

# SOUTHWARK HOUSING NEWS



A magazine for Southwark Council tenants and leaseholders

Repair control centre wins award

Nov/Dec 2008



## Inside this issue

Keeping you safe and warm



Help paying your rent



Preventing youth homelessness



## 2 Welcome



Welcome to the November/December edition of Southwark Housing News. Apart from my own party conference, I've attended the three major Southwark housing conferences held by tenants, leaseholders and tenant managed

organisations (TMOs) over the past couple of months. At all these events, I've been impressed by the commitment and sheer energy of residents' representatives, it's good to find that most are beginning to recognise that improvements have

been made over the past two years. But, as expected, I dealt with some difficult questions on the most important issues of the day, repairs, leasehold charges and new government regulations for TMOs. Hearing your concerns first hand has given me food for thought, and more ideas for the next stage of the Changing for the Better programme.

**Cllr Kim Humphreys**  
Deputy Leader and Executive Member  
for Housing

## Award for Southwark's repair control centre

**The men and women whose job it is to ensure that Southwark Council's plumbers, engineers and carpenters can respond as quickly as possible to tenants' problems have been named the UK's best customer service team at the National Housing Awards.**

The council's repair control centre beat off stiff competition from both local authorities and housing associations to scoop the award for Delivering Customer Driven Services at the prestigious Chartered Institute of Housing awards in November. The team was also a finalist for best individual achievement in England.

Judges praised the team of 30 people based in London Bridge, for delivering a huge improvement in its customer service, and commented that its customer satisfaction rating and also the percentage of repairs completed on the first visit are now among the best in the country.

The repairs control centre coordinates over a hundred repair operatives from a number of contractors making an average of nearly 300 tenant visits a day. A new, improved system lets the team dispatch heating and emergency jobs to repair operatives, and then assess requests for extra work while the operative is at the customer's home. This means staff rarely have to return to the depot before completing more complex repairs.

In the past year the number of people satisfied with the service leapt from 75% in May 2007 to 90% in October 2008. Moreover 87% of repairs are now completed on the first visit, which is among the best in London.



**Team member Carly Olajide said:**

"It's a great feeling to know that something which can sometimes take only 10 minutes to resolve can mean a lot to a customer, it's very rewarding when you know you have made a big difference to their quality of life. I like to think I play a part towards Southwark residents experiencing good quality living conditions".

**Cllr Kim Humphreys, Southwark Council Executive member for Housing and Deputy Leader, said:**

"This is really excellent news. The team deserve all the credit it gets for meeting the challenge of ensuring different groups of contractors can work together to deliver a common goal – making sure tenants repairs are done and done as quickly as possible. This is confirmation of the massive improvements in this service over the last two years. But we're not complacent and we know that we can still improve. I want to make sure that next year's figures are even better. Thanks also have to go to contractors Vangent and Morrison for the part they have played in ensuring that the changes we have made have been such a success."



## Finding more homes in Southwark

**There are around 15,000 households on the council's housing waiting list at any one time and of these, over 4,000 are overcrowded families actively looking for larger homes. Every year, only a few larger properties become available and this supply is reducing as more people buy their homes or choose to stay put. To address this demand for large homes, Southwark Council has taken action.**

Much of this work involves getting unoccupied properties, some of which are in disrepair, back into use. Last year, the decision was taken to get as many of these back into use as possible. We've particularly targeted houses that can be converted from flats to larger family homes. With the help of £3.2m in funding from the government's tackling overcrowding initiative, between 2006 and 2008 we will have spent £5.7m providing 32 homes for larger families, plus the extension of two homes.

There are at least 900 families at any one time needing to move to a home with four or more bedrooms.

Recently, many large projects have been completed to address this issue. One site, originally converted to flats, is an impressive Victorian terrace that has been beautifully restored to become four six bedroom social houses. Southwark Council worked hard to evict squatters when it first claimed the site for conversion. The homes will make first-class accommodation for families in great need, to help those in situations of overcrowding.

