

# putting you in the picture

issue 9 - Summer 2010

All the latest news for Longhurst & Havelok Homes Tenants



**In this issue:**

**Repairs review**

**Local Offers**

**Your Experience of Our Service**

**Fun with Finn**

**Junior Wardens**

**Do you want to learn new skills?**

**Customer Service Excellence Standard**



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inside this edition

issue 9

## Dear Reader

**Welcome to our Summer edition of 'Putting you in the Picture'. Whether it's our Fun with Finn summer events, or the latest update from the Tenant Services Authority about the new national service standards for housing associations, we hope this edition has something of interest to everyone.**

We also have an update on our Repair Review and we can now give you details of our proposals so far, and how we hope this will improve the service even further.

A commitment to delivering excellent services is at the heart of our business and you can read on page 14 about our plans to achieve the Government's new 'Customer

Service Excellence Standard'. Why not sign up as a Mystery Shopper and put our services to the test, and help to drive further service improvements see page 14 for information.

And finally, if you have ever wanted to improve your opportunities in the job market, why not sign up for one of our free training courses, to help you on the way. See page 15 for more details.

Happy Reading!

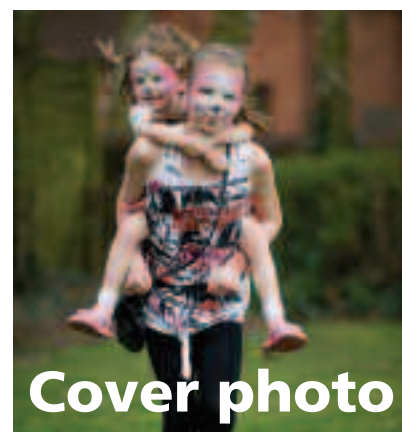
**Mike Hardy**

**Managing  
Director**



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**Competition terms and conditions:** Closing date for competitions is **27th August 2010**. No cash alternatives. No correspondence will be entered into. No responsibility can be accepted for entries lost or damaged in the post. Proof of posting is not proof of receipt. The judges' decision is final. One entry per household. Details of the winners will be available after the closing date by writing to us. Winners will be drawn at random after the closing date. Competitions are not available to Longhurst & Havelok Homes employees, their families and associates. Unless otherwise stated competitions are only open to current Just Rewards members. We make every effort to verify all the information we publish but products and prices do change. We cannot accept any responsibility for any errors or omissions or for any losses that may arise as a result.

# Repairs Review

Following the article published in the last newsletter, we have been busy talking to you about our repairs service, and any improvements or changes you would like to see.

We have received around 400 replies, of which the overwhelming message was one of high satisfaction, which is great news. However, we know there are areas where you felt we could make even further improvements. We have also consulted with our resident review group to get more detailed feedback on these issues.

From the feedback you have told us that you want a service which:

- Provides flexibility and takes into account individual customer needs
- Achieves high customer satisfaction
- Provides value for money

The repair review group made up of staff and customers has now looked at all the feedback and other good practice and set out below are our proposals so far.

## Our proposals so far!!

We want to:

- Enable you to make a repair appointment at a time which suits you. (There may be some exceptions in the case of emergency work.)
- Give you a unique job reference number, if you need to contact us further about your repair.
- Provide additional appointment slots, such as early evenings, Saturday mornings and times which avoid the school run.
- Operate an out of hours service that is clear and easy to use, that deals with genuine emergencies and takes into account of individual customer needs.
- Minimise disruption and inconvenience to you. To achieve this, our aim will be to make sure that the operative who

attends can complete your repair at the first visit, so we are getting repairs right the first time.

- Reduce the overall time taken for your repairs to be completed.
- Provide a range of options for you to feedback whether the repair was completed 'right first time' and to your satisfaction.
- Provide better value for money by reducing administration and postage costs by approximately £10,000.





Victoria Askey, Business Improvement Manager

## Next Steps

Over the summer we will be finalising all the proposals to allow us to advertise the contracts in October of this year, to start in April 2011. The final details will be confirmed in our December newsletter and details of the contractor(s) will be provided in time for the start of the new contract.

