

SOUTH LAKES HOUSING NEWS

JUNE 2009



News for Tenants and Leaseholders

MARGARET AND RON GO TO PARLIAMENT Chairman of Tenants' Committee attends Parliamentary Group

Margaret Pritchard, Chairman of Tenants' Committee, and her husband Ron, both of Ulverston, were very pleased to be invited to attend an all party Parliamentary Group in the House of Commons in London recently. Margaret had been invited to attend on behalf of the tenants of South Lakes Housing to give the tenant's view on the set up and operation of the new Tenant Services Authority (TSA) and other vital housing questions. South Lakes Housing News caught up with Margaret to find out more about what went on.

Margaret, tell us a bit more about your trip to the House of Commons.

M: I was honoured to be asked to represent the tenants in Parliament and it seems that the Government is really taking tenants views seriously. The meeting took place in the Members' Dining Room. The security was very stringent.

Who were the speakers?

M. Clive Betts MP, and Peter Marsh, who discussed his role as the Chief executive of the TSA. Peter spoke about how the TSA knew that tenants must have a bigger input into the running of their homes. He also spoke about how all social housing must comply with the Decent Homes standards.

What other questions came up?

M. Ron asked about whether ALMOs will be able to keep all the tenants' rent money in the future (instead of it being clawed back by the Government). They said this was being seriously considered by the powers that be. Tenants also asked if ALMOs would be able to build new homes for rent, and the answer to this is less clear because of the credit crunch. We are not the only ALMO that would like to build new homes!



Pictured Above: Margaret (in red on front row, with Ron to her right) at Parliament.



Right: Peter Marsh discussing his role as the Chief Executive of the TSA.

Sheltered housing tenants get connected Gaming hits Gallowbarrow

Lucky sheltered tenants across South Lakeland have recently had their residents lounge connected to Broadband whilst SLH has been upgrading the Scheme Manager's office computer set up. Tenants now have free access to a wireless connection to the internet, which means they have the opportunity to surf the web, shop online, and create and use an email account.



We know of some tenants who are already taking advantage of the free connection. At Binfold Croft the residents are creating and sending greetings cards, and at Gallowbarrow they have bought a Nintendo Wii (a games machine) to play online.

Pictured are Nora Hunt and Scheme Manager Vicki Battista, from Gallowbarrow, playing on the Nintendo Wii.

HOUSING OPTIONS

An important discussion will soon begin between tenants, South Lakes Housing and SLDC about the future of South Lakes Housing and what options might be in the best interests of tenants and of the area as a whole. Although SLH was very successful in its Audit Commission inspections, the Decent Homes Funding runs out in 2010, so we have to look at future funding for investment in homes and services.

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South Lakes Housing is a Limited Company that exists to manage the council homes owned by South Lakeland District Council.

DO YOU KNOW SOMEONE WHO MIGHT NEED THIS NEWSLETTER ON TAPE?

★★★ CONTACT JOHN STIRLING ON 01539 717717 ★★★



Positive Action against Anti-Social Behaviour (ASB)

How we're doing January - March 2009

New Cases Reported	35
Cases resolved and closed	42
Cases ongoing	18

TOGETHER WE CAN
Stamp It Out



Action	Jan-Mar 2009	Year End Total
Referred to mediation	2	7
Referred to Multi Agency ASB Group	3	5
ABCs Signed	0	2
ASB Injunctions	0	1
Demoted Tenancies	0	0
ASB Orders	0	0
Notice of Seeking Possession Served	3	8
Possession Order Granted	2	2
Evicted	1	2

Each quarter the number of reported ASB cases has appeared to increase and it could be argued that there are more problems on our estates. However from speaking with the Housing Officers indications are that ASB does not appear to be on the increase but that more residents are coming forward to report incidents that they may not have done in the past.

SLH has been using updated procedures when tackling ASB (See the website for a copy of our full policy & procedures). We have been publicizing our statistics and telling you about individual cases when action has been taken which may have given people suffering from ASB the confidence to report problems.

Reporting Anti-Social Behaviour

You can contact us in the following ways:

- In person ■ By telephone ■ By email ■ By letter
- Outside office hours - leave a message on the answer phone
- Anonymously

South Lakes Housing
Little Aynam House
Little Aynam
Kendal
LA9 7AH
☎ 01539 717717

South Lakes Housing
Town Hall
Queen Street
Ulverston
LA12 7AR
☎ 01229 584424

Email: info@southlakeshousing.co.uk

FOCUS ON MEDIATION

Everyone wants to live in peace with their neighbours. But what if your life's a misery because of their noise, their children's behaviour, the hours they keep, their pets or parking?