Another way of making the most of existing property is the new 'hidden homes' scheme. Successfully piloted in Wandsworth, Southwark is keen to follow suit. The project aims to identify available space within the borough's estates for the potential

construction of new homes. Cllr Kim Humphreys and housing officers have already met with our neighbours in Wandsworth to discuss the best ways of running the scheme in Southwark.

The small is beautiful scheme is also a way of freeing up larger properties by offering to downsize your property if you have unused bedrooms in your home. The council aims to rehouse at least 160 small families to smaller homes under the scheme. A cash incentive as well as plenty of support, is offered to those who would like to move to a smaller, and in some cases less expensive and more manageable, property. If you're interested, call **020 7525 5950**.



Hidden homes – before and after

## Safe and warm

As your landlord, we're here to ensure your home is warm, safe and comfortable as winter sets in and that you are looked after if you're in need, at risk or vulnerable. We support tenants in need, alongside our partner organisations, in a number of ways.



### Fighting fuel poverty

Fuel poverty is an issue for older or vulnerable people and sadly, many see switching off their heating, even when it's cold, as the answer. Don't suffer in silence. Contact your housing officer if you are struggling to pay the bills, you may be entitled to extra benefits or support. If paying your rent is also a concern, see page 11 for how we can help.

To make sure your home is as fuel efficient as possible, Southwark Council provides free reflective radiator panels, fitted behind your existing radiators, for council tenants. They reflect heat back into the room rather than it absorbing into the wall which reduces fuel costs and CO2 emissions. If you'd like them fitted, call **0808 144 3663**.

If your heating breaks down, call **0800 952 4444** for an emergency repair. We provide fan heaters to vulnerable residents if we cannot fix the problem immediately.

### Keeping you safe from harm

Southwark Council has launched a campaign to raise awareness about the abuse of vulnerable adults and to make sure people report their concerns. The safeguarding vulnerable adults' team, with the SafeGuarding Adults Partnership, helps prevent the abuse of one of the most defenceless groups in society. Vulnerable adults include people with learning or physical disabilities, mental health needs or people who are old, frail or ill. Abuse can be physical, emotional, sexual, financial, neglect, discriminatory and institutional. An abuser is often well known to the person, they could be a partner or relative, a friend or neighbour.

If you know a vulnerable adult and become aware of abuse, you must report it. Also call if you need advice: Duty social worker, **0845 600 1287** Monday to Friday, 9am to 5pm. Out of hours team, **020 7525 5000** 5pm onwards and at weekends.

### Supporting vulnerable tenants to live independently

**Sustain** helps those in need of additional support to keep their tenancy possibly due to rent or bill arrears, problems managing their tenancy, breaches in tenancy agreements or perhaps breach of a court order. Those in these circumstances are referred by their area housing office or social services.

**Southwark Reach** helps vulnerable people to find decent homes, build supportive relationships and lead fulfilling lives. If you are concerned about your own or a neighbour's welfare, Southwark Reach, part of Thames Reach, could provide free support including advice on accessing specialist services, claiming

benefits, paying bills and rent, life skills, and finding training and work.

Call free, 24 hours on **0808 168 0708 24** or visit 346 Camberwell New Road, off Camberwell Green 10.30am to 2pm on Mondays and Wednesdays and from 1.30pm to 4.30pm on Tuesdays.

**Seasons** supports older people to live independently for as long as possible. Seasons support is available anyone aged 60 or over, including private home owners, and helps older people access services, increase benefits and make sure they know how to keep their homes warm in the cold weather. Call **020 7021 4537**

# Fixing it for you

Southwark's housing is changing for the better. Performance is improving and we are even winning awards for the speed of change in the service. But we know there are still things you are not happy about. We tend to find that similar issues arise again and again. Each edition we will be printing a question and answers page on this subject. In this edition, we focus on repairs.

Here are your top five questions:

**Q1 When I have contacted the council for a repair in the past I haven't been told when the workmen are coming. How do you expect me to explain this to my boss?**

In the past, there were no options about when someone would visit to fix a repair. Now we are able to offer a choice of three specific appointment times either in the morning, 8am to 1pm to the afternoon, 1pm to 6pm. You can even opt for a 'school run' appointment to avoid the repair clashing with when you need to pick children up (10am to 3pm).