The next stage of the review will be gathering feedback on our empty homes service, and who better to ask than those of you who have recently moved into one of our homes.

If you would be willing to share your experiences either over the telephone, or take part in a focus group, please contact me on 0800 111 4013. I'd be really pleased to hear from you.



### Win £50 of Leisure Vouchers towards a family meal –

choose from a range of great restaurants including: **Beefeater, Bella Italia, Brewers Fayre, Pizza Hut** and many more.

**Q** What is the classic English dish? Toad In The...

- a) Hole  b) Puddle  c) Mud

Simply tick the box next to the answer you think is correct.

Participants must be over 18.



BELLA ITALIA



#### How to enter:

Send your entry to:

**Keeley Baumber**

Longhurst & Havelok Homes Limited,  
Leverett House, Gilbert Drive, Endeavour Park,  
Boston, Lincs PE21 7TQ

Or email your answer quoting the competition code LH/01 to:

[gettinginvolved@longhurst-group.org.uk](mailto:gettinginvolved@longhurst-group.org.uk)

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

LH/01

Competition Closes 27/08/2010. This competition is subject to Terms and Conditions as printed in this magazine and to those of the suppliers/providers of this prize.

countdown

# National Standards and Local Offers



*Diane Raphael, Quality and Information Manager*

**In the early part of last year, many of you joined us at a series of coffee mornings and completed one of the TSA's (Tenant Services Authority) questionnaires on what mattered most to you as a tenant.**

Nationally, tenants felt that repairs and maintenance, rents and good quality homes were key priorities. Keeping promises was also very important, together with opportunities for involvement.

## **L&H Homes Local Conversations**

The TSA have used this feedback to develop new standards which we must meet. The new standards will build on our existing commitment and approach to resident involvement. We will be more directly accountable to you for shaping services that matter most to you. Each year in a new annual report, we must also update you on how well we are performing.

The TSA recognised that tenant's priorities may vary from area to area, particularly about repairs and maintenance, and local neighbourhoods. Landlords must now work with their tenants to plan how we will work towards agreeing and setting local standards or 'offers'.

During June and July we have organised a series of coffee morning events to update you on the new standards and get your views about what you would like to see in our annual report.

## **Next Steps**

If you could not attend but would like to give us some feedback, or get involved with our plans for developing local offers, please visit our website

[www.landh.org.uk](http://www.landh.org.uk) or contact Mrs Anne Vaughan, Customer Services Manager on 0800 111 4013.



All social housing providers have a new regulatory framework that they have to meet from April 2010. At the heart of this are six standards that landlords should meet and expectations of them. The six standards cover:

**Tenant involvement and empowerment** - which contains requirements relating to customer service, choice and complaints; involvement and empowerment; and understanding and responding to diverse needs of tenants

**Home** - which contains requirements relating to quality of accommodation; and repairs and maintenance

**Tenancy** - which contains requirements relating to allocations; rent; and tenure

**Neighbourhood and Community** - relating to neighbourhood management; local area co-operation; and anti-social behaviour

**Value for Money**

**Governance and Financial Viability**

For more information go to [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org)

# Fun with Finn Community Summer Events

**We have put together a programme of community events for you to enjoy throughout the year.**

In April we celebrated Easter, inviting children to come on board our community vehicle to take part in an Easter egg hunt, card making and face painting. Finn also came on board to say hello! The events were really successful with over 100 people in attendance.

Over the summer we have arranged a series of jungle themed fun events for all the family to enjoy. Activities include, face painting, and treasure hunts. We will also be promoting green issues as well as having a Big Brother style diary room for young residents to tell us what they think about the area they live in.

