

LMH news

Liverpool Mutual Homes

Delivering a better future...

Important Housing and Council Tax Benefit changes - Do they affect you?

You may have heard in the news and in the press recently that the Government is making changes to the welfare benefit system.

Some changes are known, for example increases in non-dependant charges. Others are proposed and we await more information. Liverpool City Council's Benefit Service will write to customers affected by the changes prior to the change occurring and again when the change happens.



Increase in non-dependant deductions from April 2011 - This is the amount of money taken from your Housing Benefit entitlement if you have adults living in your home who are 18 or over (typically an adult, son, daughter or elderly relative).

These rates, which have been frozen since 2001, range from £7.40 to £47.75 a week. From April 2011 there will be a phased increase over the next three years to bring the deductions in line with the rate they would have been had they not been frozen.

10% reduction in Housing Benefit if you claim Job Seeker Allowance for over 12 months from April 2013 - If you receive Job Seekers Allowance (JSA) for over 12 months your entitlement to Housing Benefit will be reduced by 10% meaning you will have to pay the shortfall in rent.

Current non dependent deduction	Charge from April 2011
£7.40	£9.40
£17.00	£21.55
£23.35	£29.60
£38.20	£48.45
£43.50	£55.20
£47.75	£60.60

The shortfall will stay in place until you stop claiming benefits and seek work.

Housing Benefit will be reduced for claimants of working age living in properties larger than they need from April 2013 - It is proposed that your Housing Benefit may be reduced if you are of working age and are living in a property that is larger than you need.

LMH will ensure that we keep all our customers updated as the changes are introduced.

If after reading this article you want more information contact 'LMH Connect' who will be able to put you through to a member of our Income Team who will be able to help you.

Council Tax Benefit will reduce by 10% from April 2013

In this issue:



LMH Board: 07
Become a member



Green News: 06
From your area



LMH Connect: 05
Contact details

With this issue:



Tenants and Leaseholders' Conference invite 2011

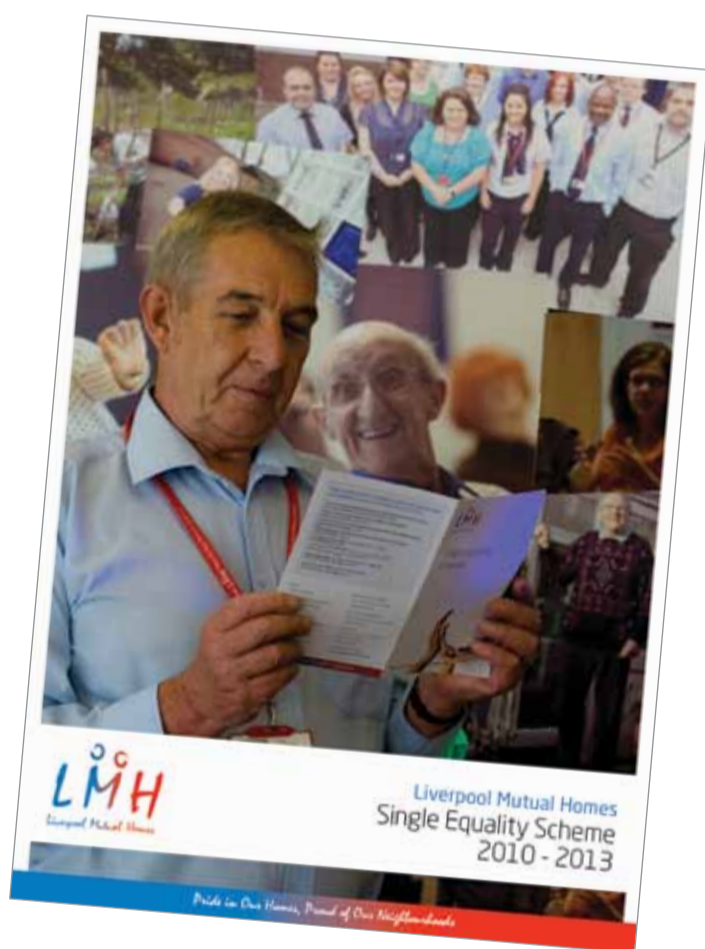
Single equalities scheme launch

LMH launched its first Single Equality Scheme in September 2010.

The scheme "Equality for Everyone" covers 2010-2013 and sets out LMH's commitment to achieving equality of opportunity and equal access for all people – irrespective of their ethnicity, ability or disability, sex, gender reassignment, age, sexual orientation or religion or belief. It also takes into account the areas of marriage and civil partnership and pregnancy and maternity. These 9 areas are known as "protected characteristics" and are protected by the Equality Act 2010.

