

OPEN HOUSE

First-time buyers had a sneak preview of a new LHA-ASRA housing scheme in Broad Street, Northampton when we held an open day.

Would-be homebuyers were shown around the one and two bedroom apartments that are being sold through the Housing Corporation's shared ownership scheme, New Build HomeBuy.

For more information call Amy on: **07808 060686**.



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:

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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

NORTHAMPTON OFFICE

All enquiries: **0845 389 1777**

E: enquiries@lha-asra.org.uk

Sessional office opening hours:

Tuesday 1-3pm, Thursday 5-7pm,

Friday 10am-12noon

26/27 Pen Court, Cattlemarket Road, Northampton NN1 1EP

LHA SUPPORT SERVICES

General enquiries: **0845 389 1777**

E: enquiries@lhass.org.uk

Office opening hours:

Monday to Friday 9am-5pm

3 Bede Island Road, Leicester LE2 7EA

www.lha.org.uk

www.lha-asra.org.uk

PLEASE NOTE REVISED OPENING HOURS

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 আপনার প্রথম ভাষা না হয় এবং এই ঘাণ্ডক্ৰম কেবলো বাংলা বেতার কাগজে আপনার সাহায্য করার হয়, তাহলে আপনার স্থানীয় এমিটিং অফিসের সহায়তা চাওয়া বা অন্য কোনো ভাষা জানলে সাহায্য করতে পারবে।

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 વિસ્તારનાં 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 ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਖ਼ਬਰਾਂ ਦੇ ਨੂੰ ਸਟਾਫ਼ਟ ਵਿਚ ਮੱਦਦ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਸਥਾਨੀਕ ਦਫ਼ਤਰ ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜੋ ਤੁਹਾਡੀ ਮੱਦਦ ਕਰ ਸਕਦੇਗੇ।

SOMALI

Haddii Luqadda Ingeriiska Aheen Luqadaada Hore, oo aad u Baahantahay in aanu Kugu Caawino Meel Kasta oo Kamid ah Xafiisuaadeena Wax Lagu Daabaco La Soo Xiriir Xafiisuaada Sidaan Kugu Caawino.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس کاغذ کے کسی کو سمجھنے میں مدد کی ضرورت ہے تو اپنے علاقے کے مقامی دفتر سے رابطہ کریں جو آپ کی 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 bạn liên lạc với văn phòng ở địa phương là nơi sẽ có thể giúp cho bạn.



SOUTH

WIS

STREET

SPRING 08



ALL TOGETHER NOW!

The south area has been inundated with community-spirited residents wanting to play their part in how their neighbourhood is run.

No fewer than 11 residents have signed up to be resident representatives in the south area, taking the total number of new recruits to 50 across all three areas.

Ian Grant (pictured), who lives in Abbotts Walk, Wolston, near Coventry, decided to become a resident rep about a year ago.

He has lived in the village for more than 30 years and wanted to give something back to his community. Because Ian works full time he is not able to attend lots of meetings which makes the role of resident rep ideal. He is still able to make a difference.

Ian said: "I really enjoy being able to help people, particularly those who are vulnerable or may lack confidence."

Resident representatives can choose to participate as much or as little as suits them, and do not have to attend meetings, unless they choose to. Our reps know their local area and contact us if there are any issues, helping us provide a better service.

If you've been inspired by Ian's example, why not speak to your Neighbourhood Officer about how you can make a difference in your community?

INSIDE

GREEN FUTURE
New eco-homes

SAFE HAVEN
Refuge for Corby

NORTHAMPTON
New office hours



SPOTLIGHT ON CORBY

MEET YOUR NEW NEIGHBOURHOOD OFFICER

"Getting out and about and meeting people" – that's what Jan Westbrook loves about her job as a neighbourhood officer.



Now Jan looks after residents in 320 homes in Corby and Burton Latimer, she is keen to get more people involved with LHA,

"At the moment we have no CAP reps in Corby and that means residents aren't being represented. I'd like to get lots more residents involved," said Jan.

Jan was previously the housing officer for the Newlife Apartments, Northampton, Wolston, Daventry, Towcester and surrounding villages, Kettering and Kings Mead.

NEW HOMES

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

- Broad Street, Northampton (shared ownership and rent)
- Bridge Street, Daventry (affordable rent)
- Whiteford Drive, Kettering (shared ownership and affordable rent)
- Job's Yard, Kettering (shared ownership and affordable rent)

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.

Broad Street recently held an open day – to find out how it went, see the back page.

And Whiteford Drive is going to be one of the most environmentally friendly schemes LHA-ASRA has ever completed. See page seven for more.

For more information call LHA Sales and Marketing Manager Amy Mackay on **07808 060686** or visit www.newlife-living.co.uk



A SAFE PLACE

Domestic violence is terrifying, and for those experiencing it, a refuge provides a much needed safe and secure haven.

Since 2000, Corby has not had a women's refuge, but thanks to LHA Support Services and the development team at LHA-ASRA, a new one is being built to serve women fleeing domestic violence.

The refuge will have six self-contained flats with communal facilities and one staff office and sleepover facility. LHA Support Services will manage the building in partnership with Northamptonshire Women's Aid.

IMPROVING OUR SERVICE

The Cattlemarket Road office in Northampton has new opening hours.

It is now open on:

- Tuesdays from 1-3pm
- Thursdays from 6-7pm and
- Fridays from 10am-12 noon.

This means that surgeries can now be held in the community at three venues: Cattlemarket Road offices, Newlife Apartments in Northampton and in Corby in a location yet to be decided.

THE FUTURE IS GREEN!

The 29 family homes, bungalows and apartments, in and around Whiteford Drive, Kettering, will be available for rent and for shared ownership through New Build HomeBuy.

The homes will be the most environmentally friendly in the town, thanks to an array of innovative features, which include:

- 'Sunspaces' - unheated conservatory type spaces which collect and store the sun's heat in the winter
- Solar panels on the south facing roofs
- Biomass combined heating and power generation, which creates energy from renewable sources

- On-site recycling and sorting facilities
- Composting facilities in each private garden
- Bicycle storage points at each site

LHA also has a Green Group, a group of staff who strive to bring environmental issues to the fore of the organisation's work.

If you have any environmentally friendly suggestions, why not fill in our feedback form on the back page and your comments will be passed on.

SPRINGING INTO ACTION

From keep fit to street music, residents in Spring Boroughs, Northampton will have noticed the extensive community activities going on around the estate.

And following the success of the community celebration day in September, where puppet performances jostled with Zimbabwean singers for residents' attention, the estate has been a hive of community fun.

More than 270 young people attended the Street Life Music Competition in October, with fantastic performances in a wide range of musical styles. It was won by Cassey, a singer from Wellingborough.

As well as music, talented young people from the estate tapped into their inner film director with a special project. The young people made a documentary film which investigated the hidden history of Spring Boroughs, in conjunction with Northampton Museum.

Caspar+NR and Northampton Active are also putting together an ACTIV8 programme designed to introduce tenants to Mount Baths Gym. You will have the opportunity to try out different activities over a six-week period, during the daytime, including the gym, aerobics, kick-boxing, swimming and aqua aerobics. After the programme we will offer discounted membership.

The CASPAR+NR office is the hub of all community activity on Spring Boroughs. To find out more about what's going on, call **01604 607055**.

