

Proposed development at Northwick Park Hospital



We have a lot of key worker accommodation for single people on the Northwick Park Hospital site, but relatively little to offer couples and families. All this will change, however, if our latest plans go ahead.

LSH would like to build a further 26 units of accommodation on the little used green area between Kodak Court and the houses in Nightingale Avenue. The scheme would comprise 11 one-bedroom apartments, 13 two-bedroom apartments and 2 three-bedroom apartments, along with a new communal garden featuring a seating area and children's play facilities.

The proposal was given an early 'thumbs up' during consultation sessions held at Northwick Park Hospital on 13 and 20 May. LSH set up a small exhibition stand outside the staff cafeteria displaying pictures and plans of the new scheme, and passers by were asked to comment on it using an opinion survey form. All of those who completed the survey agreed the additional units are needed, and 97% graded the proposed design as either 'good' or 'excellent'.

LSH is seeking planning permission for the scheme in June 2009. If permission is granted, the building work should begin in December 2009 and take a year to complete.

Further consultation days will be held once plans are approved and as the development progresses. To be eligible for the scheme, residents will need to be registered as key workers under Housing Options, see www.housingoptions.co.uk for more information.



Director's corner

In this first of what will be a regular column, Jon Dawson, Director of London Strategic Housing, explains the thinking behind our actions.

Showing we are listening

We take feedback very seriously – and we act on it. For example, the kitchen improvement programme and new cleaning contract have come about as the result of negative comments on the state of communal areas in some of our schemes. We want to encourage more residents to tell us what they think of our properties and services. So in addition to our online comments form and regular surveys there will soon be a suggestion box in every LSH scheme.

Increasing the mix

While the majority of our schemes offer cluster accommodation, we recognise that there is an

increasing demand for self-contained apartments to meet the needs of couples and families. We intend to increase the mix with future developments – starting with our cover story plans for Northwick Park.

Focusing on customer service

The handyperson service is a good example of our continuous efforts to improve customer service. We started the service a few years ago, employing a couple of qualified handypersons who could respond faster than third party contractors to requests for repairs. This approach was so effective that we expanded it. Today, our handyperson service is considered the model of good practice by other housing associations in the Network Housing Group.

Kitchen improvement programme

In April 2009, we began a planned programme of work to improve the kitchens that we have identified as being in the poorest condition in our Northwick Park and east London schemes.

The improvements that we are making include redecorating the kitchen walls and replacing old floors and window dressings (blinds and curtains). Work will be ongoing through 2009 and continue into 2010.

The residents who have already benefited from the improvement programme have been delighted with the results. One told us, "With the fresh coat of paint and new blinds it looks like a completely different room!"



www.londonstrategichousing.com

New cleaning contract

After some negative feedback about the standard of cleanliness at Northwick Park and St Albans, we have appointed a new contractor to clean the communal areas in both schemes.

Residents at Northwick Park had advised us through both written and verbal complaints that the kitchens in particular were not being cleaned to a satisfactory standard. At the St Albans scheme, where residents were required to clean the communal areas themselves, we had come to the conclusion that this arrangement was not workable.

In July 2008, after a lengthy review, we awarded a new cleaning contract for both sites to G&G Cleaning.

Residents at Northwick Park are now much happier with the consistently high standard of service provided by G&G staff, while residents at St Albans are delighted that the hallways, stairs and kitchens they share are being cleaned on a regular basis.



My home online

Did you know that from the comfort of your own home you can:

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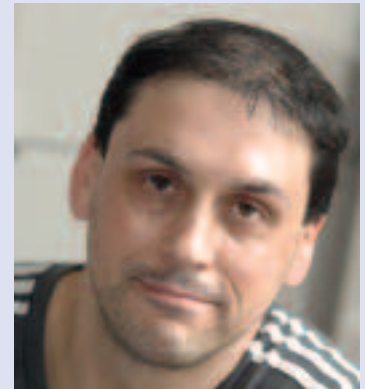
To make full use of this service you will need to register. Contact our Customer Services team on customerservices@londonstrategichousing.com



Spotlight on: Handyperson service

Our Handyperson Service was set up in 2002 to provide a hands-on responsive repairs service for all our residents.

We currently have 2 teams, one based at Cambridge Heath Road which covers the schemes in east London and one based at the Northwick Park site which also covers west London schemes and St Albans.



We have 1152 cluster flats and 333 self-contained properties to keep in a good state of repair for the safety and comfort of our residents, so life is very busy for LSH Maintenance Manager Dave Marshall and his team – and no two days are the same!

As Dave explains, "As soon as a resident requests a repair it is passed to me to prioritise. Emergencies such as flooding or a broken boiler go straight to the top of the list, and everything else is added to the running job sheet. There are six of us providing a handyperson service and we're trained to tackle most household repairs. We also do the redecorating. With so much skill in house we can always respond within the targeted time and complete the work to a very high standard. I'm proud of the service we provide, because I've lived in rented accommodation myself and I know how frustrating it is when nothing seems to get done."

You can contact our handypersons service or report your repairs online via our website www.londonstrategichousing.com by email to customerservices@londonstrategichousing.com or by telephone to east London office **020 8782 4880** or west London office **020 8782 4860**.

LSH Repairs Satisfaction Survey winner

Lucky Saffron Waugh from our Brenthouse Road scheme won a £50 M&S Voucher in the March 2009 Repairs Satisfaction Survey draw. All of the Repairs Satisfaction Survey forms we receive over a three month period



are entered into a free prize draw at the end of the quarter. So please remember to send us your forms after each completed repair. We appreciate the feedback, and it could win you a prize!

Senior Housing Officer Theresa Setterfield presents Saffron Waugh with a £50 M&S voucher.



Feedback wins prizes!

Congratulations to Jean Galinowski from Hill House for winning the £100 cash prize in our Issue 4 feedback form draw. For your chance to be the next winner, take a few minutes to complete and return the Issue 5 feedback form on this page.

Issue 5 feedback form Win £100

Your feedback is so important to us that we have placed a cash value on it! All of the forms you send will be entered into a free prize draw to win a welcome £100.

Just complete and return this coupon by 31 July 2009 for your chance to win a welcome cash bonus.

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LSH contact details

If you need to contact LSH you should do this through your local office:

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East London office:	020 8782 4880
St. Albans:	01727 893017

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