LMH is committed to improving equality and valuing the diversity of all the communities it serves. We recognise that our priorities and actions can affect some groups of people differently and so we will be working with our diverse communities over the next three years to make sure that people from all communities have a chance to get involved and have their say.

The scheme has an action plan that contains priorities for the organisation, both as a service provider and as an employer. **Copies of the scheme can be obtained from any Neighbourhood Housing Office or downloaded from our website.**



Reception kiosks

Four kiosks have been ordered following the successful kiosk pilot in Head Office. The kiosks will be located in our North, North West and East Offices and also in Head Office. The kiosks will allow you to access LMH approved websites from our reception areas. This means you don't need to be on the internet at home to use these services. Services include:

- Access PropertyPool
- Report a repair
- Pay rent



When the kiosks are installed staff will be available to show you how to use them.

If you are in Head Office have a look at the pilot kiosk in reception and let the staff there know what you think.

Baden House ongoing improvements



Investment into Baden House is well underway with all tenants receiving regular individual visits from both LMH and our contractor to ensure any issues arising can be quickly resolved. A large element of

this programme has been the conversion of flats from gas to electric. LMH have purchased and installed electric cookers and hobs to all flats. Another feature has been the conversion of the living room and kitchen to a studio style. Heating works to the block are now complete, window installation is 98% complete and over 80% of kitchens and bathrooms have been installed. The flats also benefit from energy efficient products wherever possible. New insulation means less energy is lost, helping to reduce fuel bills.

The project should be finished in March 2011 with tenants enjoying better quality homes that are more cost effective in these difficult economic times.



LMH general notice board

Repairs and Maintenance Performance Update



A message from the Chief Executive: Delivering excellent services to you is an absolute priority. However, in the opinion of LMH we have major concerns regarding the performance of our contractor Kinetics Group Limited. Despite working with the contractor for some time to try and address these major concerns it has not been possible to achieve a resolution. We have a duty to you to make sure we provide the best services possible. For that reason we have taken the decision to issue notice that we will terminate the contract with effect from 4th August 2011. We would like to assure our tenants that we have contingency measures in place to ensure that repairs and maintenance works continue to be undertaken.

LMH Website

The LMH website is packed full of useful information and all the latest news and videos. You can pay rent, report a repair, check progress on the Improvement Programme and take part in online surveys and feedback.

The site has been designed to be completely secure and fully accessible, with large print, text only, Browsealoud and translations available. To find out more, log on now at www.liverpoolmutualhomes.org

Severe Weather Information

LMH would like to remind you to take care whilst outdoors and if possible stay inside if there is ice or snow on the ground.

Top tips for people to keep warm:

- Close curtains and shut doors to keep heat in the rooms used the most.
- Consider using hot water bottles or electric blankets (but never both together) if the bedroom is cold at night.
- Eat well – food is a vital source of warmth, so you should ensure you eat regular hot meals and drinks throughout the day.
- Keep moving if possible – it is good for health and improves circulation.

Adaptations

LMH has been delivering a programme of adaptations to help customers continue to live independently in their homes. Most of the adaptations have been level access showers or minor items such as grab rails, although we also install stair lifts, and can provide vertical lifts or extensions.

Occupational Therapists carry out assessments to identify which adaptation can help if you are finding it difficult to manage in your home. If you would like some advice about how LMH could help you please contact LMH Connect.



Pictured is Mary Carol of Pine Lodge in her newly adapted bathroom.

Tenant Scrutiny Panel

LMH is currently holding interviews to recruit members for a **Tenant Scrutiny Panel** which will look at the services that LMH provides with the aim of driving service improvement. LMH wants tenants to have a greater influence in shaping the direction of the business. If you are interested in applying to become a member of the **Tenant Scrutiny Panel** and would like more information please contact Trish Howell on 0151 235 2322.

Compliments

Wonderful service from LMH you have helped me to have a home and a better life.

Thank you!!!
LMH TENANT L8

Money matters - here to help you!!!

Hello and welcome to our Money Matters page which provides you with useful information about financial and money issues.

If you get into rent arrears you need to pay them off as quickly as you can. If you consistently don't pay your rent you could lose your home.

If you are having problems paying your rent and have money worries call us **TODAY** on

0300 123 2300

0800 678 1894

LMH CONNECT

and ask to speak to your Rent Officer.

They will be able to discuss a reasonable re-payment plan and if required refer you to a specialist Benefit Advice Team called RAISE who can help you with all your money worries.

A member of their team will call out to your home and help you with any benefit, money and debt issues. They can ensure that you are getting all the benefits you are entitled to and help you make the most of your money by helping you to set up a budget plan.

So far this year the Benefit Advice Team, RAISE has visited 1,097 LMH tenants and generated £984,592 in extra benefits.