Or what if your neighbour has problems with your lifestyle? Many neighbour disputes could be solved early on if the person were to speak with the neighbour causing the nuisance and raise the issue with them. Often this type of conflict arises from a 'clash of lifestyles' and the other person may not even realise they are causing a nuisance to anyone.

If informal discussions between neighbours fail to resolve problems, mediation may be appropriate. Mediation is less damaging, stressful and expensive than legal action and often quicker to reach a solution. As well as resolving disputes, it may actually strengthen relationships between parties involved.

What is Mediation?

Mediation is a step-by-step process where an independent expert - the mediator - helps people to find a solution to a problem that suits everyone. Mediators listen to both parties' points of view. They don't judge people as 'right' or 'wrong'.

The people in dispute work out the solution, not the mediator. Generally, trained volunteers act as mediators in neighbour and family conflicts. They aim to get the people in dispute to meet face to face in a neutral setting.

The mediators run the meeting and establish ground rules. They listen to what the people involved have to say but do not take sides - the aim is for the people in dispute to reach an agreement that all will accept and keep to.

Mediation can only work if everyone wants it to, and it works best if used before the issue becomes entrenched. The mediators cannot force people to resolve their conflicts and it is an entirely voluntary process.

Situations Where Mediation Can Help

Experience shows that it is particularly effective in tackling the following types of disputes:

Neighbour disputes

Neighbour mediation is often the best solution when:

- Neighbours need to stay on good terms because they are living near to each other
- It is in the interests of both parties to sort things out
- The dispute is becoming a strain on both parties
- Calling in the authorities or going to court may make the problem worse and cost a lot of money and heartache

Neighbour mediation can be effective in resolving disputes about:

- car parking
- young people playing in the street
- boundary disputes
- dogs barking
- noise nuisance.

Have you got a problem where mediation might be able to help?

Contact your housing officer who will discuss the matter with you and if suitable will make a referral to the mediation service.

Staff in South Lakeland get top tips on how to deal with anti-social behaviour



Two free half day conferences on how to deal with anti-social tenants took place in Kendal Town Hall on Monday 27th April 2009. The conference, hosted by South Lakes Housing and South Lakeland Crime and Disorder Reduction Partnership, was attended by over 60 front line staff from a wide range of agencies, including housing providers, police, youth service providers, local authority staff and fire and the rescue service.

The keynote speaker was Bill Pitt MBE, Director of ASB Action Ltd who provided the latest information on the following topics:

- The Government's messages on the role of social landlords and their partners
- Ways to support victims of anti-social behaviour
- Working in partnership to deal with youth nuisance on mixed tenure estates
- Managing mental health related anti-social behaviour
- How to gather evidence

Choice Based Lettings

What is Choice Based Lettings?

Choice Based Lettings (CBL) changes the present system where a housing officer makes an offer of a property to an applicant to a system where the applicant has a choice of property. Applicants apply to go on to a register and if accepted can then bid for vacant properties as they are advertised. A bid means an applicant states their interest in renting the property. They will not always be successful as applicants will be affected by such things as the demand for the property and the type of property they can bid for.

CBL does not replace lettings policies which allow Authorities to make best use of housing resources in their area e.g. bungalows will usually be restricted to elderly or disabled applicants.

To achieve its full potential CBL should be a partnership with Local Authorities and other Registered Social Landlords (RSLs). This is essential in improving tenants' choice. A combined CBL system means that there is only one Register and applicants have access to any property advertised by landlords in the scheme.

Why is it happening here?

It has become clear that, for both housing organisations and tenants, there are significant benefits to be gained by enabling people to choose their own home. Some organisations have set up their own individual schemes. These have been successful; however there are increased benefits in establishing joint schemes with a range of housing providers. Officers from all the organisations involved have worked hard to make this happen for Cumbria. They have made a successful bid to the Department of Communities and Local Government for a grant of £100,000 towards the cost of setting up a scheme in Cumbria.

This fits with the Government's objective of wanting to extend CBL across the country. It wants all Local Authorities to have CBL systems by 2010 and to see RSLs and the private rented sector engaging with CBL schemes and adopting a choice based approach.

