

Survey question	Your Feedback	Our Response
What do you like about the newsletter?	Design	
What do you dislike about the newsletter?	<p>More detailed, less general, info re. the actual works/repairs/caretaking carried out would be appreciated.</p> <p>Dates of the works/repairs/caretaking etc carried out, along with images/evidence of need and results, plus details of sign-off by LH would be good</p>	<p>This feedback is helpful. With our current systems we are unable to send automated detailed breakdown of costs. Detailed breakdown of costs can be produced on request but this is a manual process. We are looking at being able to specify this as part of the replacement IT system.</p> <p>We currently rely on manual systems which do not allow the transparency we would want. However we can share copies of managers' inspections on request, and are very happy to carry out quality checks with residents.</p>
	Design	We have changed the layout of the newsletter to make things easier to read, and the contrast of the new colours should also help this
	Design improvements - (a) the content is poorly aligned and could be neater (b) the colours are not great for accessibility (c) pdfs are poor for accessibility as they cannot be read by web readers. In hard copy, re-format the copy so that it is easier to scan to see immediately the costs, how they vary to last year and when they will start to be taken from the account, and when we can challenge them by in order to stop/alter the fees.	Thank you for this helpful feedback. We have tested narration software which reads out the text from the newsletter and cost statement PDFs. Our designer will also continue to explore accessibility options as part of a wider project for all publications.
	Quality of information	Noted, We hope you are pleased with the quality of information we have included in the newsletter for the 2020/21 actual costs. We would welcome further feedback
	Content	The content has been tailored more directly for leaseholders in both the quarterly leaseholder newsletter, and the letter that accompanies the actual

		cost statements. More resident focused news can be found in our new monthly resident newsletter.
	<p>The leaseholders' newsletter does not show much information relevant to leaseholders. Leaseholders have a lot of problems, the Leaseholders Forum clearly shows that. The newsletter is used by Lewisham Homes to speak about Lewisham Homes interests and issues related to leaseholders. And it should be another way around. The leaseholders' Forum is a great source to obtain information for the newsletter. Leaseholders want to know about issues raised with Lewisham Homes and how Lewisham Homes resolved them and that what the newsletter should be about. The newsletter should be about leaseholders, not selective and not about the 'pretty' side, but about the truth and reality. We all know that Lewisham Homes is doing bad but Lewisham Homes tries to convenience everyone that it is doing well.</p>	<p>In the spirit of partnership we would welcome the opportunity to talk to the leasehold forum about the setting up of an editorial panel. The intention would be for the EP to suggest and support content for the newsletters.</p> <p>We have taken this feedback on board and hope you found the August newsletter much more informative for leaseholders, but would welcome the opportunity to improve this further by adding the EP.</p>
What do you like about the actual cost statement?	A table is a fairly clear way to show the information	We agree with this. Tables are often the best way to present breakdowns. Information will be presented in table format where appropriate.
	Design	
What do you dislike about the actual cost statement?	<p>General Building and Repairs is mentioned twice but with no detail or what was done. I would like to know what and for how long repairs were carried out: e.g. for stairwells, corridors, roof, 2 weeks work, 3 months' work x 2 workers, etc. and what exactly was done. Only in this manner can we see whether the costs are justified.</p> <p>Quality of information - "General building and estate repairs" covers too wide a range of costs and should be given in itemised detail per block.</p>	<p>With our current systems we are unable to send automated detailed breakdown of costs. We appreciate this isn't ideal. Detailed breakdown of costs can be produced on request but this is a manual process. We are looking at being able to specify this as part of the replacement IT system.</p> <p>There may be different 'sets' of repairs charges depending on the design of the building. For example a roof may span 2 blocks, so repairs to the roof will be apportioned between the numbers of properties in the two blocks whilst a repair to a communal hallway may</p>

		only be charged to the block that it is in. For this reason there may be two or three different levels of repairs charges. We are more than happy to provide further information about specific charges to your block. Please contact us hos@lewishamhomes.org.uk
	Design improvements - (a) the content is poorly aligned and could be neater (b) the colours are not great for accessibility (c) pdfs are poor for accessibility as they cannot be read by web readers.	We agree the design of the actual cost statement needs to be improved. Currently the template (or form overlay) is merged with the cost data from our housing management system. The housing management system does not provide a choice of fonts that can be changed or easily aligned with the template. Again, this is something we are looking at being able to specify as part of the replacement IT system
	Quality of information	We have taken this on board and added some more information to page 1 of the actual costs statement. We have also improved the information contained in the newsletter that accompanies the statement and the layout along with the colours
	There are multiple service charge errors, constantly, every year mistakes are found. The mistakes are in favour of Lewisham Homes. The amount of money Lewisham Homes unlawfully collecting from leaseholders is huge and this is on the top of overpriced costs for poor quality works and services. This is a case for legal actions against Lewisham Homes and if the mistakes are not stopped, leaseholders will eventually take matters into their own hands and deal with this using legal means, the evidence is overwhelming	<p>Following feedback and a number of challenges in the last year about the costs to leaseholders, we set up a project team to review the actual cost charges for 2020/21. We introduced a further level of checking to ensure bills were as accurate as they could be prior to sending them.</p> <p>More time was spent on repair costs, where many errors were found that had been corrected immediately before the statements were sent.</p> <p>Some errors could still be found and asked members to report them to LH, any feedback regarding statements will be appreciated.</p> <p>We welcome more feedback to continuously improve going forward.</p>