**Q2 I waited in for a repair and no one turned up, this isn't fair I have wasted my day off!**

Over the past 18 months we have seen a marked reduction in the level of missed appointments by our staff and contractors. However, we acknowledge that this is both annoying and inconvenient when it does happen. If a customer has had a pre-agreed appointment missed they should contact the Customer Service Centre (CSC) on 0800 952 4444 to report the matter. The CSC will then log the matter and housing repairs will investigate. If the missed appointment claim is upheld then we will arrange for the job to be rescheduled, and for a minimum of £50 to be paid to the customer.

**Q3 Someone turned up to do a repair but didn't complete it. I have to book another appointment now. I thought you were meant to get it right first time!**

The majority of repairs are completed 1st time (87% in September), but it is not always possible for a number of reasons. For example we may need to source a specialist part, or the job will take much longer than expected. In such instances the operative that comes to your home will try to arrange another appointment that is convenient with you before he leaves your



property by contacting his planning team at the repairs control centre. There are still occasions where we might need to inspect a property before we book a repair, where, for example, it is more complex or we can't diagnose the problem easily at the Customer Service Centre. Fortunately, these cases are a very small proportion of the jobs that we complete.

**Q4 My heating has stopped working, how long will have to wait to get it fixed?**

We treat this as the highest priority. This year we switched the communal heating supply on early. If you call the repairs line to say your heating has completely stopped working, it is treated as an emergency. This means that if the job is logged before 4pm then a contractor will visit the same day. If your call is logged after 4pm then a contractor will visit on the following day. Our new Heating contracts mean that response times are quicker and you can book an appointment. We hope this will help make sure you are kept warm this winter.

**Q5 I'm flooded, water is leaking into my property and I don't know where it's coming from**

A major leak will be treated as an emergency or high priority. Emergencies are dealt with within two hours and high priorities within 24 hours. Contractors work round the clock to attend emergencies and you can call the repairs line 24 hours. An emergency leak which cannot be contained would be dealt with immediately. If you are not sure of the source of the leak, the plumber will trace it to remedy the problem. Sometimes it is necessary to carry out a forced entry to a property to trace a leak which is not containable. This can sometimes mean that we have to change the locks. On these occasions a council officer will leave a letter explaining the reason, and advice to call the CSC (0800 952 4444).

# 6 Around the houses

## Play out in Bermondsey

During the Bermondsey Spa regeneration, residents were asked what they needed in their local area. A play area was one of things residents of the Neckinger estate saw as important so plans were made to design one. Once everything was agreed; residents, housing area offices, Hyde housing and Roof contractors all worked together to get the playground finished. The hoardings were finally taken down back in September to reveal a ball court for older children, a mixture of equipment including swings and climbing frames for small children. The new playground provides a safe place for children to enjoy.



## Love thy neighbour in Camberwell

Camberwell area got together with its partners in Southwark's enforcement and creative design team to hold a road show on the Crawford estate a few months back. Anyone who knows the estate is aware of the rivalry between Lambeth and Southwark as the estate lies on the borough border. The road shows aimed to break these barriers down and get everyone together for an informative and interesting day, as well as some fun together. The enforcement team was on hand to offer information on dog fouling, youth activities and reporting antisocial behaviour. The partnership worked really well and was enjoyed by all. More are planned for other estates in future.

## Kingswood cleans up in Dulwich

Southwark Council, as part of the neighbourhood partnership, organised a 'blitz' on issues which bother residents most on the Kingswood estate in October as part of the national 'not in my neighbourhood' week to address antisocial behaviour. The event involved spending the day on the estate talking to residents about their main concerns, including nuisance dogs, littering, antisocial behaviour, personal safety and property damage. Residents could also find out how community wardens respond to issues raised at community councils. There were also a number of actions taken such as repair reports, illegally parked vehicle clamping, and penalty notices issued. Information on crime prevention was also given. The day was extremely successful.



## Major works in Borough and Bankside



The current major works that are on site at Becket and Westerham houses are on target and on budget, Much hard work from contractors Apollo and council housing officers has resulted in the works running smoothly. Housing officers and contractors are also delighted by the cooperation of residents who have made it much easier for them to access properties when it is needed, and who have been patient while the works continue. The work has gone so well that work on extra dwellings, previously unplanned for, has taken place so they are ahead of target.

