

# wish

OUR  
PROMISE



**Lewisham  
Homes**

[www.lewishamhomes.org.uk](http://www.lewishamhomes.org.uk)

## Our promise to make a real difference to your community

### What is the Residents' Business Plan?

Simply put...the Residents' Business Plan is 'Our promise to make a real difference to your community.'

It's about working in partnership to deliver excellent services for residents.

This year residents have taken ownership and are helping to transform the way housing services are delivered. There was a half a million pound budget to spend. All projects in your plan show what's most important for all of us.

Residents got involved because they care about the community they live in.



#### How you want to spend the £500,000

- Safer Neighbourhoods (£242,500)
- Looking after your home (£103,000)
- Looking after your environment (£90,600)
- Community (£51,900)
- Youth (£12,000)

# Lewisham Homes Residents' Business Plan

## How you want to spend the £500,000



### Safer Neighbourhoods (£242,500)

- **More door entry systems installed**  
Cost: £240,000  
Door entry systems installed in five blocks, to be agreed by the Major Works Improvement Group.
- **More mediation for ASB cases**  
Costs are covered by Lewisham Homes  
More mediators are to be trained through the Mediation Service.
- **Pilot a scheme to help reduce vandalism and antisocial behaviour (asb) in communal (shared) areas, in partnership with other agencies**  
Cost: £2,500

I wish there was a way to reduce antisocial behaviour.



### Looking after your home (£103,000)

- **Develop a pilot handyman service for residents in consultation with the Property Services Improvement Group**  
Cost: £51,000
- **Offer extra hours for repairs appointments**  
Cost: £49,000
- **Offer a pilot emergency repairs service to leaseholders**  
Cost: £1,000
- **Provide tips on home maintenance.**  
Cost: £500  
Set up a residents' focus group to review existing information on DIY tips and produce updated information. Promote DIY courses currently offered.
- **Repairs: make it clear who does what – tenants or Lewisham Homes**  
Cost: £150  
The Property Services Improvement Group will decide how to update the information.

I wish I could arrange repairs appointments for when I'm home from work.



## Want to join an Improvement Group?

- We have four Improvement Groups: Major Works Improvement Group, Property Services Improvement Group, Leasehold Improvement Group and the Housing Management Improvement Group.
- Each group has resident members who work alongside Lewisham Homes' staff to help improve services for everyone.
- If you would like to join any of the improvement groups please contact the Community Involvement team.  
☎ 0208 613 7660  
✉ [getinvolved@lewishamhomes.org.uk](mailto:getinvolved@lewishamhomes.org.uk)



### Looking after your environment (£90,600)

- **The Major Works Improvement Group has been given £60,000 to fund community improvement projects.**  
Cost: £60,000
- **Develop clear service standards for communal (shared) repairs with the Repairs Services Improvement Group.**  
Cost: £600
- **Offer extra hours for caretaking services – the areas will be agreed with the Housing Management Improvement group.**  
Cost: £30,000
- **Look at providing a free or cheaper service for removing bulky items from estates, subject to consultation with tenants and leaseholders.**  
Cost: £10,000

I wish someone would clean up my estate.



# How you want to spend the £500,000



## Community (£51,900)

- **Community Improvement Competitive Fund – bid for a share of £39,200**

Residents can apply for grants of up to £5000 to improve their local area or community. The rules will be decided by the Housing Management Improvement Group.

- **Competition to win one of five get to know your neighbour days**

- £10,000 up for grabs**

Look out for competition details in Home magazine.

- **Training for Residents' Associations to develop their own websites**

- Cost: £2,700**

Provide 10 website training courses at Lewisham College.

- **Introduce a Skills Bank**  
**Cost is covered by Lewisham Homes**

A skills bank is about exchanging your time and expertise for someone else's within the programme. For example, if you are a gardener you could exchange your time for a plumber's.

Lewisham Homes' staff will be trained in how to guide and support Residents' Associations / recognised groups to be able to set up their own skills bank. They could also become part of an existing group such as Lewisham's Local Exchange Trading Scheme.

I wish there was funding available to help improve our community.



## Young persons (£12,000)

- **Extend the Brighter Futures scheme to involve young persons in taking care of their estates.**

- Cost: £10,000**

- **Pilot young persons Neighbourhood Watch Scheme**

- Cost: £1,000**

To encourage young persons to help reduce crime and antisocial behaviour. There will be a reward scheme.

- **Training opportunities for young persons within Repairs Services**

- Cost: £1,000**

There will be two, six month work placements and four work experience placements.

I wish there were training opportunities for young persons.



When you see this logo, it means we've worked with you to make something happen.