Please don't ignore the problem - the debt won't go away give us a call today. We can help.

It Pays to Pay on Time

Winners of our December Clear Rent Account Prize Draw

We would like to say a thank you for all our customers who maintain a clear rent account. This is hugely important to us all as the rent that is paid ensures we can deliver improvements to your homes and neighbourhoods and provide our services to you.

The lucky winners for December:

1st Prize £250

Miss Walker from the Liverpool 5 area

2nd Prize £100

Ms Newett from the Liverpool 15 area

3rd Prize £50

Ms P Williams from the Liverpool 5 area

2011/2012 rent increase

Each year LMH tenants receive a letter detailing the background and rationale to support the annual proposed adjustment for rents and service charges. It will explain requirements

(rent restructuring policy) and how rents are adjusting to set to target rent. It will also explain the government formula for annual rent increases which is based on retail price index (RPI) for the September of the previous year plus 0.5%.

Rent increases are implemented in April and you will have received a letter in January giving you notice and telling you how the above will affect the rent you have to pay.

LMH
Liverpool Mutual Homes

Faced with a big bill and worried about paying your rent?

Everyone has money worries sometimes, but if you do nothing and stop paying rent you risk losing your home.

Don't let that happen. Give us a call before it's too late. We want to help.

0300 123 2300
0800 678 1894
LMH CONNECT

LMH offices
All offices are open Monday to Friday, 9.00am to 5.00pm. Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.

North West 3 Mark Street, L5 0RF
North 3 Falklands Approach, Off Parthenon Drive, L11 5BS
East Unit One, Montrose Business Park, Edge Lane, L7 9PX
West 172 Park Road, L8 6SJ
South 4 Smithdown Place, L15 9EH
Head Office: Commutation Plaza, 1 Commutation Row, L3 8QF

LMH work with the RAISE Benefits Advice Team who will provide free, confidential and independent advice on all money issues. For an appointment call 0151 291 7850.

Pride in Our Homes, Proud of Our Neighbourhoods

Credit Unions

Did you borrow or spend too much last Christmas?

Why not make it your New Years Resolution to save for the next one.

There are a number of credit unions across the city who can offer advice and assistance in helping you set up a savings account.

Join a Credit Union today

Norris Green, Unit 8 Broad Lane, L11 1DA
0151 256 5582

Edge Hill, 164 Kensington, Edge Hill, L7 2RN
0151 263 9353

Lodge Lane, 81 Lodge Lane, L8 5QE
0151 734 2561

Park Road,
Hyslop Street, L8 5UA
0151 708 5515

Partners, New
Oxford House, 75
Dale Street,
L2 2HT
0151 258 1014



You said, we did.

You told us you wanted to contact us using both landline and mobile phones, so you can call us on either of two numbers - one free and one charged at a local rate.

 **0300 123 2300**

Calls to **0300** numbers from mobile phones are at local rates and are cheaper than calls to **0800** numbers and sometimes can be used from 'inclusive minutes' allowances.