For Applicants

- A far easier system of applying for a property - one form to complete to access housing with participating landlords.
- Easier to understand as there is one system to determine an applicant's priority (usually known as banding) and one procedure to follow.
- Applicants will have more chance to prepare for a move as they are actively involved in bidding for properties.
- There is the potential for applicants to move more easily between Local Authority areas - this could assist people to move nearer to family or find employment.
- CBL increases tenants' satisfaction with their property and their commitment to the neighbourhood because they have exercised a greater degree of choice.
- Provides feedback to applicants on successful bids to allow them to make more informed choices about the properties they bid for in the future.

Garden Competition 2009

CONTINENTAL LANDSCAPES AGREES TO SPONSOR GARDEN COMPETITION

Great news - SLH have secured sponsorship from Continental Landscapes for this year's competition. The first prize for the best overall garden has increased this year to £100.00 thanks to Continental Landscapes.

It's not too late to enter. There are three categories - Best overall garden, Best small garden/hanging baskets, and Most improved garden. Judging will take place in June/July this year and if you want to enter please contact Simon Hughes on 01229 584424.

Below: A delighted Katie Earl from Kendal accepting her prize from SLH Board Member Cllr Vatcher. Well done! Katie's won for having one of the 'most improved' gardens.



WHAT'S ON



JUNE

- 10th** Customer Service Improvement Group
- 16th** Resident Involvement Service Improvement Group
- 17th** Chartered Institute of Housing Exhibition Harrogate
- 24th** Cumbria Tenants Forum Training Event
- 25th** Tenant & Resident Training session 'Rents and the Recovery of Arrears', Kendal

JULY

- 2nd** Tenants' Committee
- 7th** Roadshow Arnsdale and Kirkby Lonsdale
- 9th** SLH Board
- 15th** Roadshow Hallgarth, Burneside, Edgecombe Court, Kendal
- 17th** Board Away Day
- 22nd** Cumbria Tenants Forum Meeting
- 23rd** Tenant and Resident Training session 'SLH Quality Systems' and 'How SLH manages Performance Indicators.'
- 29th** Roadshow Honeypt, Great Urswick, Ulverston

AUGUST

- 4th** Roadshow Park Estate, Croftlands
- 5th** Kendal family fun event, Leisure Centre, Kendal
- 12th** Ulverston family fun event, Honeypt Estate
- 18th** Roadshow, Kirkby-in-Furness, Swarthmoor, Ulverston
- 19th** Family fun event, Windermere

LOOK OUT FOR SPECIAL FREEBIES ON OUR ROADSHOW AND AT THE AUGUST FAMILY FUN EVENTS!

For further details call 01539 717717

AROUND THE DISTRICT

YOUR District-wide Tenant Participation Agreement



Roger's Easter Eggstravaganza at Gallowbarrow

Sheltered housing tenants at Gallowbarrow in Kendal had plenty of visitors on the Thursday before Easter when Roger Rabbit and children from neighbouring Rinkfield estate arrived for an Easter Egg Hunt.

The Egg Hunt had been the idea of the Residents' Association for the Rinkfield area, and was organized by South Lakes Housing. Ellie Maplethorpe, aged 8, was the lucky winner of the 'Find the golden egg' competition, and was presented with a cuddly bunny by Roger Rabbit.

Roger Rabbit, also known as Housing Officer Louise North, said, 'It's smashing to see such a good turnout – around 30 children enjoyed the fun today – and the residents have loved seeing the children have such a good time. Now can someone get me out of this suit!'

There was tea and cakes afterwards and fun was had by all.

Photo of Ellie Maplethorpe being presented with her prize by Roger Rabbit, also known as Housing Officer Louise North.



Rinkfield Goes Green! SLH and Bramall Help Residents Cheer Up the Estate

Ethan King, aged 4, from Rinkfield, Kendal, was happy to get his hands dirty to help staff from South Lakes Housing and Bramall Construction plant up brand new giant planters on Rinkfield. The plants were donated by South Lakes Housing and the planters were made by staff at Bramall Construction. The Residents' Association was on hand during the planting to provide refreshments, and our special thanks go to Sherralyn Clement and Josie Winton.



Pictured is Ethan helping with the planting, and Residents Association Members with their hot dogs!



