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## Domestic Abuse Services

For over 40 years, Housing for Women has been supporting women and children in London escaping domestic violence and abuse.



## Help us to keep your home safe

At Housing for Women, the safety and well-being of our tenants are top priorities for us.

As part of our commitment to ensuring you have a safe and comfortable home, we conduct routine safety inspections. These checks ensure safety standards are met and help preserve the quality of your property. To help us carry out these essential inspections, we rely on your cooperation and support.

We understand that giving our teams access to your home for inspections may seem intrusive; however, it is a legal requirement to ensure the safety of your property. Your help will enable us to deliver a safe and secure living environment for all our residents.

**David Andrew Fowler, Property Services Compliance Manager, said,** We ask all our residents to help support us in our efforts to maintain safety standards by granting us access to your home for these essential checks. Together, we can ensure your property remains a safe, comfortable living environment for you."

If you have any concerns or questions about the inspection process, please call our Customer Service Team on **0207 501 6120** or via email at [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk).

### Our domestic abuse services

If you or someone you know is experiencing domestic abuse, Housing for Women is here to help. Our Ealing and Greenwich Domestic Violence and Abuse Services offer safe accommodation and support for women and men in London.

For more information, call our Ealing Referral and Advice line on **020 4513 9678** or email [referrals\\_edva@h4w.co.uk](mailto:referrals_edva@h4w.co.uk).

You can also contact our Greenwich team on **020 8317 8273** or email [info\\_gdva@h4w.co.uk](mailto:info_gdva@h4w.co.uk).

Visit our websites at [www.ealingdva.org.uk](http://www.ealingdva.org.uk) or [www.gdva.org.uk](http://www.gdva.org.uk) for more details.

**Remember, always dial 999 in an emergency or if someone's life is at risk.**

## Annual Review

Our Annual Review is now available for you to read. It's filled with all the key moments from the past year at Housing for Women.

You can easily download it directly from our website by clicking the link below. If you'd rather have a printed copy, just reach out to our Customer Service Team on **020 7501 6120**, and they'll take care of it for you.

[Download the Annual Review here](#)



## Estate Walkabouts

We are pleased to announce our upcoming Estate Walkabouts later this spring.

These are a great opportunity for residents to meet our staff. During the walkabouts, we'll be inspecting the condition of our estates to ensure that everything is well-maintained and safe for our residents. We'll also be listening to your concerns and ideas so that we can work together to make positive changes in your community.

These are a fantastic way to connect with us and make your voice heard. We encourage all residents to join us for the Estate Walkabouts.

Stay tuned for further details, including dates and locations, which will be announced soon on our website and social media channels.

**We look forward to seeing you there.**



## Volunteers needed

We're always striving to improve our services to better meet the needs of our tenants. To achieve this, we're creating a focus group to help us with our Customer Engagement Strategy, and we need your help.

If you're passionate about improving the experience for you and your fellow residents, we invite you to volunteer for this exciting opportunity. By joining the focus group, you'll have the chance to share your ideas, insights, and suggestions directly with us.

Your input will be invaluable in shaping how we engage with our customers, ensuring that our services are tailored to meet your needs effectively. Whether you have thoughts on how we communicate with our residents, our repairs service, or any other aspect of our engagement strategy (which we plan to publish later in the summer), we want to hear from you.

To volunteer, please call **0207 501 6120** or email us at [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk). Your help will play a crucial role in shaping the future of Housing for Women and your homes.

### Exciting new opportunity

Are you passionate about making a difference? Do you want to learn more about housing and community issues? At Housing for Women, we're starting a Customer Panel to give our residents a voice and ensure we keep improving our services to meet your needs. We're looking for enthusiastic people like you to join us, help make decisions, and make our homes and neighbourhoods better.

If you're a Housing for Women resident and want to learn more about the Customer Panel or receive an application pack, please call **0207 501 6120**, or email us at [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk).

