

A member of the Longhurst Group



putting you in the picture

Autumn 2009

Special launch edition for Longhurst & Havelok Homes Tenants



Welcome to Longhurst & Havelok Homes

l&h.org.uk

0800 111 4013

Here to help

"Our team of skilled advisors are available to deal with a wide range of enquiries, including repair requests, housing advice, lettings and allocations, and initial advice on anti-social behaviour.

Our separate Income Team handles all telephone calls about rent payments and 'Just Rewards'. My colleague Paula leads this team, please see page 7 for more details.

*Please contact our Customer Service Centre on **FREephone 0800 111 4013** or email: service.centre@longhurst-group.org.uk"*



Anne Vaughan
Customer Services Manager



The Customer Service Centre is open Monday - Friday 8:00am-6:00pm.

- repairs • tenancy queries • waiting list queries •

Freephone 0800 111 4013

Longhurst & Havelok Homes



Hello and welcome to the special launch edition of Putting you in the Picture.

Following approval from the TSA, Longhurst and Havelok Homes officially launched on the 1st October 2009. We are very excited to bring together knowledge and expertise of the two companies (Longhurst Homes and Havelok Homes). I am delighted to drive the company forward to bring you an even better service.

I would also like to invite you to join me in welcoming Sidney McFarlane as our new chairman. Sidney joins us from the Longhurst Homes Board where he has been a very valued and active member for over 3 years.

The new board is made up from representatives from the old Boards of Havelok Homes and Longhurst Homes.

In this special launch edition you can find out about the new company and its services. Simply turn to page 2 and 7 for information on how our Service Centre and Income Team can help you.

On page 4 you can read about our fantastic loyalty scheme Just Rewards, including the benefits of membership and how to join. If you are already a member of Just Rewards there is no need for you to re-apply.

To make sure we provide you with the best possible service we have made a few changes to your local Neighbourhood Teams. Details of these are provided on page 6.

Finally, don't forget to check out our new website www.l&h.org.uk for our latest news and updates.

I look forward to working with you.



Mike Hardy

Managing Director,
Longhurst & Havelok Homes

Members of the Board



Sidney McFarlane MBE
Chairperson

Elizabeth Bowers
Vice Chairperson

Mr Terry Smith
Vice Chairperson

Ms Pam Duncan

Mr Brendan Haigh

Mr Keith Laidler

Mrs Rita Lewis

Mr Ken Pretty

Mrs Linda Scott

Mr Gary Snelson

Mrs Sue Strugnall

Mr Russell Thompson

Mrs Pam Walker

Rewarding Our Residents



Imagine getting your weekly shop and seeing the total on the till go down, booking your annual holiday and being told it costs less than it said in the window, or buying your cinema tickets and having enough money for popcorn...

As a Longhurst and Havelok Homes tenant you can save money all year round and enjoy the many benefits Just Rewards has to offer.

DISCOUNTS

With a Countdown Card you can enjoy discounts from big brands such as ASDA, Comet, ODEON, Thomas Cook, Sainsburys and Mothercare as well as local shops and takeaways in your area. All you need to do is register your card and look out for local retailers displaying the Countdown logo. A full list of participating retailers and the different ways you can receive your savings* can be found in your Just Rewards Discount Card Savings Guide.

These are just a few of the places where you can save*:



and there are many more!

CHRISTMAS BONUS

During the Christmas period you can also enjoy up to £26 of High Street Vouchers (50p a week for each week you qualify for membership).

LOWER ENERGY BILLS

As a Just Rewards member you will be able to access information about low cost energy tariffs.

*Please note that not all savings are accessed by your Countdown card. Offers for national retailers vary and may include phoning and quoting a special code or ordering vouchers.

We believe our good customers deserve Just Rewards



ACCESS TO TRAINING AND EDUCATION GRANTS

One of the key benefits of Just Rewards is our training and education grant which allows all Just Rewards members and their families to apply for an education grant or scholarship.

COMMUNITY CHEST

Are you involved in a community group in your area or are you organising a community event? Just Rewards may be able to assist you with funding for your event.

SHINING STARS

Do you have a neighbour who deserves special recognition? As a Just Rewards member you can nominate them for our Shining Stars award.



HOW DO YOU QUALIFY?

You will qualify if you have kept up-to-date with your rent payments, or have kept to an agreement to pay rent arrears for at least 6 weeks, and have kept to the conditions of your tenancy agreement.

To join Just Rewards in time for the new membership year, please contact our Income Team on: 0800 345 7580.

If you have previously been a member of Just Rewards and your membership is currently suspended, you don't have to reapply. We will automatically reinstate your membership when you meet the membership criteria again.

“Rewarding our residents with our Just Rewards package is our way of saying thank you to our tenants”.