 **0800 678 1894**

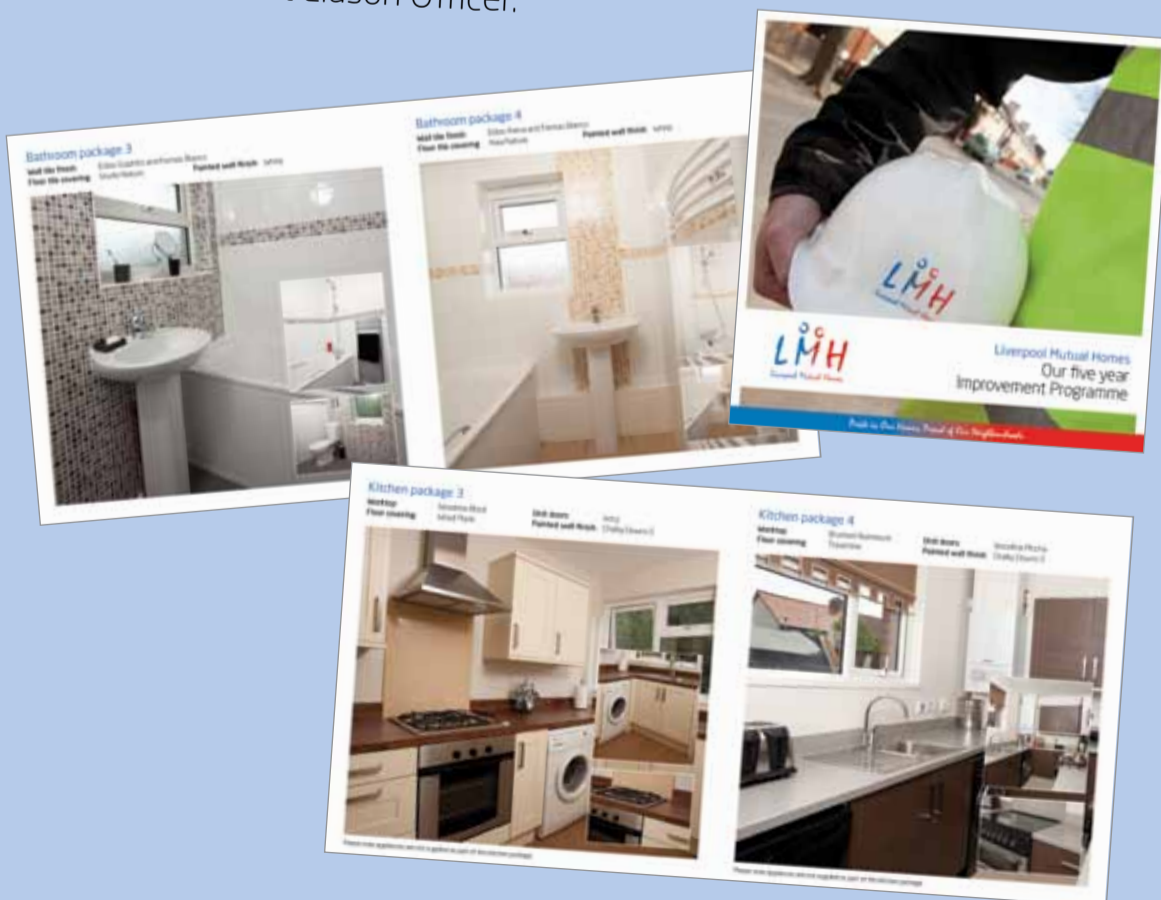
Calls to **0800** numbers are free from most UK landlines but you may be charged when using a mobile phone. Check with your service provider.

Whichever number you call, you will be connected to a team member and we will always try to ensure we answer your call within 30 seconds and avoid any unnecessary waiting.



You told us our Improvement Programme brochures had images that were unrealistic, hard to follow and therefore you could not choose a kitchen or bathroom.

LMH has reviewed all imagery in these brochures. Now real life tenant kitchens and bathrooms are used. You can get a copy of these brochures from your Tenant Liason Officer.



You told us you didn't know all the ways you can pay your rent.

Here is a reminder...



Direct debit: taken directly from your own bank account, on any date, any frequency. Arranging a direct debit is easy - give your bank details to your Neighbourhood Housing Office and we will do the rest. You can pay on any day of the month.



Rent card: use your 'swipe card' at any of the 411 Payzone outlets across Liverpool.



Debit card: payments are accepted at your Neighbourhood Housing Office, or at LMH Head Office, Commutation Plaza, 1 Commutation Row, L3 8QF.



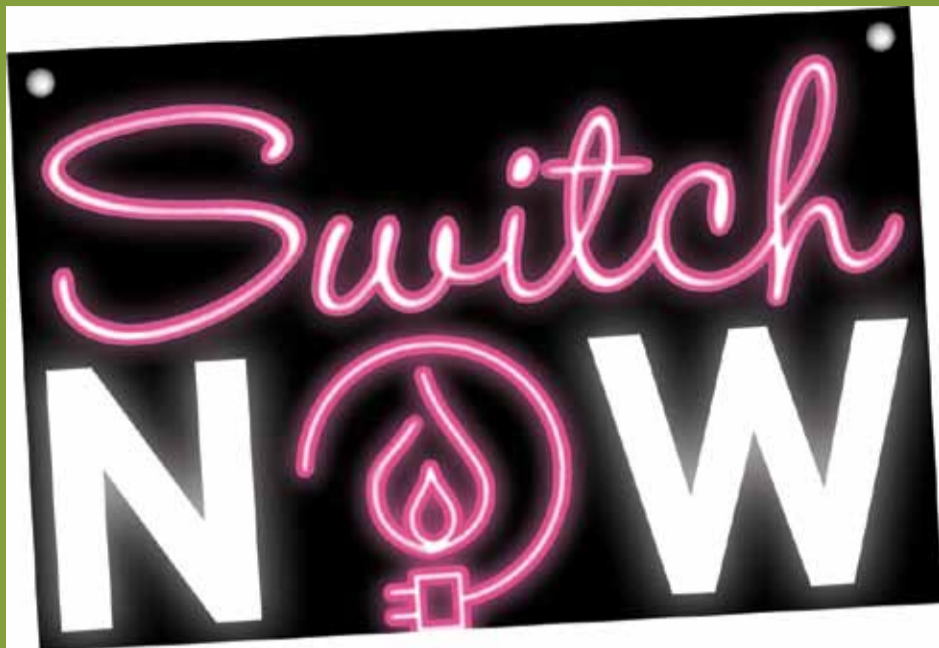
Phone: call LMH Connect and pay with your debit card.



