



WANT TO GET IN TOUCH? You can contact our team on one number! ☎ **0800 028 2 028**



Our website lists our latest news and performance updates. www.lewishamhomes.org.uk

ANNUAL REPORT SUMMARY 2009/10

The Tenant Services Authority set guidelines for housing organisations to produce an Annual Report for 2009/10. In this issue we give a summary of the report, which looks at the past and future for Lewisham Homes.

CUSTOMER CARE

We achieved the Customer Service Excellence Standard in November 2009.

This independently assessed standard was developed by the government to promote customer care in the public sector.

Surveys show that you are now more satisfied with our overall service - the proportion of tenants satisfied increased from 60% in 2008 to 68% in 2010. We are working to improve this to bring us above average for London ALMOs.

66% of tenants find it easy to get hold of the right person when they contact us, and 76% find staff helpful. Both these have improved since 2008 and are better than the average for all London boroughs.



INVOLVING YOU IN OUR SERVICES

There are many ways for you to help us design our services and give us feedback. More than 3000 residents have registered an interest in becoming involved with us. The proportion of tenants who are satisfied that their views are being taken into account has risen from 50% to 56%

over the past two years. Some of our 2009/10 projects include:

- We worked with residents to put together a Residents' Business Plan (read more page 6).
- Completed 18 projects to improve communal areas, security on estates or develop play areas as part of the Resident Led Programme.
- Worked with residents and partners to attract over £509,000 of direct and indirect funding.
- Delivered 48 free training courses to 350 residents including computer skills, English language, diversity, employment and do-it-yourself repairs.

SAFETY

Our performance on carrying out gas checks to tenants' homes has improved over the past three years from 94% completed on time in 2007/08 to 99.9% in 2009/10.

We have met our legal requirements for fire, asbestos and Legionella.

EXTERNAL DECORATION PROGRAMME

We have made good progress in improving external painting which is now programmed on an eight year cycle. We will deal with the worst properties first. Properties with very poor decorations will be dealt with by March 2011 and we will work on the others over the following five years.

REPAIRS

We do repairs faster and more are done first time. As a result satisfaction has risen

The Tenant Services Authority is an independent regulator for affordable housing in England. It works with social-housing landlords and tenants to improve housing services. If you would like a copy of the full version of the Annual Report 2009/10, contact: ☎ **0800 028 2 028**
@ **communications@lewishamhomes.org.uk**
www.lewishamhomes.org.uk



from 73% in 2007/08 to 87% in 2009/10.

This has helped reduce calls to our contact centre from 51,000 to 36,000 a year. The Audit Commission said: "Lewisham Homes completes a higher proportion of urgent repairs in three days than most landlords complete in target".



Appointments are made and kept for 97% of repairs.

We have achieved these improvements through new computer and telephone systems, training staff and better monitoring.

We have also saved money. We use fewer contractors and have saved £420,000 annually. However, we do need to make sure that we recharge tenants where they have caused damage. We will be working to improve this in 2010/11.

SOCIAL HOUSING FRAUD

We are systematically checking that the right people are living in our properties. We recovered 141 properties and referred 53 cases for legal action in 2009/10.

ESTATE MANAGEMENT

Our surveys show that most tenants are happy with estate management and



that this is improving. Less than 20% of residents are dissatisfied compared to two years ago when over 40% were dissatisfied.

Resident surveys told us that repairs to communal areas are a priority issue. In 2010 we will be trialing new ways to check these are done well. In 2009/10, 98% of repairs in communal areas were completed on time. Window cleaning for communal areas has now been introduced and this will be carried out twice a year to over 400 blocks.

ANTISOCIAL BEHAVIOUR (ASB)

To help prevent ASB we have:

- improved lighting on estates
- a programme of installation of door-



Left Lewisham Homes Open Day performance. Above, Betty Brooker at the Residents' Business Plan Make a Wish event.

entry systems

- micro-chipped dogs
- set up the Brighter Futures project working with young people
- specialist officers tackling domestic violence and Hate Crime

We know that we need to improve how we keep you informed when you report ASB and we are working on this.

WHAT HAPPENS NEXT?

Lewisham Homes' is now working with residents to develop 'local standards' based on the Tenant Services Authority guidelines. This means we will agree standards and priorities for work with residents, specific to the areas they live in. To get involved contact:

☎ **0800 028 2 028 - ask for Community Involvement**
@ **getinvolved@lewishamhomes.org.uk**



Top, Plumber Dennis Hingston Above, Board member Lawrence Britton with Board Chair Julia Cotton