You don't need any previous experience to join the panel, and we welcome applications from everyone. The panel will meet around 6 times a year, either face-to-face or online. While this is a volunteering opportunity, we'll provide you with training and support so you can be part of it.





# Tenant Satisfaction Survey results

We want to make sure we're doing a great job. That's why last autumn, we asked Acuity, an independent customer research and insight company, to talk to our customers on our behalf. We wanted to know if you are happy with the homes and services we provide.

Here's what you told us:

## Overall service

# 160

160 tenants took part out of a total of 855 (150 by telephone & 10 online)

# 52%

Around half of our tenants are satisfied with the overall service provided by us.

## Your homes and communal areas

# 54%

More than half of our tenants are satisfied that they are provided with a home that is well maintained.

# 62%

Around six out of ten of you are satisfied that we provide you with a home that is safe.

# 50%

Half of our tenants with communal areas are satisfied that they are kept clean and well maintained.



## Repairs service

# 59%

Six out of you said they had a repair carried out to their homes in the last 12 months.

# 63%

Over three-fifths of tenants are satisfied with our overall repairs service over the last 12 months (63%).

# 63%

Many of you are similarly satisfied with the time taken to complete their most recent repair after they reported it.

## Your neighbourhood

# 49%

Half of our tenants are satisfied that Housing for Women makes a positive contribution to their neighbourhood.

# 60%

Six out of ten are satisfied with our approach to handling anti-social behaviour.



## Communications and tenant engagement

# 45%

Over four out of ten tenants are satisfied that we listen to your views and acts upon them.

# 54%

More than half of you are satisfied that you are kept informed about things that matter to them.

# 62%

Around six out of ten tenants agree they are treated fairly and with respect by us.

# 50%

Half of our tenants are satisfied that we are easy to deal with.

# 25%

One quarter of tenants who made a complaint in the last 12 months are satisfied with our complaints handling.



## Your wellbeing

# 9-14%

Others are worried about meeting these different payments in the future (between 9% and 14%).

# 41%

Four out of ten of our tenants said they currently have damp or mould issues in their homes. Of these, 83% have reported the problem to us.

# One-fifth

One-fifth of our tenants are currently struggling to pay their rent or service charges (20%), with more struggling to meet the costs of utility/fuel bills (33%) and household bills.



If you're finding it tough to manage your rent payments, we're here to help and support you. Please don't hesitate to reach out to our Customer Service Team on **0207 501 6120** or via email at **customerservice@h4w.co.uk** for more details.

If you're concerned about damp and mould issues in your home, please click [here](#).

If you're struggling with your mental health or well-being, please contact Mind for more information about how they can help you. You can find their website [here](#)



# MCP updates



We have been partnering with MCP Property Services to maintain your homes and provide repairs since Oct 2021.

Here's the progress we've made between **October 2023 and January 2024:**

**11%**



MCP completed responsive repairs within **11 days**. Our target is **14 days**.

**91%**



More than **91%** of first-time fix repairs were completed by MCP during their first visit to your home. This beats our earlier target of **82%**.

**97%**



MCP attended more than **97%** of the appointments they made with you. The target is **97%**.



# Complaints performance

Your feedback guides our efforts to provide homes women can be proud of and services they can trust. During January to March this year, we've closely checked and responded to our residents' feedback.

Here's a summary of our complaints performance:

**76%**

Percentage of complaints closed within target timeframe

**71%**

Complaints completed in time

**61**

Total number of complaints handled

**61**

Complaints related to General Needs Housing

**110**

Total complaints received

**33**

Complaints related to repairs





## International Women's Day

We had a fantastic time celebrating International Women's Day on March 8th at our Ealing Domestic Violence and Abuse (DVA) Service.

Our refuges continue to offer a safe and therapeutic environment where women can discuss their experiences as they navigate their journey to recovery.

As well as individualised support, our teams provided various therapeutic activities like canvas painting and

a team quiz. Plus, we were thrilled to receive a generous donation of delicious food from Nando's, which added to the spirit of the day.