## Pay your rent in Peckham



Photo posed by model

There are eight rent officers and a manager in Peckham who all work together, with around 600 clients each, to make sure that tenants are supported on issues concerning rent. A huge percentage of

tenants are in arrears – about 40 to 50%. People who can't pay could be struggling due to family breakdown, substance dependency, losing their job or because they don't know how to claim their benefits. Some don't see paying their rent as much of a priority as utility bills or credit cards. Some people simply refuse to pay, this is taken very seriously, and they can eventually be taken to court. Peckham area is most successful at helping people to pay their rent and collect the income – which is then spent on your homes. To find out more, see page 11.

## Get involved in Nunhead and Peckham Rye

The Nunhead and Peckham Rye area partnership board was formally recognised in May 2007 to monitor and improve housing



www.third-avenue.co.uk

services. Since then, there have been significant changes in the way housing is managed and services are delivered, and the board is to review how it operates in line with this. Following some successful workshops this year, tenants have been able to see first-hand how the service is run for them. Lorraine Beck, chair of the board says: "The board shows how tenants are willing to work in partnership with the council – it's a two-way process and we're seeing really positive changes to the service under the guidance of our area housing manager. We'd love more people to get involved, so contact your area housing office if you're interested."

## Payback time in Rotherhithe



Every six weeks, Rotherhithe area housing officers work with the safer neighbourhood team and police community support to employ those doing community service in something positive for the area. Recently, Rotherhithe Time and Talents benefited. Time and Talents is a local charity providing toddler groups, clubs, social schemes and meetings and the safer neighbourhood team's sergeant Al Irvine and his team decided to use community payback on their communal gardens. Southwark's cleaning and grounds maintenance teams cleared debris and provided equipment to weed and clear the garden. If you have a communal area which could benefit from cleaning, clearing or gardening, contact your safer neighbourhood team. Ask at your housing office for more information.

## Walworth housing officers helps out in hard times

Housing officers visited a woman and her young son who had recently moved to a council home in the area. They discovered the lady was in considerable distress. She had been unable to sort out her hot water and her radiator was broken and leaking onto her mattress. She was also struggling to report the repairs. The housing officers immediately reported all of the repairs for her and within 48 hours, all of them were fixed, but they didn't stop there. The visit also revealed that the tenant was experiencing considerable financial hardship but was unaware of how to get help. The team put her in touch with Southwark Credit Union, Furniture Aid based in Oval and the charity Besom which can also help. The housing officers also helped the lady find free nursery care for her son. If you are struggling, let your housing officer know.

## Affordable housing update

### Recently completed schemes

#### Samuel Street / Daniel Gardens

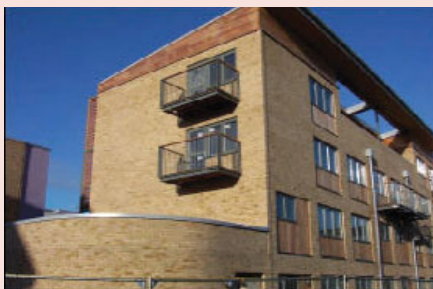
This scheme by Hyde Housing Association is one of the last phases of the Peckham Partnership neighbourhood regeneration programme. It comprises 22 rented homes (including one and two bedroom flats, two and three bedroom maisonettes and four bedroom houses) and 22 shared ownership homes. In total, 10% of the rented homes are wheelchair adapted.



#### Coopers Road, South Bermondsey

This is the second phase of the regeneration of the Coopers Road estate and was completed in August 2008. The council worked in close partnership with Peabody Trust and local residents to produce a high quality scheme. The scheme contains 80 homes. This includes 47 homes for affordable rent (a mix of one, two three and four bedroom homes) and 33 homes one and two bedroom homes for shared ownership. It features

There's been a lot of new houses built in the borough this year and many of the development schemes include affordable homes for Southwark residents. Here is a summary of some of the notable schemes that have been finished this year and a look forward to some of the important developments due to be completed over the next six months.



three courtyard and communal gardens which cater for the needs of older residents and increase accessibility. The scheme also features a combined heat and power plant that will save energy and reduce bills for residents.