	<p>The statement does not show important information to leaseholders - does not specify leaseholder's rights to view detailed breakdowns of the actual costs and means to query the breakdown of the actual cost. It does not display any response time to the breakdown query and resolution time. Leaseholders should know what to expect and how the breakdown queries are handled</p>	<p>We agree and have taken this feedback on board. In the August newsletter we told leaseholders how they can request more information about actual costs. We also included an article about this in the letter that accompanied the actual costs statement. We will continue to do this going forward.</p>
	<p>Design</p>	
	<p>There is a bit of wasted space in the banner that the 'Do It Online' side bar could and probably should fill the gap in the top banner part.</p>	<p>We agree, this has been relocated on the letter that accompanies the actual cost statement</p>
	<p>The bill breakdown itself should be more detailed, the utilisation of space could encourage this. The information about how to pay ('using your reference number') would be useful if you need to fill the space. (Is this a tenant as opposed to leaseholder service charge breakdown? If so ignore) .</p>	<p>Thank you for this feedback. This relates to leaseholders service charges rather than tenants. We will look to see how we can improve upon the information about how to pay in the estimated bill information when prepare the estimates for 2022/2023. Account reference number can be found in the top right hand corner of the actual cost statement on page 2.</p>
<p>Can you tell us how we can improve the actual cost statement and newsletter?</p>	<p>Newsletter, 1. For the benefit of those receiving their first ever service charge statement (or for completeness!), the newsletter could explicitly mention 'service charge'. For example, "Service Charge Actual Cost Statement Sept 2020" at the top, OR "enclosed is your service charge actual cost statement as sub heading.</p>	<p>Thank you for pointing this out. Following your feedback we included this information on page 1 of the actual cost statement and in the letter that accompanies the statement.</p>
	<p>2. The beginning could also include a short summary/basic lines which explain that "the service charge year runs from April to March. An estimated bill for the year is issued every April, & an actual cost statement/bill from the previous year (?) is issued every September. This cycle allows us to balance the books & produce accurate actual costs</p>	<p>Thank you for pointing this out. Following your feedback we included this on page 1 of the statement of actual service charge costs for 2020/2021.</p>

	spent in the previous year which are then reflected in your September statement."	
	3. The 1st para beginning "enclosed is your actual cost statement..." could follow the basic summary. This para could be a bit more specific on the period for which the statement refers. E.g., "it shows the amount you were charged for each service at the beginning of the year *in March 2019* and the amount we actually spent by the end of the year *in April 2020*."	We agree. Following your feedback we included this on page 1 of the statement of actual service charge costs for 2020/2021.
	Although some of this info is included under "Reading your statement", I think it would help having it explicitly stated at the beginning so that the reader is informed at the outset rather than making sense of it all half way through the newsletter. It may also help to draft the newsletter or any correspondence from the point of view of someone who's never received any of your communications. Starting with the very basics or including the very basics will then make sense (i hope).	We agree with your feedback so included this on page 1 of the letter that accompanies the actual cost statement
	Specific details, with evidence of works necessary, then the works carried out/the repair, plus sign-off details, would be much appreciated.	With our current systems we are unable to automate this information. Further details can be produced on request but this is a manual process. We are looking at how much information can be automated or self-served as part of the service charge review and replacement IT system.
	Could photographs taken before and after works and repairs are carried out possibly be attached to the statements? Along with dates, details of the repairs/works done, who carried them out, etc? There is an apparent distrust in the standard of works, necessity of works, quality of repairs etc, maybe this would go some way to address this?	This is a good suggestion. Before and after photographs are taken of communal repairs. However we cannot automatically provide them with the actual costs information. They currently are available on request.

