

# HOMES FOR ALL

LHA-ASRA prides itself on working on a wide range of development projects, and one of the more unusual schemes is on the campus of King's Mill Hospital, Sutton-in-Ashfield.

We invested £4 million in 138 apartments for doctors and nurses at the hospital. They were officially opened last year and the development was made possible thanks to a PFI (Private Finance Initiative) agreement between LHA and Sherwood Forest Hospitals NHS Trust.



## YOUR FEEDBACK

Your opinion is very important to us. Let us know what you think about Streetwise, or comment on any of the services we provide, and you will be entered into a prize draw to win £50 of shopping vouchers. (Our head office address is opposite.) We would be particularly interested to hear your opinions on the new Customer Contact Centre and your suggestions on how we can improve our service. We promise to respond to every piece of feedback we receive.

Name: .....

Address: .....

Phone number: .....

Comments: .....

.....

.....

If you would prefer to give feedback anonymously leave the name, address and phone number sections blank. (If you do this, please be aware that although we will try to take your comments on board, we will not be able to respond.)

**LHA has its own translators and also subscribes to the Language Line interpretation service which is available 24 hours a day, 7 days a week to all LHA customers, and offers telephone translations into more than 100 different languages.**

**If you need help communicating with us or understanding any of our documents, we can arrange for an interpreter or translator to help you. We can also arrange for documents to be made available in other formats such as large print, audio or Braille.**

**For more information contact one of our staff.**



# CONTACT LHA

All enquiries: **0845 389 1777**

## NOTTINGHAM OFFICE

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If English is not your first language and you need help understanding any part of this publication, contact your local office where they will be pleased to help you.

### BENGALI

যদি ইংরেজী ভাষায় কথা বলা না হয় এবং এই পত্রিকাটির কোনো অংশ বুঝতে বা পড়তে কোনো সমস্যা হয়, তাহলে আপনার স্থানীয় অফিসে যোগাযোগ করে জানতে পারবেন যেখানে তারা আপনার সমস্যা সমাধান করবে।

### CHINESE

若英語並非你的母語而你需要別人協助以明白本冊之任何部份，請聯絡你最近的分區辦事處，他們可提供協助。

### GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ના હોય અને આ પત્રિકાનો કોઈ પણ ભાગ સમજવામાં તમને મદદની જરૂર હોય તો તમે મહેરબાની કરીને તમારા વિસ્તારના કાર્યાલયનો સંપર્ક સાધશો તેઓ તમને મદદ કરશે.

### HINDI

आप को प्रथम भाषा यदि अंग्रेजी नहीं है और आप को इस पत्रिका का कोई भी भाग समझने में मदद की जरूरत है तो, कृपया अपने स्थानीय कार्यालय से संपर्क करें, वे आप को मदद कर पायेंगे।

### PUNJABI

ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਵਿਕਾਸ ਦੇ ਨੂੰ ਸਟਾਫ਼ ਵਿੱਚ ਮਦਦ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਆਪਣੇ ਠਿਕਾਣੇ ਦੇ ਸਥਾਨਕ ਦਫ਼ਤਰ ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜੋ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ।

### SOMALI

Haddii Luqadda Ingiriiska Aheen Luqadda Hore, oo aad u Baahantahay in aanu Kugu Caawino Meel Kasta oo Kamid ah Xafiisadeena Wax Lagu Daabaco La Soo Xiriir Xafiisada Sigaanu Kugu Caawino.

### URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس پत्रیکا کے کسی بھی حصے کو سمجھنے میں مدد کی ضرورت ہے تو، براہ کرم اپنے مقامی کاروبار سے رابطہ کریں، وہ آپ کو مدد کر سکتے ہیں۔

### VIETNAMESE

Nếu tiếng Anh không phải là ngôn ngữ chính của bạn và bạn cần giúp đỡ để hiểu bất cứ phần nào trong tập tài liệu này, xin liên hệ văn phòng của văn phòng ở địa phương là nơi sẽ có thể giúp cho bạn.



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**NORTH**

**NEWS**

**STREET**

**SPRING 08**



## **HIGH PRAISE!**

The residents association at Layton Burroughs, in Mansfield, has been praised by LHA staff after they helped LHA complete a successful neighbourhood review of the estate.

Area manager Alan Caulfield said: "The residents association have been fantastic, helping us get more and more people's opinions by knocking on doors and asking them to let us know their thoughts on how the area could be improved."