#### Newent Close, Peckham

This is part of the Peckham Partnership regeneration programme and consists of thirteen one, two and three bedroom homes for shared ownership. The homes have been built to high environmental standards achieving the Eco-Homes 'Very Good' standard.



#### Ernest Court, Bowen Drive Dulwich

This scheme has been developed by Amicus Horizon Housing Group using their

own funds. It consists of nine two-bedroom flats for shared ownership.



### Forthcoming schemes

#### Bermondsey Spa

Phase one of the Bermondsey Spa regeneration is expected to be completed in January 2009. The scheme will include 136 affordable homes for general needs rent, key worker rent and shared ownership.

#### Peckham Hill Street

This scheme of seventeen homes is being developed by Hexagon Housing Association and is due for completion in March 2009. It consists of twelve homes for rent including five one bedroom, four two bedroom and three three bedroom homes. The scheme also included five shared ownership two-bedroom homes for key workers.

#### Metro Central Heights

This scheme is led by a private developer who is providing twenty affordable as part of a section 106 agreement. There is a mixture of one and two bed homes all for shared ownership.



# Preventing youth homelessness

**Homeless is a word used to describe a person, often a young person, who finds themselves (for many complex reasons) in the traumatic situation of having nowhere to live and being registered as being officially homeless**

Many of us imagine the worst if we think of those who have lost their home – that they are forced to sleep rough. At Southwark Council, the homelessness service, children’s services and other partner teams work together to prevent young people from ever reaching this situation, or even from losing their home in the first place. At Southwark Council, we know that prevention is better than cure. Southwark’s youth homelessness service has been recognised as a centre of excellence and an example to other boroughs on how to effectively deal with this sensitive issue.



Many things can cause a person to be in danger of losing their home. Rather than simply moving someone to another home, addressing the reasons why they are at risk can prevent a person registering as homeless in the first place. If a person who visits or calls the Homesearch centre to say they are at risk of homelessness and they are also recently unemployed, dependent on alcohol or drugs, suffer mental health problems or are experiencing family breakdown then there are several ways the council may be able to help.

Young people are particularly vulnerable if they have to leave the family home suddenly, especially if they are experiencing other issues too. After a thorough assessment of each person’s circumstances, the youth homelessness team can then offer mediation with a person’s family and offer employment advice through the Connexions officer in the team, support from the youth offending officer or from a social worker if other

issues need to be dealt with. If there is no chance of the young person living with their family again, they may be referred to one of the excellent local housing projects for young people who will support the young person to independence.

An event took place on November 21 to highlight the way we work in preventing youth homelessness as best practice to other boroughs, with workshops and speakers from Southwark Council and other partner agencies. Interim head of community housing Miny Jansen says: “Working closely with other local services is the key to us being able to prevent young people sleeping or begging on the streets. We approach each situation as real partners and together we can ensure that every young person gets all the help they need in a crisis.”

## Homeowners' conference success

**The third homeowners' conference was held on Saturday September 1 2008 at the learning centre in Cator Street, Peckham.**

Feedback from the 150 delegates invited to attend showed high levels of satisfaction for the event which was organised by a sub committee of homeowner council representatives. Workshops included a detailed examination of Southwark's lease; how service charges are calculated; and the investment programme and its effect on leaseholders.

The day ended with homeowners questioning Cllr Kim Humphreys; Mr John Nosworthy (chair, homeownership council); and Martin Green (head of homeownership services division) on a range of issues of concern to homeowners. Cllr Humphreys outlined a



series of future service improvements for homeowners saying, "Southwark recognises the importance of Southwark's homeowners and values the views expressed at the conference".

## Want to save money?

The second quarter statements issued to homeowners towards the end of October included a leaflet reminding you of the council's gas appliance servicing scheme. The council has the responsibility for servicing the gas appliances in over 40,000 tenanted homes and has established a scheme which enables homeowners to be included in that scheme at prices which reflect the substantial economies of scale that such a large contract can attract. For further details contact Jeremy Boas on **020 7525 7760**.