Online: pay online at www.liverpoolmutualhomes.org

Housing Benefit: if you are on a low income you may be entitled to benefit to pay your rent.

LMH green news



SAVE UP TO £530
on your energy bills

Don't pay over the odds for your gas and electricity.

My Home Energy Switch lets you compare all energy suppliers simply and quickly to make sure you're getting the best price for your gas and electricity.

The National Housing Federation in partnership with uSwitch is proud to launch My Home Energy Switch for tenants – designed to save you money on your energy bills.

The process is simple, fast and effective and can be easily completed in a few minutes via a dedicated webpage or our free customer helpline.

Visit www.myhomeenergyswitch.org.uk or call 0800 051 5346 and compare prices from all UK energy suppliers today!



In December
LMH recycled
**2.856
TONNES**
of
TIMBER

In December
LMH recycled
**8.568
TONNES**
of
COMPOST

Flytipping and household rubbish - it's not on!

Every day LMH's Environmental Services Team is called upon to tackle instances of flytipping and household rubbish dumping. The photograph shows a pile of household waste dumped on the roadway at The Green flats in early January 2011. We understand from residents someone turned up in a van and simply dumped the rubbish on the highway.

This behavior and action is totally unacceptable and a cost to LMH and its tenants and leaseholders. LMH is working with the city's Environmental Protection Team to trace the culprits thanks to information that was left deposited in the rubbish and help from local residents.

Through its Improvement Programme and working with its tenants and leaseholders LMH is successfully improving its housing stock and neighbourhoods. For that programme to be successful we need customers to support LMH by keeping to their tenancy and leaseholder agreements and report any incidents of flytipping. Bulky Bobs - 0151 233 3000 will take unwanted household goods.



Dog poo fairy

During November 2010 LMH supported the Keep Britain Tidy Group in a national campaign to improve the environment by highlighting the dangers of dog fouling and encouraging dog owners to be more responsible. Neighbourhood Housing Officers displayed posters and information in communal areas and also took the opportunity to target a number of known offenders.

As a result two tenants in Kensington subsequent to unheeded warnings about allowing their dogs to foul were served with Notices of Intention to Seek Possession.

It is worth pointing out that Neighbourhood Officers always aim to resolve such situations informally. This is a positive result for all and most importantly the other residents of the blocks no longer have to suffer the problem of dog fouling in their communal areas.



Become a tenant Board member

LMH is looking for tenants to take a seat on our Board and play an active role in the running of LMH.

LMH is particularly keen to recruit tenants as Board members who are aged 18-40 and those from under represented groups to ensure that the views of all generations and groups are represented.

"A well-run business is the best way to look after tenants."

Will Roby - tenant Board member

No experience is needed and training will be given to successful applicants.

A leaflet is included in this newsletter with more information on the Board and how to become a member.

If you have any enquiries please contact Trish Howell by email at trish.howell@liverpoolmh.co.uk or telephone 0151 235 2322.



Mystery shoppers

LMH are carrying out a special Mystery Shopping exercise in February and March to test how easily customers from diverse backgrounds can access our services. We are recruiting customers on an ongoing basis but would like to hear from tenants;

- with a hearing impairment to check our reception areas for hearing loops or request a signer
- same sex couples/transgender individuals applying for a property
- BME tenants reporting racial harassment and applying for a property

Natalie Pryor, Customer Involvement Officer says "As well as testing LMH procedures to ensure they are fair and equal for all, the exercise will be a great tool to use in staff training to ensure staff are aware of how it may feel to be at the other end of the telephone or the other side of the reception counter "

Lyn Bowker, Equality and Diversity Manager says; "Whatever your background, we recognise that you could bring different views to our attention." If you are interested in getting involved please contact 0151 235 2550

**DON'T GET IN WITH A LOAN SHARK...
IT WILL COST YOU AN ARM AND A LEG**

**LOAN SHARK
LENDING IS
A CRIME**

**DON'T BE
A VICTIM.
WE CAN
HELP YOU**
(IN STRICTEST CONFIDENCE)

0300 555 2222

(local call rate, including inclusive minutes from mobiles)
OR YOU CAN TEXT THE FOLLOWING -

"loan (space) shark (space)
+ Your Message" to 60003

or email us at
stoploansharks@liverpool.gov.uk



**Don't forget
to fill in your
Census 2011
form which
will be landing
on YOUR door
from March.**



LMH says "You're hired" to apprentices

LMH and some of the biggest building contractors in the UK have joined forces to say "you're hired" to local young people as part of an apprentice scheme launched in Autumn 2010. It helps young people aged 16 to 24 to gain skills for the job market.