	A schedule of caretaking, when and what has been done would also be good, along with some form of evidence? We are currently not receiving the schedule of caretaking and general maintenance as detailed on the LH website, however I don't believe the cost is being adjusted to recognise this.	Thank you for this feedback. We are working to improve our systems so we can monitor more closely all work in order to offer our residents more transparency. Currently we rely on manual systems which do not enable this. We can however share copies of managers' inspections on request, and are very happy to carry out quality checks with residents.
	Proper comparison with agreed or estimated costs.	We agree and will look into what we might be able to do in the scope for a new IT system.
	I do not think that there is much wrong with the actual cost statement or the annual service charge statement layout.	Thank you
	Provide electronically, attached to my leaseholder account	Estimated bills and actual cost statements are available on your leasehold account via the Lewisham Homes portal. Once you login to your account click on the service charge section on the left hand side
	Provide accessibly, so it can be read by web readers, and in colours that are legible for a wide range of needs.	Thank you for this feedback, We have tested narration software which reads out the text from the newsletter and cost statement PDF documents. Our designer will also continue to explore accessibility options as part of a wider project for all publications.
	Design for clarity - line things up, make it clearer, format the font consistently.	We agree the design of the actual cost statement needs to be improved. Currently the template (or form overlay) is merged with the cost data from our housing management system. The housing management system does not provide a choice of fonts that can be changed or easily aligned with the template. Again, this is something we are looking at being able to specify as part of the replacement IT system. We have updated the newsletter and hope you are pleased with the improvements. Please continue to provide feedback and suggested improvements
	Give a detailed breakdown by block for 'generic' titles like 'general building repairs	We agree we should do this, however we can't at the moment. We will look at this when specifying the new IT systems

	Make it clearer how to challenge the costs and the timeline for that to be effective	Thank you for this feedback, This has been included in the letter that accompanies the actual costs
	Provide a pie chart that shows the breakdown by type of cost from the overall fee.	This is a good idea, however it's not something we can produce at the moment. We will see if we can do this with a new IT system.
	The Service Charges letters should contain information about: - the statement of the actual costs: right of leaseholders to view detailed breakdowns of the actual service charge summaries, it has to be clearly mentioned with information about ways how to obtain/ask LH to get them sent to leaseholders; Lewisham Homes is to provide contact details, response time and standards the leaseholders should expect when querying the actual service charges.	Thank you, this is useful feedback. We have taken this on board and included some of the information you suggested in this year's actual cost documents. Please continue to provide feedback in order for us to continuously improve.
	the statement of estimated costs: any uplifts in estimated service charges should be clearly stated and displayed on the estimated service charge summary as well as formulas/algorithms of how the estimated charges are calculated, they have to be declared; it should always contain information about ways/contact details for leaseholders to register their interests to attend Leaseholders Forum and Leaseholders Forum Schedule. Leaseholders Forum is an important communications channel with the company that provides its services to us. All leaseholders must be notified.	Thank you. Based on your feedback, we intend to explain how the estimated costs have been calculated for future years. We also included a full page advert for the forum on page 4 of the letter that accompanied the actual cost statements. The forum will also be advertised regularly in our resident's newsletter. Information is also available on our website https://www.lewishamhomes.org.uk/your-home/leaseholders/leasehold-forum/ We know we have a way to go to improve the forum and with your helpful feedback will continue to work on improvements
	Newsletter: the letter should be about leaseholders and not about Lewisham Homes. Lewisham Homes should use the newsletter as a way to provide information to leaseholders that important to LEASEHOLDERS. A great source for the	We agree and used this feedback when designing the August newsletter. We will continue to improve newsletters going forward which we hope will be assisted by an Editorial Panel made up of members of the leasehold forum

	<p>newsletter is the Leaseholders Forum (issues, problems, concerns, minutes - the information is endless). It feels like all of the info is superfluous</p>	<p>Based on your feedback we will regularly provide information about the leasehold forum in our newsletters .</p>
	<p>More quality of the breakdown of service charges – clearer more detailed</p>	<p>We agree that more clarity and transparency is needed and will be working on this through the service charge review.</p>
	<p>Something about how to use your reference number when paying (for those without credit cards)?</p>	<p>Thanks for this feedback, it's a good point. We will include this information with the estimated bills each April. In the meantime.... For leaseholders who want to pay service charge or major works with cash you will need a service charge or major works payment card (payment cards are available on request from the Home Ownership team or via the online portal). The card will have your 10 digit account number printed on it and can be used at any post office or pay point outlet. You can also ask your bank to make a bank transfer using the bank details below along with your 10 digit account number. Name of Bank : Barclays Bank PLC Account No : 93380513 Sort code : 20-00-00 Account No: xxxxxxxxxx – this can be found on page 2, in the top right hand corner of your actual cost statement or on page 1 of your estimated bill on the right hand side</p>