## It's that time of year again

The end of October each year sees the issue of the annual actual service charge adjustments for the last financial year (2007/8). This year the adjustments meant that nearly 5,000 leaseholders received credits but 7,000 were asked to pay additional sums because their estimated service

charges were less than the actual costs. If you have any problems concerning payment of invoices or queries about how your charge was made up, the officer dealing with your account is mentioned on the breakdown sheet together with a direct line contact number.

# Paying your rent

## How we can help



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**With Christmas just around the corner, we're all thinking about ways to stretch the pennies further, and many people are worried about the effect of the Credit Crunch on their finances**

The costs can seem endless: gifts, festive food, decorations and travel, and it can seem hard to juggle the demands of bills with providing for your family in the festive season. It might not seem it, but paying your rent should be your highest priority when you manage your money; gifts and credit card bills are not as important as keeping a roof over your head. The good news is Southwark Council has many ways to help you manage your money.

### How to pay

There are a number of ways to pay so you can choose a way that suits you best:

- Over the counter at one stop shops
- Direct Debit (020 7525 1236)
- Online with the PAYE.net service

Direct Debit means that your rent is automatically paid from your bank account on the first, 15th or 25th of the month, and means you don't have to queue up to pay your rent.

### How we can help

If you are having problems paying your rent, contact your area housing office straight away. Your housing officer can help you by checking to see that you get all the benefits you are entitled to and provide access to advice on how to organise your money to make it easier for you to pay your rent. You can also get advice on benefits and managing debts from several advice agencies in Southwark. Southwark Credit Union (020 7787 0770) was set up to provide an affordable alternative to costly doorstep lenders; and the Citizens Advice Bureau can help you if you are struggling with debt.

### Did you know?

The money raised through rent is spent on repairing housing and ensuring your local area is kept clean and safe so what you pay will ultimately be spent on your home.



## If you deliberately refuse to pay, we can evict you

**We will do all that we can to help you if you are having real difficulty paying your rent. However, if you ignore attempts to contact you about your arrears, or break an agreement to pay them off, the council will take legal steps to evict you and you will not be eligible for a new council home.**

# 12 And finally...

## CELEBRATE, GET CREATIVE AND WIN £250 TO £500

If you are aged 11 to 25, you are invited to design a piece of **ART** work that looks at the positive contributions that members of the lesbian, gay, bisexual and trans (LGBT) community make.

You can enter as a youth group, a class from a school or college or as individuals.

The competition, named **CELEBRATE**, is funded by the Capital Community Fund, Southwark Police and Southwark Council and is a working partnership of people including the Southwark LGBT Network.

You can enter any piece of art work into the competition that will be judged by an independent panel, with a selection of entries displayed in an exhibition at the Menier Gallery, as part of the fifth national LGBT History Month in February 2009.

There are prizes for the four top entries (in each of the two categories) of **£250 each** and **£500 for the overall winning entry**.

Closing date for all entries is January 16 2009 and for more information, including an entry form go to [www.southwark-lgbt.org](http://www.southwark-lgbt.org)

### Further information

Contact the LGBT community development worker on 020 7525 5659 or 07958 301324 or email [dax.ashworth@southwark.gov.uk](mailto:dax.ashworth@southwark.gov.uk)



T-shirt winners: John Jordan, Rajani, Joan Dixon, G. Faneye, Kirsty S, Seana Toland, Paul, Shola, Emmanuel Okwii, Maria Mayers, Sonia Malcolm, Rugina Ahmed, Adebanke Oyegunle, E.C.Whiteley, Jackie Gilloway, Rianna Enahoro

## Useful housing contacts

### Rent

Pay by direct debit: 020 7525 1236  
Pay by debit/credit card: 0845 6000 611 (24hrs)  
Pay online:  
[www.southwark.gov.uk/onlinepayments](http://www.southwark.gov.uk/onlinepayments)