Tina is Tenant's Favourite Birthwaite Scheme Manager wins competition

SLH's Decent Homes Partner Bramall Construction staged a 'Valentine' competition around all the sheltered housing schemes in South Lakeland, in recognition of the hard work the Scheme Managers had done to ensure the improvement works went smoothly. Tenants were invited to nominate their Scheme Manager to say why they are 'No 1'. The winner was Tina Armitage, the Scheme Manager at Birthwaite. Tina won £100 towards a meal for 2, and the winning nominee, Mrs Graham from Birthwaite, was given a hamper to share with her fellow residents.

Pictured are L – R, Sean Canny from Bramall, Tina Armitage, Mrs Graham, and Resident Liaison Officer Claire Thompson.

BIG TIDY UP Waterside Kids Clean Up

South Lakes Housing staff joined residents and other partners supporting the Residents on a rather windy day in the Easter Holidays to rid the estate of litter – and they had a right big tidy up!

The Big Tidy up Campaign provided the bags, litter pickers and attractive nongreen vests, and the clean-up gang spent a busy couple of hours bagging litter from the estate.

Chief Executive of South Lakes Housing, Peter Thomas, said, 'It's great to see young people giving up time in their school holidays to tidy up their estates. Well done to everyone!'

Pictured below are the young people who enthusiastically tackled the litter in their school holidays, front L-R Megan Cook, Bethany McKenzie, and Kain Hogg. Other people working hard on the day included, L-R, PC Claire Fallows, PCSO Mandy Coleman, Housing Officer Steve Roe, and Cllr Chris Hogg.



The Opportunity to Have Your Say! Customer Focus Group

Would you be interested in helping us improve the service you receive?

South Lakes Housing has a number of Service Improvement Groups, one of which is called 'Customer Focus', who meet regularly to discuss issues and to make improvements to that service area. For our groups to make meaningful changes, we need to know your views and experiences to make those changes. We would particularly like to hear from our younger tenants, and men, who are under represented at the moment, but all are welcome.

If you would like to become involved or even to find out more about what's involved, please contact Sue Boulton on 01539 717702 or email: s.boulton@southlakeshousing.co.uk or Lisa Maguire on 01539 717705, email: l.maguire@southlakeshousing.co.uk.

Not what you fancy doing? There are other ways you can join in – just call the Tenant Participation Team on 01539 717717 to find out more.

Are You One of the TIC 10%?

Last year members were involved from home, at meetings and other events. Some read documents and others had a say in how policies were developed. YOU could be involved as little or as much as you like. We are always looking for new people to join the Tenant Involvement Club so give the Tenant Participation Team a call on 01539 717717 for more information.

Tenant Participation Teams Compare Notes Visit to Dumfries and Galloway Housing Partnership (DGHP)

The Tenant Participation team visited their counterparts at Dumfries recently, and had a good chat with staff and tenant representatives to find out what works for them in attracting tenants to be involved in such a large rural area. Suzy Duffy and John Stirling were surprised to find that many of the tenants involved in Dumfries were travelling at least twice as far as South Lakeland tenants to be involved!



Both organisations learned a lot from the meeting, including that we are both delivering an awful lot of good practice and have really dedicated tenants helping us. One thing SLH has adopted following the meeting is a robust review process similar to Dumfries's, to ensure local Residents' Associations meet standards and have strong community support. This will help us to ensure that only strong and inclusive Associations continue to receive grants and other support.

Pictured at the meeting are: Hugh Wilson Fraser, Chairperson of the South West Scotland Regional Network, Gordon Wilson, Community Involvement Assistant, DGHP, Dorothy Grassom, Community Involvement Manager, DGHP, and John Stirling, Tenant Participation Officer, SLH.

Tenants Have Their Say in the Big Pink Van Tenant Services Authority (TSA) Pink Van Comes to Carlisle

South Lakes Housing tenants travelled up to Carlisle in March to have their say in the 'Big Pink Van'. The TSA has been travelling the country getting tenants' views on what housing standards they want, and tenants have been queuing up to give their views on film. Pictured below are Alan McIntosh, Barrow tenant and Treasurer of the Cumbria and North Lancs Tenant and Resident Participation Forum, and our own Margaret Pritchard, Chairman of SLH Tenants' Committee.



Decent Homes Funding for Sheltered Housing Conservatory for Cross Lane, Kendal Unveiled

A grand opening was held for the conservatory provided under the Decent Homes Sustainability Funding at Cross Lane, Kendal. Delighted residents crowded into the residents lounge and enjoyed a delicious buffet and a cup of tea following the opening.