Anne Tomlin, Head of Tenancy Services



just **REWARDS**

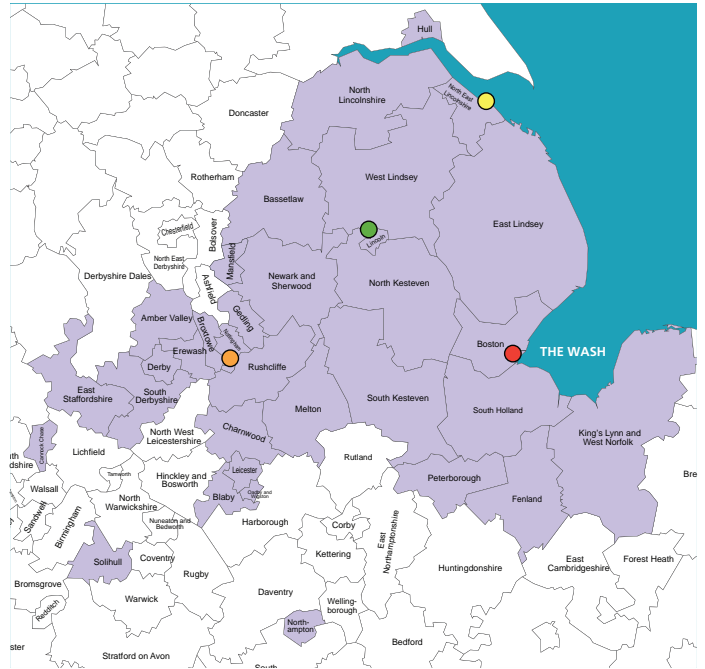
Changes to your Neighbourhood Teams

Part of our decision to amalgamate was due to a clear overlap of operational areas, particularly in Grimsby, Scunthorpe and Gainsborough, as well as other places in North and North East Lincolnshire, and East Lindsey and West Lindsey.

In order to achieve more effective local management, and allow for anticipated growth in other areas, we have reviewed our neighbourhood teams.

There will also be some changes to your repair contractor. Repairs will be handled by the Customer Service Centre, and then passed to either Princebuild or Townsend Limited. Your confirmation repair order will then tell you which contractor will be carrying out the work.

The table below shows areas that will be covered by the Lincoln and Grimsby Neighbourhood Teams from 1st October.



Please note the changes to the opening hours of the Grimsby office.

If you live in the following locations, your Neighbourhood Team will be based at Lincoln

Brigg	Kirton In Lindsey
Caistor	Gainsborough
Messingham	Middle Rasen
Scotter	Market Rasen
Scotton	

If you live in the following locations, your Neighbourhood Team will be based at Grimsby

Hull	Immingham
Grimsby	Goxhill
Cleethorpes	Barton Upon Humber
Humberston	Ulceby
Scunthorpe	Grimoldby
Tetney	Partney
Louth	Winteringham
Great Limber	Healing

If we have not listed the area where you live, your existing neighbourhood team and office will not change.

- **Boston Office:**
Leverett House, Gilbert Drive, Endeavour Park, Boston, Lincolnshire, PE21 7TQ
Opening Hours
Monday to Friday 9am – 5.15pm
- **Grimsby Office:**
Hamshaw House, Brighowgate, Grimsby, NE Lincs. DN32 0QE
Opening Hours
Monday to Friday 9am – 5.15pm
- **Lincoln Office:**
14 Melville Street Lincoln LN5 7HW
Opening Hours
Monday to Friday 10am – 1pm
- **Nottingham Office:**
5 The Triangle, Enterprise Way, NG2 Business Park, Nottingham NG2 1AE
Opening Hours
Monday to Friday 9am – 5.15pm

Income Team



Paula Caunt
Income Manager

The Income Team is a dedicated service here to take all of your phone calls about rent payments and our Just Rewards scheme.

Our freephone number means that money doesn't have to be a worry when you need support, and that we've got time to give specialist advice. Our team of trained staff can:

- Advise you how best to pay your rent

Contact the income team on **FREEPHONE 0800 345 7580** or email incometeam@longhurst-group.org.uk

- Provide helpful advice on benefits you may be entitled to
- Refer you to other agencies that may be able to offer you tenancy support
- Provide financial advice on managing debt
- Answer all of your questions on Just Rewards



The Income Team is available Monday Friday 8:00am-6:00pm.

- rent advice ● income advice ● debt advice ● benefits advice ● Just Rewards loyalty scheme information ● budget advice

Freephone 0800 345 7580

Home contents insurance

“We are really pleased to be launching a new low cost home insurance scheme from 1st October. The scheme, run by JLT with the support and backing of the National Housing Federation, aims to make insurance more accessible and affordable for our residents.

As part of your tenancy agreement, we insure the structure of your home, but this does not include your contents or accidental damage insurance.

As the Customer Service Manager I sometimes hear from residents who have lost all of their possessions because of flooding or fire damage, and we are unable to help.

The scheme listed below is an example of an affordable scheme, although we do always recommend that you review the range of products on the market before you make your final choice.

If you would like more information, please call Jardin Lloyd Thompson on the number below.”



Anne Vaughan
Customer Services
Manager

**NATIONAL
HOUSING
FEDERATION**



My Home
Contents Insurance

10 reasons to choose My Home Contents Insurance Scheme

- Flexible regular pay-as-you-go payment options
- No fuss, quick and easy to apply either through the post or over the telephone
- No excess (you don't pay the first part of the claim)
- Covers theft, water damage and fire
- Covers damage to internal decorations
- Covers accidental damage to sanitary fixtures such as toilets and washbasins
- Covers damage to external glazing for which you are responsible
- Covers lost or stolen keys and freezer contents
- You don't need to have special door or window locks
- All postcodes are included

Sums insured are available from £6,000 to £35,000; all premiums, terms and conditions contained within the free information pack. Ask your housing provider for an information pack or telephone

0845 337 2463



 **business for neighbourhoods**

 **JLT**