Please see the table below to find out when we will be visiting your local area:

## July

27th - 11am till 2pm	Romney Drive, Lincoln
28th - 11am till 2pm	Brant Road, Lincoln
30th - 11am till 2pm	Wellington Way, Market Deeping

## August

4th - 11am till 2pm	Wayside Crescent, Hampton Vale
6th - 11am till 2pm	Blackstone Close, Somercoates
9th - 11am till 2pm	Ely Close, Manton
11th - 11am till 2pm	Penny Gardens, Kirton
12th - 11am till 2pm	Stillwell Gardens, Worksop
17th - 11am till 2pm	Barton Road, Wainfleet
18th - 11am till 2pm	Havelok Close, Louth
19th - 11am till 2pm	Oxford Street, Grimsby
26th - 11am till 2pm	Anastasia Close, Gainsborough
31st - 11am till 2pm	Winchester Avenue, Nunsthorpe, Grimsby

We will also be holding events during October half term. If you would like us to visit your scheme, or would like more information on our summer events please contact Leanne Harding, or Sue Crask, Community Involvement Officers on 0800 111 4013 or email [gettinginvolved@longhurst-group.org.uk](mailto:gettinginvolved@longhurst-group.org.uk)



# Your experience of our services



Anne Vaughan, Customer Services Manager

**Complaints at L&H homes are taken very seriously and we try to learn from your experiences. The complaints review group looks at all complaints and identifies trends and whether your complaint was dealt with efficiently and effectively.**

The complaints review group reviewed 66 formal complaints from April 2009 to March 2010. Of these complaints 41 were justified, 8 partially justified and 17 not justified.

Where we receive a formal complaint we always aim to investigate it thoroughly and where possible resolve it at stage one.

We have three stages in our complaints procedure and the number of complaints at each stage was as follows:-

- Stage 1** – 60 dealt with at manager level
- Stage 2** – 4 dealt with at director level
- Stage 3** – 2 dealt with by the Chairman of the Board

We try to learn from your experiences of our services. Below are some examples.

**You said...**

You are not happy with how long it takes to obtain parts for dealing with problems with boilers

**We did...**

We talked to our contractors and they have sourced new suppliers and now hold more parts at the depot

**You said...**

You had problems with damp

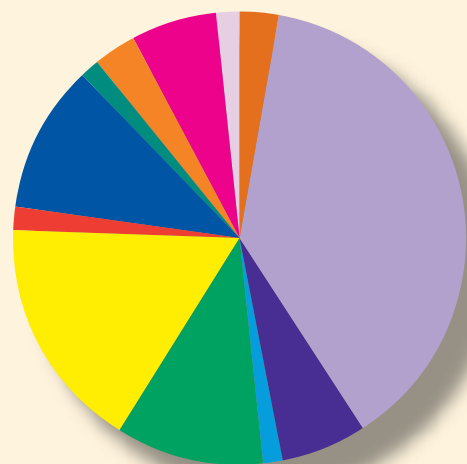
**We did...**

We now offer residents mould kits which contain everything you need to clean and treat mould. We have put together an easy to understand fact sheet on condensation

We would also like to hear from you when you are happy with the service we have provided and during the year we have received 27 letters or telephone calls complimenting our staff and contractors on the service they provided.

The chart below shows you the service areas you let us know you were not happy about:-

Staff attitude	2
Repairs	25
Defects	4
Sheltered Housing	1
Leasehold	7
Housing Management	11
Service Centre	1
Major Repairs	7
Out of Hours	1
Grounds Maintenance	2
Shared Ownership	4
Services	1



# Access to our services



Anne Vaughan, Customer Services Manager

We want to make it as easy as possible for you to access our services. Please find below all the ways you can get in touch.

Contact us on [0800 111 40 13](tel:08001114013) and our service centre staff will deal with any of your repairs, housing management and lettings enquiries.

If you have any rent enquiries contact us on [0800 345 75 80](tel:08003457580) and our specialised income team will be happy to assist you.

Telephone lines for both the service centre and the income team are open:-

[8am – 6pm Monday to Friday](#)

Four out of hours repairs (emergency only) telephone [0800 111 40 13](tel:08001114013)

If your call is not urgent then you might want to avoid our peak periods which tend to be between 9am and 11am each day, particularly on a Monday.