The apprentices will be employed by a third sector 'holding company' called a Neighbourhood Services Company and the scheme sees seven people year-on-year given training and work.

Funding for the scheme comes from contractors who are offering the placements via their work with LMH through its £400 million Improvement Programme.

The first group will be trained as plumbers, electricians and joiners. Those chosen for the apprenticeships will work for a range of contractors on different construction and regeneration schemes including GJ Seddon, Kinetics Group, Bramall Construction, Mitie, PH Jones, Enterprise, Lovell and Wates.

Contractors will work with the Neighbourhood Services Company to provide suitable placements.

Once they have completed three years they will have reached NVQ level 3 and will be either taken on full-time by the companies or given help to find work using their newly-acquired and transferrable skills.

LMH Chief Executive, Steve Coffey, said: "The apprentices will learn the skills and gain the experience needed to help set them up for life with trades that can grow into fruitful and sustainable careers. The flexibility of the scheme means they can receive all the work experience they need".

Supporting the scheme is Liverpool City Council's Cabinet member for Employment and Skills, Councillor Nick Small.

The Shared Apprenticeship Scheme follows on from LMH's success in the Future Jobs Fund that saw it fill 120 posts through procurement and training specialist Fusion 21, of which nearly a fifth were converted into full-time posts.

Image 1 - Apprentices meet Cllr Nick Small.

Image 2 - Congratulations apprentice Liam Mutch.

Image 3 - Apprentices and partners at launch event.



Work clubs

LMH are in the process of launching local Work Clubs in each of our neighbourhoods. The aim is to have local accessible hubs where residents can attend weekly. The Work Clubs intend to identify further training needs and remove barriers that are preventing residents from employment.

What's on offer?

- Online job searches
- Benefit advice and maximising tenants income
- Training opportunities

- Skills work shops
- CV writing
- Interview techniques

Register your interest

Call into your local Neighbourhood Housing Office or alternatively call LMH Connect (see back page for contact details) and they can refer you to your Customer Involvement Officer.

Ways 2 work



LMH have been working in partnership with Ways 2 Work on a pilot scheme in the Everton area of Liverpool helping people break down barriers to work. Support and advice is provided on a number of issues that could be preventing people from finding work.

Residents can speak to advisors who provide help and support with CVs, job applications, interview techniques, job cafes. Advice is available to those seeking training and retraining. To find out more or to arrange a meeting contact them now on 0151 708 3999. Information provided is free and confidential.

Improvement Programme update

In addition to our 2010/2011 programme of improvement works we are to start work on several new projects

This includes the refurbishment of supported bedsit properties at:

- Aigburth Road
- Ullet Road
- Newsham Drive
- Cumberland Avenue

The work involves a complete renovation of the properties including altering current layouts, renewing all services, roof replacement, new windows, doors, kitchens and bathrooms. The units will also benefit from a complete fit-out to include furniture, carpets etc.



Improvement to the following sheltered schemes:

Alderwood Lodge (including bungalows)
Appledore Court
Devon Court
Flaxman Court (including bungalows)
Kilrea Lodge (including bungalows)
Meadow Court
Pine Lodge
Telford Court

Each of the schemes was built between 1983 and 1987 and the blocks are now in need of an upgrade. Our work includes the complete refurbishment of all kitchens and bathrooms within the blocks including renewal of consumer units to comply with current Electrical Regulations.



As part of the works we are looking at 'adding value' by using under utilised space to give additional facilities for use by the tenants. This has included additional guest rooms and the installation of a new salon facility in a number of the schemes to date.

It is anticipated that the above projects will be completed by the end of June 2011.

In addition to completing the 2010/2011 programmes we are starting to plan the 2011/2012 programmes of work. We are arranging a number of Open Days to agree customer choices as part of the 2011/2012 programmes.

If you want to find out more contact your Tenant Liaison Officer or visit www.liverpoolmutualhomes.org

Belvidere Road Homeless Family Centre

Work to transform Belvidere Road Homeless Family Centre into a modern and sustainable centre for families seeking temporary emergency respite started in January. Work includes a new side wing and a rear extension of four apartments along with the upgrading of the existing family centre to provide 16 self contained flats housing up to 80 people.

The scheme will be one of LMH's greenest projects with:

- solar cells providing electricity
- solar collectors and heat pumps to convert hot air into energy and provide hot water

The remodelled facility will be flexible with sliding walls accommodating very large families of up to 12 people by combining smaller units or alternatively shrunk for individuals or couples. The designs allow the building to be used by different

groups in the future should it no longer be needed for temporary accommodation.