Supported Housing Manager Gordon Aitken said, 'It's marvellous that this lovely new extension for the communal lounge has been funded by the Decent Homes; there's much more room for joining in activities and the rooms are bright and cheerful.'



Pictured is John Short, Tenant Vice Chairman of SLH Board, opening the Cross Lane conservatory.

Grand Opening For Ulverston MUGA Honeypot play area funded from Decent Homes money

Tenants Margaret Akrigg and Joan Chadwick were delighted to see the fruits of the labours of the Community Investment Group (CIG) and the MUGA Group when the newly completed Honeypot MUGA was officially opened recently. The CIG has been deciding how to spend the £800,000 Decent Homes Sustainability Fund. Margaret said 'We are delighted yet another MUGA has been paid for as a result of South Lakes Housing's 2 star success. Communities and their young people across South Lakeland are now benefiting from the Decent Homes funding'. During the opening event, professional coaches held coaching sessions with the young people to demonstrate the types of sport that can be played on the MUGA.

Pictured L to R are Sergeant Flett, Mandy Dixon, Chair of the Local Strategic Partnership, Lisa Chant, Bramall Construction, Margaret Akrigg, tenant, Joan Chadwick, tenant, Cllr Andy Shine, and Jenny Draper, SLDC.



NEW FREE Family Fun Events

Put these in your diary!



AUGUST

- 5th** Leisure Centre, Kendal - there will be FREE trampolining and refreshments.
- 12th** Honeypot MUGA. There will be a FREE bouncy castle at the MUGA - Bring the family along and enjoy yourself!
- 19th** Lakes School Sports Hall, Windermere - activities for all ages.

For further details call 01539 717717

Here is a story sent in from Yewbarrow Lodge about how their estate improvement grant was used to chop down a tree...

"This is the story of a little tree which quickly became an unwanted giant. Eighteen years ago a little fir tree was planted alongside the car parking area at Yewbarrow Lodge in Grange. For a few years it was lovingly festooned with Christmas decorations and fairy lights, until growing at such an alarming rate it soon towered above the top of the building, becoming both a safety hazard and a nuisance.

Then, one day three workmen arrived and set about felling this incredible specimen. They worked speedily and skillfully, little realising the interest they were creating for a number of elderly onlookers, each one applauding every move and eager not to miss anything. At the end of the day nothing was left except a heap of sawdust and a few of the huge cones which used to bang against the window whenever there was a strong wind. Thank you to SLH and the 3 workmen who provided a group of elderly residents with an unusual but interesting day to remember."
(Anon)



KNOW-HOW

The Grant Applications Panel and You

During 2009 the Grant Applications Panel came into being to process all your applications for estate improvement grants. Any tenant or leaseholder may apply for a grant by completing an application form. You can get an application form by :

- Telephoning Fiona Harrison or Suzy Duffy at **01539 717717** who will forward an application form, or ask your Housing Officer
- Attending Area Discussion Groups or Family events where forms will be available
- Attending one of our Roadshows, where forms will be available

Don't forget, if you have a local Residents' Association, it is worth talking to them; they may support your ideas.

GAP money can cover various improvements, including social events to bring your community together. Last year successful applications have been for:

- Signing such as 'No dog fouling', 'Slow down children playing' etc
- Tree removal
- White lining
- Fencing or seating
- Planting bushes

Any suggestion will be discussed by the Panel, and if it is the responsibility of another agency (South Lakeland District Council, Cumbria County Council etc), you will be informed.

Applications can be put forward at any time as the Panel meets at regular intervals. If you or your neighbours are still confused about how to apply, you can contact either Fiona Harrison or Suzy Duffy at South Lakes Housing, Little Aynam House, Little Aynam, Kendal, Cumbria LA9 7AH (01539 717717) for more advice.

Peter Bland

Tenant Board Member and Chairman Grant Application Panel

YOUR LAST CHANCE!

Interested in joining Tenants' Committee or the South Lakes Housing Board?

Annual General Meetings are coming up so register your interest now.

TENANTS' COMMITTEE is looking to recruit new members who are currently under represented, such as young mums, working people, and under 40's. We are also still looking for people from really rural areas and towns and villages away from the main centres. Call the Tenant Participation team on 01539 717717.

SLH BOARD is interested in talking to tenants who are want to find out more about being Board Members. The Board is often looking for special skills and knowledge, so if you feel your experience could recommend you, contact Sue Boulton on 01539 717717. The Board is also looking for younger members.