If you have computer access you can also send us an e-mail to:

[servicecentre@longhurst-group.org.uk](mailto:servicecentre@longhurst-group.org.uk) or  
[incometeam@longhurst-group.org.uk](mailto:incometeam@longhurst-group.org.uk)

Have you seen our new website [landh.org.uk](http://landh.org.uk)? Did you know that you can use the website to:

- Report a repair
- Make a complaint
- Apply to join just rewards
- Let us have your comments
- Look at a large number of our leaflets and documents.

Did you know you can make a rent payment over the telephone using your debit or credit card by calling [0800 345 75 80](tel:08003457580)

We can also supply key documents in large print, audio CD, or in a different language, so don't forget to tell us if you have special requirements.



# Junior Wardens One Year On!



Elaine Donaldson,  
Neighbourhood Officer



Leanne Harding,  
Community Involvement Officer

**On the 20th May 2009 L&H Homes, Lincs Police, Lincolnshire Fire & Rescue and South Holland District Council successfully worked together to set up a Junior wardens scheme on Royce Road. This is made up of 10 young volunteers aged between 11 -17 who live in the area.**

They have met once a month for educational, planning and fun sessions with the local Police Community Support Officer (PCSO) and have helped to support local projects such as the Fulney Fields Supports Group who are currently fundraising for a Multi Wheeled Skate Park in the area.

During their monthly sessions with the PCSO they attend neighbourhood walkabouts. This helps agencies to find ways of enhancing the local area and to understand the issues that are important to young people in the area.

The group are now currently working with the Lincolnshire Childrens and Youth Service which allows them to gain rewards and certification for the hard work, commitment and efforts they have demonstrated. It will also help them to access a number of other training opportunities.

Over the next year the Junior wardens will receive training on applying for funding for equipment that will improve the appearance of the local area, such as litter pickers.

All the agencies involved are delighted with the hard work and commitment they have shown throughout the year. They have become role models to the younger generation.

Tyler, a member of the Junior Warden's commented

*"I really enjoy being part of the Junior Wardens; I have learnt so many skills."*



# You and Your Neighbourhood



*Alex Ray, Director of Operational Services*

You regularly tell us that your neighbourhood is very important to you. At L&H Homes we want to do all we can to make sure your neighbourhoods are popular places to live. Lots of you work with us on projects aimed at achieving this, but many of you are also already playing enormously important roles in your own right, within your neighbourhoods. Our 'Shining Star Awards' are our way of making sure that your community knows about the important things you do, as well as of saying a big thank you for sharing our aims for better communities.

## ***Shining Star Graham From Boston***

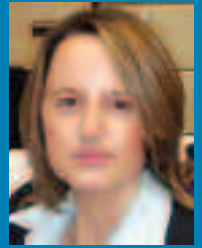
In April 2010 Neighbourhood Officer, Jacqui Holland nominated Graham for the L&H Homes Shining Star Award.

Graham has volunteered for the last two and a half years with the Lincolnshire Partnership NHS Foundation Trust. He has befriended service users and helped with the day to day tasks. He has also set up a walking group, table tennis and football club. He was recently crowned volunteer of the year award for his work with the trust.

Graham has also been involved with his local residents group and has been very supportive of the community that he lives in.



# Anti-social Behaviour Case Studies



Anita Thompson, Anti-social Behaviour Manager

We continue to work to try and resolve problems with anti-social behaviour by encouraging people to change their behaviour. But as these recent cases, managed by officers in the Lincoln and Grimsby areas, show, we have taken strong enforcement action when required.

## Dogs in Flats

A District Judge had no hesitation in handing down an injunction order to a female tenant who chose to keep a dog at her flat, despite this being a clear breach of her tenancy agreement. Complaints were received about the dog urinating in the communal hallways and fouling the communal areas outside the block.

The tenant was given clear warnings and timescales to remove the dog, but failed to co-operate.

The Judge ordered that the tenant must re-house the dog within 14 days, or risk being in contempt of court, facing the prospect of a fine and/or prison sentence.

For more details on our anti-social behaviour policies and procedures please visit our website [www.landh.org.uk](http://www.landh.org.uk)

## Drunken Violence, Disorder and Abuse

A male tenant who made the lives of his elderly neighbours a complete misery with drunken violence, abuse and disorder, has been evicted.

