

Because key workers expect more **Raebarn House, Harrow**



Raebarn House is a new development of 35 self-contained one- and two-bedroom homes just a mile from the town centre shops of Harrow. With Waitrose next door and South Harrow Tube station around the corner, it's a great location for busy key workers and their families.

The new homes have been built to a very nice standard and equipped for modern life. The kitchens have been fitted with appliances, the bathrooms are fully tiled and the living rooms are pre-wired to receive Sky+. Energy efficiency principles have been used to keep heating bills down too.

As with many new schemes in London, the development is so convenient for public transport that no parking scheme is included – though a car club will be set up for residents' convenience.

The rent has been set at £150 per week for the one-bedroom units and £172 per week for those with two bedrooms. To be eligible you will need to be registered with Housing Options, the HomeBuy scheme that is managed for the North London area by Metropolitan Home Ownership.

To register with Housing Options ring 020 8920 7777, email housingoptions@mht.co.uk or visit www.housingoptions.co.uk for more information.

The show home will be open from early June 2009. For more information, ring LSH on Freephone 0800 707 6675 or email enquiries@londonstrategichousing.com

Look around

our new website

The new and improved LSH website has many useful features including virtual tours of our accommodation and online resident services.

The site was launched in September 2008 and had more than 8,000 hits in the first six months. The online services have proved very popular with residents, who can now log on to report repairs, pay their rent (using an AllPay card) and provide feedback to LSH. Prospective tenants can search for details of our accommodation, register their interest online and enjoy a 360° virtual tour of the layout – a great help for those viewing from out of town or even abroad.



www.londonstrategichousing.com

First place goes to Vision East

Vision East is a striking new development in the Olympic regeneration area of Stratford, just a short walk from Stratford Station on the Central and Jubilee lines.

The development was built by Network Housing Group, its first project in the London Borough of Newham. LSH has five two bedroom properties in Vision East for key workers to rent, 20 units available for shared ownership and a further 16 units for sale.

All of the homes feature fitted kitchens, modern bathrooms and a tasteful décor, while the local neighbourhood promises to be one of London's

biggest future attractions thanks to the landscapes and facilities being prepared for the 2012 games.

Like the look of Vision East?

Ring LSH on freephone 0800 707 6675 or email enquiries@londonstrategichousing.com

For shared ownership, contact estate agents Stagnell Fox on 0845 130 1422 or visit their website at www.stagnellfox.co.uk

For sales, contact Site Sales on 020 8502 5758

Blooming lovely

After receiving feedback that some of our gardens were not up to scratch, we undertook a best value review of our landscape maintenance service, and appointed a new contractor to manage the gardens at five of our schemes.

LSH residents at Hill House, Green Lane, Bavaria Road, Sussex Way and Brownswood have already commented on the difference. Instead of seeing overgrown shrubbery, dead plants and unkempt lawns, they now come home to tidy and attractive gardens that they are more likely to use and enjoy.

Do you have suggestions for improving your LSH garden? Email your feedback via the new LSH website!



Closure of Kenworthy Road

With its small rooms, communal facilities and rather tired condition, our old scheme in Kenworthy Road no longer suits the expectations of the modern key worker. So we're replacing it, with a cutting edge mixed-tenure scheme.

The project has taken more than a year to plan, and included a sensitive and well-managed 'decant' of any remaining tenants into other LSH schemes. The building next to 14 Kenworthy Road will also need to come down (due to its location) and the demolition work is scheduled for spring 2009.

The new development, which is due for completion in 2011, will provide 120 units of accommodation, from one-bedroom apartments to four-bedroom family homes. It will also include brand new premises for the Roundabout Nursery that is currently located on the ground floor.

LSH staff on the Kenworthy Road site are moving to new offices on Cambridge Heath Road, Bethnal Green, in April 2009. All their telephone numbers will remain the same and services should not be affected during the move.

New parking scheme for Lavender Crescent, St Albans

Now busy key workers can park their cars where they want to: in their own car park!

Residents in Lavender Crescent complained that their parking spaces were being used by non-residents looking for free parking in the area. This was a particular problem for shift workers: one doctor even had to catch a cab to work because his driveway had been blocked by a parked car!

To resolve the problem, we set up a residents' permit parking scheme and appointed a private parking enforcement company to issue tickets to illegally parked cars. The scheme costs car owners the equivalent of 41p a day to join and gives them peace of mind that their right to park is protected.

New faces in Customer Service

Agnieszka Liput and Kelly Lawson have joined Erika Davidson on the LSH Customer Service team.

The team is responsible for delivering all of our frontline services to residents and visitors. This includes manning the reception desk, dealing with face-to-face and telephone queries, issuing parking permits, managing guest bookings and liaising with our housing officers and maintenance teams.

The Customer Service officers are available to assist you from 9am - 5pm, Monday to Friday.

Better security at Northwick Park

In the past, the hospital's security guards have included Northwick Park on their rounds. But this left us with little or no cover when the guards were called to emergencies at A&E. Residents also advised us that it was difficult to report and resolve problems at the weekends.

In December 2008, following a review of our security arrangements, we appointed a new security company to provide us with dedicated on-site services, so that out-of-hours concerns can be dealt with promptly while reassuring residents that their safety is our priority.

Northwick Park out-of-hours services:

- **Reception manned 7am - 9am and 5pm - 8pm weekdays**
- **24hr cover over weekends and bank holidays**
- **Out-of-hours service from 5pm to 9am**
- **New Saturday office opening 9am until 12pm.**

Emergency response

When a fire broke out at Northwick Park Hospital, LSH responded by setting aside emergency accommodation for hospital staff.

At 2.50pm on Wednesday 11 February a fire was discovered in the basement of Northwick Park Hospital. Hospital staff, the fire brigade and other emergency services acted quickly to deal with the blaze, close A&E and evacuate patients.

LSH was also quick to provide assistance, arranging for 30 rooms to be available for any hospital staff who needed to stay close by.

Hands on deck in the snow



On 2 February the country came to a near standstill thanks to the unexpected snowfall.

LSH managed to open both offices with a skeleton staff, which is just as well because five local hospitals asked us to have emergency accommodation on standby for frontline healthcare staff.

Accommodation was made available at both Northwick Park and Hill House for hospital staff working at Northwick Park, Whittington, Homerton, Bart's and the Royal London. Yvonne Smith, from the Northwick Park hospital facilities team, said: "We are very grateful to LSH for providing us with immediate practical support during a very difficult time."

Win £100 cash!

We always like to receive your feedback on *LSH News*, and in the past we have offered a gift voucher to the first name picked at random from our post bag. This issue, with the credit crunch in mind, we have increased the prize to an attractive £100 in cash!

Just complete and return the coupon below by 30 April 2009 for your chance to win a welcome cash bonus.

How did you receive this issue of *LSH News*? (Was it delivered to you, or did you pick it up somewhere?)

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Would you prefer to receive *LSH News* electronically, via email?

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What subjects would you like us to cover in future issues?

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Do you have any other comments about *LSH News*?

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Your name:

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Now cut out or photocopy this form and either return it to reception or post it to: Mr Jon Dawson, Director, London Strategic Housing, 14 Kenworthy Road, Hackney, London E9 5TD

LSH contact details

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

West London office: 020 8782 4860

East London office: 020 8782 4880

St. Albans: 01727 893017

www.londonstrategichousing.com

e-mail: enquiries@londonstrategichousing.com

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