£££ Value for Money £££

South Lakes Housing is a member of Northern Housing Consortium, a large organization which enables us to get goods and services at a very efficient price.

The current savings made on services are:

Bill payment solutions	£5847.92
Tenants Content Insurance	£551.05
Alarm servicing and maintenance	£14947.44
Aids and Adaptations	£6719.63

Did you know? The savings we make on contracts for goods and services are put back into developing and improving the services we provide to tenants and leaseholders. If you have a money saving idea contact Sue Mallinson, Treasury Manager, on 01539 717263 or email or text us via the numbers in the Contact Us section.



Fire Service

Fire Service Partnership Signed

South Lakes Housing and Cumbria Fire and Rescue Service have pledged to work closely together to promote home fire safety to all tenants and leaseholders.

We have signed an agreement to increase the number of free home fire safety checks, providing tenants with free smoke alarms and advice about safety awareness, such as how to prevent fires in the first place.

Pictured signing the agreement are Adrian Buckle, Group Manager, Cumbria Fire and Rescue, and Chairman of South Lakes Housing, Mary Dowling.



BARBECUE SAFETY

Keep a bucket of water, sand or a garden hose nearby for emergencies.

- Follow the safety instructions provided with disposable barbecues. Never use a barbecue indoors.
- Never leave a barbecue unattended.
- Make sure your barbecue is well away from sheds, fences, trees, shrubs or garden waste.
- Use enough charcoal to cover the base of the barbecue, but not more (normally around 5cms or 2 inches).
- Keep children, pets and garden games away from the cooking area.

- After cooking, make sure the barbecue is cool before moving it.
- Empty ashes onto bare garden soil, not into dustbins or wheelie bins. If they're hot, they can melt the plastic and cause a fire.
- Enjoy yourself, but don't drink too much alcohol if you are in charge of the barbecue.

Never use petrol or paraffin to start or revive your barbecue; use only recognized lighters or starter fuels on cold coals.



PREVENTING PROTECTING RESPONDING

CONGRATULATIONS!

Mr & Mrs Robinson of Haverthwaite won the **£250.00** Direct Debit prize draw for March 2009.

£000's UP FOR GRABS!!

- £ Want to spruce up your estate?
- £ Does your village need a seat or some fencing?
- £ Any other improvement?
- £ Do you want to bring your community together with a social event?



Contact Fiona Harrison or Suzy Duffy for an application form for Estate Improvement Grant, or talk to your Housing Officer.

SUMMER'S COMING!



Wasp's Nest? Rats? Ants?

Are you being invaded by a summer swarm? If you live in sheltered housing, tell your Scheme Manager about the invasion. If you don't, sorry, South Lakes Housing can't help! You'll find private contractors to help you in the Yellow Pages under 'Pest Control'.

Don't Forget Security in the Hot Weather



Though crime is not a big problem in South Lakeland, it just makes sense not to make life easier for thieves by leaving windows and doors open and unattended in hot weather. Take care!

Noise Travels Fast

Remember that open windows and outdoor parties will mean your noise is much more likely to shatter the peace of your neighbours.

Summer Clear Out?

You could recycle it or simply ask the Council if they can make a special collection – call 0845 050 4434 and enquire.



Calling Kirkby Lonsdale! Been meaning to report that repair?



If you live in Kirkby Lonsdale you could get that little niggly repair done when SLH sends a team to do lots of repairs at once. Dripping tap, blocked wastes and gutters, doors sticking? Call the hotline on 0845 057 0080 and tell our Customer Advisor right now!

Disabled or Elderly? Need a job doing?

Our Handyman Simon Leder can come and fit your curtain rail, put up a shower curtain or shelf for free – all you have to do is provide the materials. Give the hotline a call on 0845 057 0080 to book an appointment for Simon to call.



Simon Leder, SLH Handyman

Message from the Ambulance Service

We all carry our mobile phones with names & numbers stored in its memory. If we were to be involved in an accident or were taken ill, the people attending us would have our mobile phone but wouldn't know who to call.

'ICE' is a method of contacting your preferred contact in an emergency. All you need to do is store the number of a contact person or persons who should be contacted during emergency under the name 'ICE' (In Case Of Emergency). The idea was thought up by a paramedic who found that when he went to the scenes of accidents there were always mobile phones with patients but they didn't know which number to call.

In an emergency situation, Emergency Service personnel and hospital Staff would be able to quickly contact the right person by simply dialling the number you have stored as 'ICE'.

