazine, please get in touch by emailing communications@lewishamhomes.org.uk