The revamp will also feature family lounges, a library area, offices, laundry, nursery / crèche facilities, meeting and training rooms, a staff sleeping room, and areas for storing large possessions which cannot be accommodated in the living units.

The building will be staffed at all times with appropriately trained and qualified support staff. This support will be commissioned through 'Supporting People' - a joint Primary Care Trust, Liverpool City Council, and Merseyside Probation Service commissioning body.

We believe this facility will be amongst the finest in the country.



Volunteers do Beechwood clean-up proud

Liverpool Mutual Homes organised a three-week communal garden clean-up so tenants could enjoy the great outdoors and have more pride in their homes.

LMH joined forces with the Prince's Trust, Merseyside Fire and Rescue Service, Merseyside Police and Lovell, to transform the outdoor space at Beechwood Gardens, Cressington.

Young volunteers from the Prince's Trust also raised funds to organise a community lunch to celebrate handing the garden back to residents once completed.

LMH provided equipment such as protective clothing and gloves, as well as donating a £500 grant from its Community Fund. Karen Bell a local tenant, who has a horticultural degree, will help maintain the garden and offer green-fingered advice to others now the project has finished.

Merseyside Fire and Rescue Service were on hand to offer tenants fire safety advice and install fire alarms where needed.

Throughout the three weeks, Merseyside Police used the innovative SmartWater crime reduction technology to help protect tenants' property from thieves, while Lovell arranged for skips to be on site to collect and remove the rubbish.

LMH would like to thank those who gave up their time to help us with this project. The results are a credit to all involved.



Water safety

Bath water

Bath water too hot is responsible for the largest number of fatalities and severe scald injuries in the home. People who are vulnerable such as the elderly, very young children or those who have trouble sensing the water temperature are at the highest risk from scalding. The NHS recommends the following as safe water temperatures:

- 44°C for baths
- 41°C for shower/washbasin applications.

Scalding

Please be aware that hot surfaces such as radiators and exposed pipes can cause scalding. Make sure that any dangerously hot surfaces are covered. You may have heard of the danger of scalding from faulty water storage tanks. If you have a heating system with a storage tank in the roof space there is a small but serious risk. Warning signs to look out for:

- excessive noise from the hot water cylinder
- unusually high hot water temperatures
- steam rising from the cistern or tank

Legionnaires Disease

Legionnaire's disease is a potentially fatal form of pneumonia caused by inhaling the legionella bacteria. It can affect anybody, but some people are at higher risk including those over 45, smokers, heavy drinkers, those suffering from chronic respiratory or kidney disease, and people with a weakened immune system. Legionella are bacteria that are common in natural water sources such as rivers and lakes and artificial hot and cold water systems, including storage tanks, pipe-work, taps and showers.

Reducing the risks of Legionnaires

- run hot water through the taps or showers for about 5-10 minutes once every three months
- at least once every three months shower heads and hoses should be dismantled, cleaned and de-scaled
- any units which are not regularly used must be flushed through and allowed to drain either weekly or immediately before use
- ensure that there are no unnecessary areas of stagnant or standing water.

If you require advice call LMH Connect

LMH launches Home Office pathfinder - Westminster Estate

A pilot project in Kirkdale Ward aimed at empowering local residents to make their community a safer and more desirable place to live has been launched. The Home Office's Neighbourhood Agreement Pathfinder was introduced at Liverpool Mutual Homes' (LMH) Westminster Estate in Kirkdale, North Liverpool.

The pilot sees LMH, Liverpool City Council, Merseyside Police, the Westminster Estate Tenants and Residents Association (WETRA), and the local Rathbone Youth Outreach Group joining forces to reduce crime and anti-social behaviour, improve housing and the environment, and engage the wider community.

WETRA members will become the eyes and ears of the community and the first point of contact for other residents. Using the support and advice available from the partner agencies, they will be encouraged to initially resolve issues in their own neighbourhood.

Under the Neighbourhood Agreement, agencies are committed to providing support, advice and enforcement on issues such as crime and anti-social behaviour, housing block security and repairs, fly-tipping, graffiti, dog fouling, maintaining green spaces and communal yards, and engaging children and young people.



The launch saw agencies and tenants signing a Neighbourhood Agreement, which commits them to a range of conditions and responsibilities in order to raise the standard of living in the area with the groups holding each other accountable.



Residents are expected to outline their priorities at monthly 'Have your Say' meetings, take responsibility for the behaviour of their family members and visitors, keep diaries of any incidents, and report issues to the relevant agency. They are also charged with keeping communal areas tidy, controlling pets, organising activities that represent the interests of the whole community, and keeping other residents informed of their work through a quarterly newsletter.

LMH available properties

From time to time we get a higher than average number of vacancies in some of our properties and to make sure all vacancies are let without delay and at the same time safeguard the interests of local residents, we are looking to develop a separate waiting list for a limited number of properties.

