



# 14 days

...the average time spent in each home... that's 1,850 decent homes refurbishments completed in 15 months.

1449 metric tonnes of material **not** sent to landfill – that's 95% of total waste produced...

# 12

newsletters since 2009




packing cases issued

# 3600

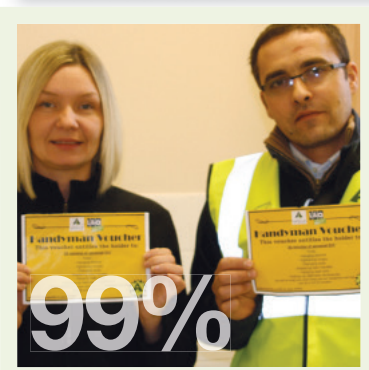


# 95%



# £12,200

...average spent on kitchens, bathrooms and electrics



# 99%

...take up of 'handyman ticket' – carrying out odd jobs following kitchen and bathroom works



# £11.9m

...to be invested in new or refurbished windows, working in cooperation with Lewisham planners to ensure windows in conservation areas are sympathetically restored.



...apprentices recruited to permanent jobs with others securing places on full time courses.



# 255

...residents identified as requiring aids and adaptations.

The team that made it happen [click for links!](#)



# A partnership for Lewisham

The inside story of the L&Q Lewisham stock transfer

common goals joined up delivery tangible benefits





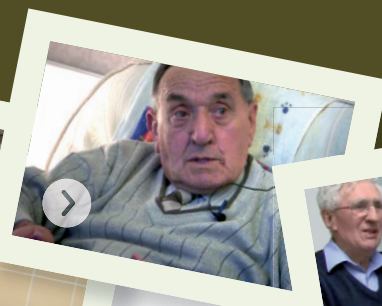
**This partnership  
has made us all better  
at what we do**

**In 2010, when L&Q Housing Trust became the new landlord of 3600 homes, following the transfer from Lewisham Council to L&Q, this was the result of two years preparation by all the project partners.**

**This is an account of what the partnership has achieved and the outcomes for those involved.**



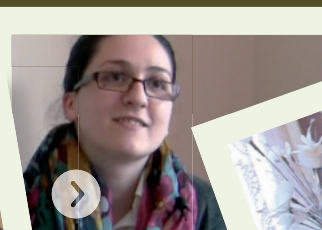
**The 100 days work**  
Residents and community board members Bob Light and Jan Huke



**Quality**  
Resident and community board member Bernard Whittaker



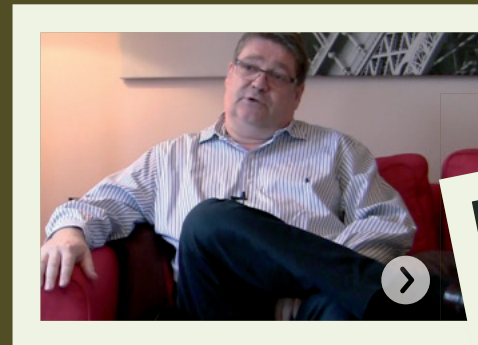
**Kitchen options and reflections on the process**  
Residents Mr and Mrs Jackson



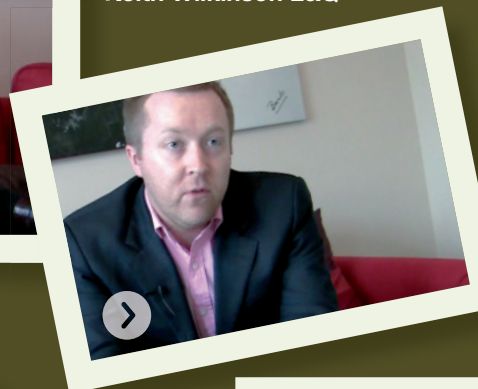
**L&Q 'decent rooms' reward for residents' own refurbishments**  
Resident Annie Curpan



**Value for money**  
Leaseholder Ms Bartley



**Delivering our promises**  
Assistant Director  
Stock Investment L&Q South East  
Keith Wilkinson



**Keith Wilkinson L&Q**

**Addressing residents' and leaseholders' concerns prior to transfer**  
L&Q Resident Liaison Officer  
Paul Boughen



**Working together to make a difference**  
Consultants Mehmet Bekir of FFT and Martin Lock of Martin Associates



**Day to day challenges**  
Surveyor Damian Apparicio



**The challenges of joint working**  
Directors John Smith of Richardson Ltd and Kevin Jones of Apollo Group



**Partnering**  
Contract managers Steve Page of Apollo Group and Tony Bower of Richardson Ltd

*The early improvements changed peoples' attitudes.*  
**Bob Light, resident**

**Click\* on a > for first hand accounts of how the Partnership for Lewisham has made a difference**

\*you need to be online to do this, or visit [www.youtube.com/user/Partnership4Lewisham](http://www.youtube.com/user/Partnership4Lewisham)

#### **A Partnership for Lewisham**

Having won the competition for all three Lewisham Council transfers – resulting in three separate business plans and resident boards across the whole project – the Partnership for Lewisham was created, working as one team, knitting all the processes together, delivering against common standards and protocols.

The partnering ethos began early with L&Q's internal teams, bringing together housing, neighbourhood investment and the stock transfer team to ensure that 3600 homes were transferred seamlessly without service interruption.

*We collaborated to drive up levels of quality and service... exploring new ways of working, improved techniques – realising that by working together, we are better than the sum of our parts.*

**Tony Bower Contract manager, Richardson Ltd**

#### **A challenging project**

The transfer involved a range of geographically widespread properties of varying types, some of which were historically important and in conservation areas.

#### **The first 100 days**

We began work on day one across all three areas – beginning by removing kitchens and bathrooms and launching a £1.5m '100 days' programme of environmental improvements. The aim was to create an instant impact with things that make a difference, like replacing broken fences and gates, removing rubbish and graffiti and pruning overgrown trees and hedges.

#### **Ambitious targets**

Following months of consultation with residents and the council, key promises had been made in the offer document.

We set ambitious targets – delivering a £44m decent homes programme within two years, alongside other commitments, including setting up opportunities to allow real resident scrutiny and choice, working with council conservation teams, creating opportunities for training and investing in community projects.



**Life changing opportunity**  
Apprentice carpenter with Apollo Group  
Segun Phillips



**Selecting the right partner**  
Councillor Susan Wise

**Click\* here**

**to see the transformation on Flickr**

\*you need to be online to do this or visit [www.flickr.com/photos/Partnership4Lewisham](http://www.flickr.com/photos/Partnership4Lewisham)