The tenant and visitors to his property engaged in consuming large amounts of alcohol and drunken parties, which resulted in serious noise disturbance, violence and damage to property. Residents were regularly abused and intimidated and fearful in their own homes. Visitors to the property urinated in the communal areas and caused criminal damage, and bottles and cans were regularly found littering the area.

The legal action for possession was defended at court, and at the hearing the District Judge granted a possession order. In summing up, the Judge recognised the process of warnings that had been given and the extensive efforts we had made with our partner agencies in an attempt to support and assist the tenant in changing his lifestyle and controlling the behaviour at this home. Recognition was also given to the residents who came forward to give witness statements of what they had experienced, and the suffering that had been caused to the community generally.

We would like to express our thanks to the residents who supported us with providing witness statements, without them it is unlikely that we would have achieved this successful outcome for the community. Such evidence is extremely valuable in influencing any order that may be made in court.

# Moneyline



**Moneyline Grimsby opened its doors in Freeman Street 2 years ago on the 16th June 2008. In the 2 years that we have been open we have helped over 1,400 people access affordable finance and savings accounts.**

## **What is Moneyline?**

We are a not for profit company. This means that no money is taken out of the company for private gain. Instead it is reinvested to help more customers. Moneyline offer affordable loans to people who are prey to extortionate loan sharks and doorstep lenders. We offer support and impartial advice, including savings account, white goods loans.

## **I use a "cash loan" company, is Moneyline a better alternative?**

In terms of cost – yes. Most cash loan companies charge up to £82 interest for each £100 borrowed, with Moneyline the cost will be closer to £19. However, unlike most cash loan companies we do not collect repayments from your home. Repayments are collected by weekly or monthly Direct Debit from your bank account.

# Tel: 01472 267 600

**Moneyline only operates in the Grimsby and Immingham area.**

## **What if I do not have a bank account?**

Without a bank account your loan options are limited to cash loan companies. However, providing we can verify your identity and address, for example a recent benefit entitlement letter and tenancy agreement, we can help you to open a bank account.

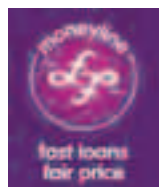
## **Are you cheaper than a bank?**

No. If you have a bank account they should always be your first point of call.

## **How do I apply for a loan?**

Call into the **Grimsby** or **Immingham Moneyline office** or give us a ring. We will let you have an application form and make you an appointment to talk over what you need. We can normally give you a decision at the end of that meeting.

**Moneyline has extended this service to Immingham allowing residents who don't usually have the chance or who rely on more expensive alternatives, to access low interest affordable loans and increase their household income.**



# L&H Homes to apply for the new 'Customer Excellence Standard'



*Di Raphael, Quality and Information Manager*

As some of you will remember, in 2008, the former Longhurst Homes achieved the government's standard for excellence in customer service by achieving the Charter Mark Standard.

The government have now launched a new 'Customer Excellence Standard' which will help organisations such as L&H Homes to work even harder to ensure their residents are getting the very best service. This standard looks at how we shape our services to meet the needs of our different customer groups, how we use feedback from customers to shape our services, as well as looking at just how well we do in meeting the standards of service we have promised to provide.

Our approach at L&H Homes is to centre

everything we do around our vision of customer service excellence. If you want to find out more about our business strategy please visit our web site [www.landh.org.uk](http://www.landh.org.uk).

In the coming months we will first be working to extending the Charter Mark standard to the whole of L&H Homes and then working to achieve the new excellence standard by June 2011.