To pay in person: Peckham cash office: 19-23 Bournemouth Road, SE15; Walworth cash office: 177-179 Walworth Road SE17; Opening hours: Mon, Tues, Thurs, Fri 8.30am to 4.45pm, Wed 8.30am to 3.30pm, Sat 8.30am to 2.30pm  
To pay by post: The London Borough of Southwark cashiers, 19 Spa Road, PO Box 11767, London SE16 3QN

### Repairs

Tel: 0800 952 4444 (24hrs)  
Utilities (emergencies):  
Electricity: 0800 096 9000;  
Gas: 0800 111 999; water: 0845 200 800

### Leaseholders/freeholders

Home ownership unit - Mon to Fri, 9am to 5pm  
Tel: 020 7525 1436  
Email: [hsg.homeownership@southwark.gov.uk](mailto:hsg.homeownership@southwark.gov.uk)

### Environment

Abandoned vehicles, flytipping, bulky collections (free), graffiti, rubbish collection  
Tel: 020 7525 2000 (24hrs)  
Email: [environment@southwark.gov.uk](mailto:environment@southwark.gov.uk)

### Benefits

Council tax benefit - Mon to Fri, 8am to 6pm  
Tel: 020 7525 1850  
Email: [soucounciltaxuk@liberata.com](mailto:soucounciltaxuk@liberata.com)  
Housing benefit - Mon to Fri, 8am to 6pm  
Tel: 020 7525 1880  
Email: [souhousingbenefitsuk@liberata.com](mailto:souhousingbenefitsuk@liberata.com)

### Southwark antisocial behaviour unit

Tel: 020 7525 5777  
Email: [sasbu@southwark.gov.uk](mailto:sasbu@southwark.gov.uk)  
Web: [www.safersouthwark.gov.uk](http://www.safersouthwark.gov.uk)

### Southwark Homesearch

Bidding hotline: 0845 270 0655  
Bidding text line: 07781 486 526  
Advice line: 020 7525 4140  
Web: [www.southwarkhomesearch.org.uk](http://www.southwarkhomesearch.org.uk)

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This magazine gives you news and information about Southwark Council's housing service. If you would like any sections of this publication translated into your language please complete the form below, ensuring you include a telephone number if you have one. You will be contacted in writing or by telephone by a translation service who can verbally translate the section(s) you require. The translator will be able to give you a brief overview of the topics discussed in Southwark Housing News and you can select which topics you would like translated in full. Alternatively, you can visit a One Stop Shop for translated help with housing.

Bu magazin size Southwark Belediyesi'nin ev servisiyle ilgili haber ve bilgiler verir. Bu yayının içindeki herhangi bir bölümün kendi ana dilinize çevrilmesini isterseniz lütfen aşağıdaki formu doldurun ve diğer varsa telefon numaranızı da eklemeyi unutmayın. Sizinle istediğiniz bölümlerle ilgili olarak yazılı yada telefonla sözlü tercüme yapabilen tercüme servisi kontak kuracaktır. Tercüman Southwark Housing News'te tartışılan konularla ilgili size kısa bir genel bilgi de verebilecektir ve siz hangi bölümün tamamının çevrilmesini seçebileceksiniz. Alternatif olarak ev edinmeyle ilgili çeviri için One Stop Shop'u da ziyaret edebilirsiniz.

Turkish

এই ম্যাগাজিনে আপনার সামার্ক কাউন্সিলের হাউজিং সার্ভিস সম্পর্কিত সংবাদ ও তথ্য পাবেন। আপনি যদি আপনার ভাষায় এই ইস্তিহারের কোন অংশের অনুবাদ চান তাহলে আপনার টেলিফোন নম্বর সহ (যদি থাকে) বিচীর ফরমটি পূরণ করুন। ট্রান্সলেশন সার্ভিস আপনার সঙ্গে লিখিতভাবে যোগাযোগ করবেন বা টেলিফোনে যে অংশটির আপনার প্রয়োজন সেটার মৌখিকভাবে অনুবাদ করে দেবেন। সামার্ক হাউজিং নিউজের সে সব বিষয় আলোচনা করা হয়েছে অনুবাদক আপনাকে সেগুলোর একটি সংক্ষিপ্ত ধারণা দিতে সক্ষম হবেন এবং যদি কোন একটি বিষয়ের সম্পূর্ণ অনুবাদ আপনার প্রয়োজন হয় সেটা আপনি বেছে নিতে পারবেন। বিকল্পরূপে, হাউজিংয়ের ব্যাপারে অর্জিত সহায়তার জন্য একটি ওয়ান স্টপ শপে যেতে পারবেন।