For more than one contact name simply enter ICE1, ICE2 and ICE3 etc.

No Contents Insurance? Get Cover Now

South Lakes Housing has arranged a Home Contents Insurance Scheme especially designed for YOU. Tenants can pay for the insurance weekly and it covers all the important things you would expect, for example, lost or stolen keys, and freezer contents. Give us a call at South Lakes Housing and we can send you an easy to read leaflet explaining the scheme 01539 717717.

LEASEHOLDER NEWS

LEASEHOLDER SATISFACTION SURVEY

Thanks to all who completed and returned the 2008/09 Leaseholder Satisfaction Survey. This is the second annual survey carried out and it enables us to compare the results from this year with those from last year and see if you think we are better or worse at delivering the Leasehold Service.

This year Leasehold Manager Sue Mallinson has also written individually to any leaseholder who raised specific questions or pointed out concerns on the survey. Returned surveys were entered into a prize draw – there were 3 prizes of £100 each. One winner, Mr Burns from Kendal, contacted Sue Mallinson to say thank you for the cheque and commented "everything is very satisfactory and going to plan".

Here are some of the results from the survey:

	2007/8	2008/9	Change
Number of surveys received	34	60	+26% 😊
Leaseholders feel informed	68%	65%	-3% 😞
Leaseholders feel involved in decision making	56%	62%	+6% 😊
Satisfied with external maintenance & repair	32%	33%	+1% 😊

In addition to these comparative questions we asked some new questions this year:

- ✓ 67% of respondents thought that the leasehold guide provided good information.
- ✓ 72% of respondents thought that the articles on the leaseholder page of SLH News were good.
- ✓ 58% of respondents were satisfied with methods of payment provided for service charge invoices.

LEASE

The leasehold advisory service L E A S E is an organization that can give advice on issues such as:-

- Service charges
- Leasehold valuation tribunals (hearings and costs)
- Lease extensions

They provide publications and guides and also medication services. Visit their website www.lease-advise.org.

LEASE is funded by -

- Communities and Local Government (CLG)
- Ministry of Justice (MoJ)
- Welsh Assembly Government (WAG)

Put the date in your diary today!



MAJOR SCOOP FOR SOUTH LAKES HOUSING 'LEASE' COMING TO ANSWER YOUR QUESTIONS!

In a major coup for SLH, LEASE has agreed to send Nicholas Kissen, one of their Senior Advisers, to speak at the Leaseholder event to be held at Kendal Town Hall on 29 September 2009.



LEASE, The Leasehold Advisory Service, is an Executive Non Departmental Public Body (ENDPB) funded by Government to provide free legal advice to leaseholders, landlords, professional advisers, managers and others on the law affecting residential leasehold and commonhold.

SERVICE CHARGES

You will by now have received details of the service charges you are liable for the period 01.04.2008 to 31.03.2009. As you will have noticed, a full breakdown of charges has been provided – job number, work details etc.

Estimated bills were sent out during late summer of the 2008/9 year, enabling leaseholders to pay towards their final service charge liability. Estimated bills for the 2009/10 year will be sent out shortly, again to allow you to make payment toward the final sum due.

All invoices can be paid using the Allpay Card issued to you in December. This card has a customer reference on it unique to each leaseholder and the different invoice numbers attach to that reference. If you have any queries regarding any of the invoices or about making payment please contact Pauline Keeley on 7287 or complete and return the invoice query slip sent with the bill.

LEASEHOLDER DOORS

Just a reminder to all leaseholders thinking about replacing their front door, to let SLH know. We need to check that your new door is a thirty minute fire door. This is to keep everyone in your block safe in the event of a fire.

Come and Play Football!

6 weeks of free football coaching!