CUSTOMER SERVICE EXCELLENCE

## Are you interested in getting involved and helping us to evaluate the service we provide.

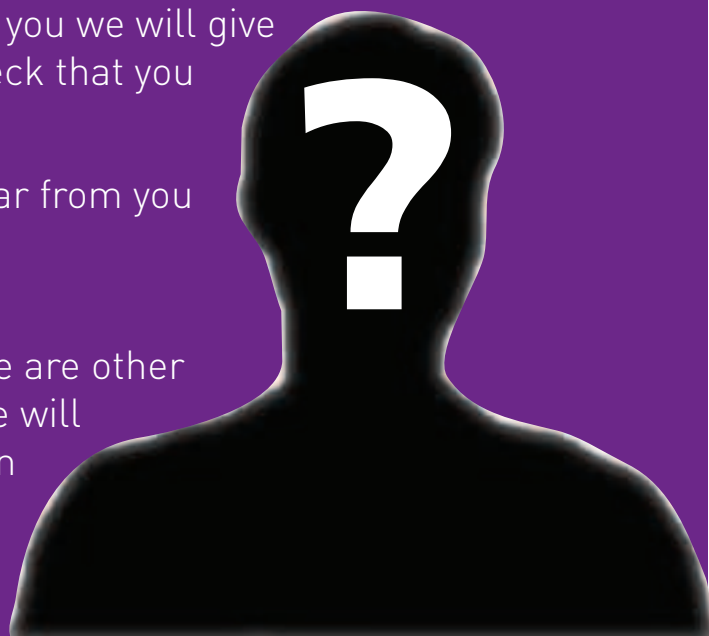
After the successful launch of the first part of our mystery shopping programme, we are now looking for even more mystery shoppers for Programme 2.

This is something you can do from your own home during those long winter months. Starting in October 2010 the programme runs until March 2011.

We will come out and train you and as a thank you we will give you £2.00 of High Street vouchers for each check that you do.

If you are interested we would really like to hear from you so contact us on **0800 111 4013** or e-mail to **[servicecentre@longhurst-group.org.uk](mailto:servicecentre@longhurst-group.org.uk)**

If mystery shopping does not interest you there are other ways to get involved. Ring us or e-mail and we will send you a leaflet on the different ways you can get involved.



# Do you want to learn new skills?

Are you looking for work and need to improve your interview skills?

Would you like to get involved but have never attended a meeting before?

Are you lacking in confidence and would like to build your confidence?

We are running training courses for our residents at our Lincoln Office that may help you. We will provide the training free of charge and pay you reasonable travel costs.

The dates for the training are:-

<b>10th September 2010</b>	<b>Interview skills</b>
<b>21st September 2010</b>	<b>Meeting skills</b>
<b>11th November 2010</b>	<b>Confidence building</b>

If you are interested telephone **0800 111 40 13** and speak to Anne Vaughan, Sue Crask or Leanne Harding and they will send you more details.



LH/02

**B&Q**

## Win £50 to spend in B&Q

**Question: What tool lets you know if you're working on an even level?**

- a) Spirit level
- b) Chisel
- c) Spanner

Tick the box next to the answer you think is correct

### How to enter

Send your entry to: **Keeley Baumber**  
Longhurst & Havelok Homes Limited, Leverett House,  
Gilbert Drive, Endeavour Park, Boston, Lincs PE21 7TQ

Or email your answer quoting the competition code LH/02 to: [gettinginvolved@longhurst-group.org.uk](mailto:gettinginvolved@longhurst-group.org.uk)

Name

Address

Postcode

Telephone

Competition Closes 27/08/2010. This competition is subject to Terms and Conditions as printed in this magazine and to those of the suppliers/providers of this prize.

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# Home Care Services



**From January 2010 Havelok at Home have been registered to provide home care services across North East Lincolnshire.**

The service provides a flexible and personal approach to people over 65 or adults with physical or mental health issues.

Working in partnership with organisations in North East Lincolnshire Havelok at Home ensures people's needs are met with dignity, consideration and understanding. This includes

- Preparing meals
- Bathing and showering
- GP appointments
- Administering medication
- Walking the dog
- Paying bills
- Providing transport
- Befriending
- Plus many more essential everyday tasks you may need assistance with.

If you need a period of respite support in an L&H care home you can be reassured when you go home you will be helped by the same experienced, fully-trained team.

**For more information on Havelok at Home please contact Angela Mawer, Manager on 01472 256405**



**[landh.org.uk](http://landh.org.uk)**