One suggestion by residents was that new doors be fitted to the blocks of flats. Previously the doors had been broken and were no longer secure, so now LHA has fitted new steel doors with new intercom systems to the building.

All the blocks of flats will have the doors fitted and those that have not yet been done will have their work carried out after April.

If you live in the area, you should have now seen the results of the extensive review of the 120 homes and will know that LHA has drawn up an action plan of improvements. Work is planned to start as soon as possible.

Tony Gelsthorpe has been a Consumer Advisory Panel representative for two and a half years. He said: "It's a really good opportunity to find out what people like about living here and what could be improved."

## **INSIDE**

### **ON THE MARKET**

Emma's success

### **ON YOUR FEET**

Magazine debut

### **STONEBRIDGE:**

Demolition begins

# MEET YOUR REP



When Malcolm Paulus heard there wasn't a CAP (Consumer Advisory Panel) representative for the market rent flats where he lives, in Derby Road, Nottingham, he decided to do something about it.

"I knew the tenants living here needed their views represented and that a CAP rep could do that," said Malcolm, who now represents the LHA flats on Derby Road and Hermon Street.

He took up the position in November last year and has already met with Natalie Robertson, Community Development Manager, to go through the handbook which is provided to all our representatives.

Malcolm added: "I've already had training on how to make the most of the role, which has been really good and so far I'm really enjoying it. I want people to make sure they tell me their views and suggestions and I can pass them on to LHA."

Malcolm is looking to set up a small group of residents who can help bring important issues affecting their flats to the fore and prioritise which work needs to be carried out first. You can contact him via his post box at Flat 7, 174 Derby Road, Nottingham, if you are interested.

## ON THE MARKET



LHA has a small number of 'market rent' properties – like Malcolm's. Market rent means the rent is set at a level dictated by the local housing market, on a par with the private sector.

The reason housing associations develop some homes for market rent is that it can produce extra income which can be used to subsidise new affordable homes. It can also help regenerate an area and meet a gap in the local housing market.

There are 49 one and two-bedroom market rent apartments in The Posting House on Hermon Street and in Derby Road, Nottingham.

In September Emma Rich took over the role of

Ownership and Market Rent Manager for LHA.

At that stage, 29 of the 49 apartments were empty. Emma brought in specialist cleaners, created a show flat and contracted a lettings agency to advertise the apartments. Since then all but two of the homes have been let.

Emma said: "It's really good news that these homes have been let and it's great that Mr Paulus has become a CAP rep for the apartments, so everyone's views are represented."

Other properties that LHA lets out at market rent include apartments at King's Mill Hospital and 10 student homes in Leicester.











## TAPPING INTO A CREATIVE STREAK

In January's Streetwise we told you about the LHA Support Services-run Stepping Stones scheme in Eastwood that had been accredited as a Duke of Edinburgh's Award centre and a Learning Power centre.

Now, the bright sparks there have unleashed their creativity on a new magazine for young homeless people in Nottinghamshire.

The young people, aged 16-25, who are staying at Stepping Stones in Eastwood, worked in partnership with Broxtowe Single Homeless Action Group to produce the magazine. LHA's Community Development budget supported them to host a launch event.

Titled 'On Your Feet', it includes articles and features, as well as a directory of agencies and organisations which offer support and advice to young people.

## NEW HOMES

LHA has built and is building new affordable homes in your area:

- Nether Street, Beeston (shared ownership and outright sale)
- Warsop Vale, Nottinghamshire (shared ownership)

Shared ownership means the purchaser buys part of the property with a mortgage and pays an affordable rent on the remaining share, through a scheme called New Build HomeBuy.

For more information call LHA Sales and Marketing Manager Amy Mackay on **07808 060686** or visit [www.newlife-living.co.uk](http://www.newlife-living.co.uk)

## THE FUTURE'S BRIGHT



Bulldozers have moved on to Stonebridge Park in Nottingham to start demolishing run-down properties and begin the £50 million regeneration of the estate.

The 1970s council estate in St Ann's is being redeveloped in partnership with Nottingham City Council, to provide new homes that will meet the future housing needs of residents. The massive regeneration will improve the estate and provide a wider variety of houses for rent and sale, including shared ownership.

Robert Nettleton, Director of Regeneration at LHA-ASRA, said: "We have been working with local people and Nottingham City Council for nearly two years on shaping what promises to be a landmark regeneration project not only for Nottingham, but for the east midlands. It will transform the quality of life for local people for decades to come."