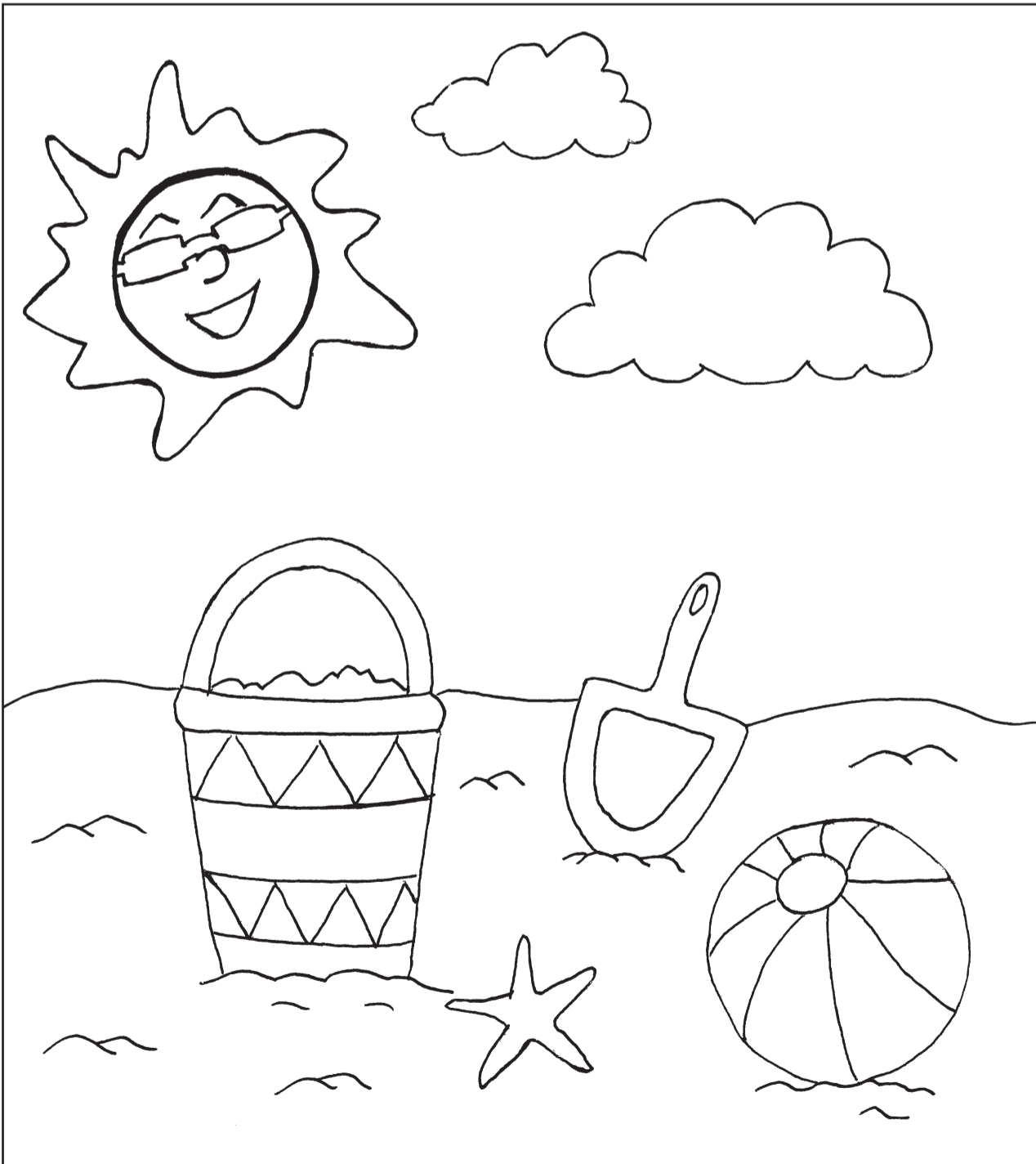
The inter-estate football tournament will be taking place again this summer. It is open to girls and boys aged 11-16, every week for six weeks, from week beginning 1 June. Don't worry if you miss the first week, you can still turn up.



Day of the week	VENUE	AREA
Wednesdays 6-8pm	Honeypot MUGA Kendal Green	Ulverston & Hallgarth
Thursdays 5.30-7.30pm	Field opposite Phoenix Centre	Windermere
6-8pm	St Oswald's, Burneside	Burneside
Fridays 6-8pm	Ghyllside School	Kirkbarrow & Waterside, Kendal
Saturdays 10-12pm	Sandylands MUGA	Kendal



SUMMER COLOURING COMPETITION



ONLY ORIGINAL COPIES WILL BE ACCEPTED

WIN £20 Voucher or MP3 Player

Two prizes to be awarded,
11 and under & 7 and under

Send your entry to:
John Stirling, Tenant Participation Officer,
Little Aynam House, Kendal LA9 7AH
or hand in at your local office
by 30th June 2009.

Winner's names will be published
in our next issue.

So Get Colouring! And Good Luck!

Name.....

Address.....

.....

Age.....Tel No.....