As with all properties, offers will be subject to applicants demonstrating they are capable of maintaining a tenancy and providing satisfactory references.

If you have any family members or friends who might be interested in any of the following locations, please contact LMH Connect and ask for the officer named to the right.

Location	Property Type	Contact
Flowers Estate, L9	Houses	 Diane Renshaw
Abingdon Grove, L4	Flats	
Moss Lane, L9	Flats	
Prescot Road, L13	Bedsits	Marie-Ann Balmer Andrew Douglas
Beechwood Gardens, L19	Flats and Maisonettes	
Vescock Street, L5	Flats	Dave Wilson

Gas safety checks in your area?



LMH managed to reach the landmark of issuing 100% gas safety certificates for all its homes across Liverpool last year. Every one of Liverpool Mutual Homes' properties received a gas safety check by specially qualified engineers.

Previous winner Mr Doyle from L8 said "gas safety is so important I was happy to let LMH in 'first time' winning was a bonus"

This is an annual programme.

This priority continues to demonstrate LMH's commitment to reduce the number of preventable deaths caused by gas and fire.

Let's continue the success!!!

For every tenant who lets LMH conduct a gas safety check first time, they will be entered into a monthly prize draw for the chance to win **£100 vouchers**.



Newsletter - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Boletín informativo - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámennos al 0800 678 1894. (Spanish)

Warsidaha - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894 (Somali)

Бюллетень новостей - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

دع فرفاوتكم قريبيك تاغوبطمو توص طئارشو ليارب ققيرطو تامچرت دجوت - قرشن مقرر ىلع انب لصتا بلطلا 0800 678 1894. (Arabic)

اي همچرت تروص هب تاغالطا نيا تغايرد يارب دين اوتىم ديشاب ليام چنانچ - هيرش فورح اب پاچ اي و يتوص راون يور رب طبض اي (زايان يبان صوصخم) ليوب فورح 0800 678 1894. (Farsi)

新闻简报 如需翻译、盲文、录音磁带和大字版本，请随时索取 请拨打 0800 678 1894 与我们联系 (Chinese)

F	O	F	M	R	T	Y	U	J	G	C	V	D	E	S	W	P	Y	R	A
S	I	I	E	M	L	L	R	T	C	E	N	N	O	C	H	M	L	E	O
W	P	M	M	A	C	X	S	S	R	W	O	R	W	Q	I	C	X	C	R
E	F	P	V	C	G	O	A	O	D	E	S	R	O	T	L	T	Y	T	W
S	R	R	W	H	B	I	N	F	R	D	C	W	R	S	M	K	B	Y	C
T	S	O	S	B	O	A	R	F	G	G	H	Y	K	D	H	S	O	E	I
M	A	V	C	F	A	Y	I	N	O	W	N	W	C	T	O	L	A	L	O
I	N	E	M	M	R	P	E	F	G	U	X	R	L	L	Y	I	I	N	W
N	X	M	E	K	D	U	P	S	A	R	U	V	U	Z	E	W	R	T	A
S	C	E	C	V	M	H	O	R	S	P	E	Y	B	I	V	W	Y	P	U
T	X	N	N	O	E	O	V	B	E	U	P	D	S	S	H	I	P	W	N
E	S	T	E	I	M	U	B	E	N	N	G	R	C	I	E	S	H	J	D
R	A	S	R	V	B	Z	L	J	E	U	T	S	E	C	G	N	X	N	Z
Q	U	I	E	D	E	A	M	A	V	J	I	I	S	V	W	E	S	T	R
A	A	F	F	W	R	R	H	T	I	D	X	M	C	I	R	U	S	C	C
I	L	A	N	S	D	D	W	A	C	O	N	F	R	E	T	Y	W	S	L
L	W	H	O	U	S	I	N	G	B	E	N	E	F	I	T	S	V	I	M
M	F	S	C	I	O	E	D	D	W	O	N	H	C	T	I	W	S	S	H
H	R	U	I	D	S	N	U	L	I	D	E	D	B	Y	W	W	S	O	H
R	E	R	D	N	K	I	L	M	H	H	O	U	S	G	R	F	A	E	D

0300 123 2300
0800 678 1894
LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10:30am for staff training.

North West 3 Mark Street, L5 0RF

North 3 Falklands Approach, Off Parthenon Drive, L11 5BS

East Unit One, Montrose Business Park, Edge Lane, L7 9PX

West 172 Park Road, L8 6SJ

South 4 Smithdown Place, L15 9EH

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6. IMPROVEMENTS
7. LMH CONNECT
8. HOUSING BENEFITS
9. WORK CLUBS
10. CONFERENCE