Bengali

Ce magazine vous donne des nouvelles et des renseignements au sujet du service de logement de Southwark. Si vous désirez avoir des sections de cette publication traduites dans votre langue, veuillez remplir le formulaire ci-dessous, en vous assurant de mettre un numéro de téléphone si vous en avez un. Un service de traduction vous contactera par lettre ou par téléphone qui vous traduira verbalement la section ou les sections dont vous avez besoin. Le traducteur pourra vous donner une vue d'ensemble rapide sur les thèmes discutés dans le Southwark Housing News et vous pourrez choisir les thèmes que vous désirez traduits en entier. Autrement, vous pouvez vous présenter à un One Stop Shop pour une aide de traduction pour le logement.

French

Tờ tạp chí này cung cấp cho bạn thông tin về dịch vụ nhà ở của hội đồng hạt Southwark. Nếu bạn muốn bất cứ phần nào trong tờ tạp chí này được dịch ra ngôn ngữ của bạn, xin vui lòng điền vào phiếu yêu cầu dưới đây và ghi rõ số điện thoại của bạn để liên lạc. Chúng tôi sẽ liên lạc với bạn qua điện thoại hoặc thư tay dưới sự giúp đỡ của người phiên dịch. Người phiên dịch sẽ dịch cho bạn những phần nội dung bạn yêu cầu. Đồng thời họ sẽ nói cho bạn biết nội dung tổng quát những vấn đề được thảo luận trên tờ Tin tức nhà ở của vùng Southwark để bạn có thể lựa chọn những phần nào mà bạn muốn được dịch ra chi tiết. Hoặc bạn có thể tới One Stop Shop để yêu cầu được giúp đỡ về dịch thuật trong các vấn đề nhà ở.

Vietnamese

Esta revista le proporciona a usted noticias e información sobre el servicio de vivienda de Southwark. Si usted deseara cualquier sección de esta publicación traducida a su idioma, por favor complete el formulario inferior, incluyendo su número de teléfono si tiene uno. Usted será contactado por escrito o telefónicamente por un servicio de traducción que le puede traducir verbalmente la sección o secciones que usted requiere. El traductor podrá darle una breve descripción de los tópicos mencionados en "Southwark Council News" y usted puede seleccionar los temas que usted desearia que se traduzcan en su totalidad. Alternativamente usted puede visitar un "One Stop Shop" para ayuda traducida, sobre viviendas

Spanish

Wargeeyskaan wuxuu ku siinayaa akhbaar iyo macluumaad ku saabsan adeegyada guryaha ee Guddiga Southwark. Haddii aad dooneysid in qeeyb kasta oo ka mid ah warbaahintaan laguugu tarjumo luqaddaada fadlan soo buuxi foomka hoos ku yaalla, adigoo hubinaaya inaad ku qorto taleefoon lambarkaaga haddii aad taleefoon leedahay. Waa lagula soo xiriiri doonaa qoraal ahaan ama khaadka taleefoonka ayaal lagaala soo xiriiri doonaa iyadoo uu jiro adeeg tarjumaad oo taleefoonka kuugu tarjumi doona qeeybta ama qeeybaha aad dooneysid in lagu tarjumo. Tarjumaanku wuxuu awood u yeelan doonaa inuu warbixin kooban kaa siiyo arrimaha laga hadlay ee ku qoran Wargeeyska Guryaha ee Southwark adiguna markaas kaddib waxaad ka xulan kartaa mowduucyada aad dooneysid in lagu tarjumo. Haddii kale sc, waxaad soo booqan kartaa xafiiska u adeega bulshada ee loo yaqaan One Stop Shop halkaasoo lagaa caawini karo xagga guryaha iyadoo uu jiro adeeg tarjumaad.

Somali

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