One of the highlights was a discussion with a representative from Twinings Enterprise, a mental health and employment charity, who shared valuable insights about their services and job opportunities.



**THE DAY WAS A WONDERFUL CELEBRATION OF WOMEN'S EMPOWERMENT AND COMMUNITY SPIRIT.**

## Valentine's Day Celebration

In a heartwarming display of community spirit, our Ealing Domestic Violence and Abuse Service hosted a Valentine's Day celebration. The event was a resounding success, spreading love and positivity throughout our community.

Our Ealing Service offers a safe and therapeutic environment where women can discuss their experiences. The Valentine's Day celebration focused on self-care activities designed to promote personal growth and reflection. Guests enthusiastically took part in writing about and sharing their achievements, exchanging affirmations, and even engaging in hands-on activities like planting seeds—a symbolic gesture of nurturing oneself.

A domestic violence and abuse recovery coach also spoke at the event, offering our residents invaluable support and resources as they navigate their journey to recovery.

**Hayleigh Brooks**, Support Worker at DVA Ealing, said:

“

As the celebration came to an end, it was clear it had left a big impact on everyone involved. Our guests left with a renewed sense of self-love and community spirit. Many were inspired to continue spreading kindness and compassion in their daily lives.”



## Things to do this spring

Spring is a wonderful time for renewal and rejuvenation. Here are some tips to make the most of the season:

- + **Community Garden Participation:** If your property has a community garden, consider getting involved. Spring is the perfect time to plant flowers, herbs, or vegetables. It's a great way to connect with your neighbours and enjoy the health benefits of gardening.
- + **Spring Cleaning:** Embrace the tradition of spring cleaning. Declutter your living space, organize belongings, and donate items you no longer need. A clean and organized home can contribute to a positive and refreshed mindset.
- + **Outdoor Activities:** Take advantage of the warmer weather by engaging in outdoor activities. Whether it's a walk in a nearby park, a picnic, or simply spending time on your balcony or in communal outdoor spaces, enjoy the fresh air and sunshine.
- + **Attend Community Events:** Check for any community events or gatherings organized by your local authority or community. Spring is often a time for community activities, and taking part in events can help you connect with neighbours and build a sense of community.
- + **Energy-Efficient Practices:** Consider energy-efficient practices in your home. As the weather warms up, you can open windows for natural ventilation instead of relying on heating or cooling systems. This not only saves energy but also brings in fresh air.
- + **Decorate with Spring Colours:** Bring a touch of spring indoors by incorporating seasonal colours into your home decor. Consider adding floral arrangements, pastel-coloured accents, or light curtains to create a bright and cheerful atmosphere.
- + **Share Spring Recipes:** If there's a communal space for sharing, consider contributing spring-inspired recipes. This can be a fun way to engage with neighbours and exchange culinary ideas.



**Remember to stay informed about any community updates or announcements from Housing for Women, and feel free to actively take part in the vibrant community life during the spring season.**

## Social Media

You can follow us on our social media channels for regular updates about Housing for Women and helpful information. They include Twitter, Facebook, and Instagram.

Our website also has a lot of helpful information about what it is like to live with us. It's a great resource, from getting involved with your housing association and neighbourhoods to accessing your housing services on our Customer Portal to the latest news about Housing for Women.

## It's time to get online!

Struggling to find time to call us to book in your repair? Want to check your account or make a payment online?

Our Customer Portal allows you to do all of this and much more 24 hours a day. If you haven't already done so, you can register and access your online account here.

You can also report a repair by calling us on:

**020 7501 6120**

or emailing [customer.service@h4w.co.uk](mailto:customer.service@h4w.co.uk).

For emergency repairs outside office hours, please ring the above number - your call will be diverted to our out of hours service that will be able to help you.





# KEEPING YOU INFORMED

We always want to ensure we deliver great homes and services for you; in fact, it is one of our key goals. An important way we do this is how we communicate with you. This includes giving you essential information and keeping you up to date.

## Newsletter

Each quarter, we publish our Residents Newsletter, 'Connect'. A link to the digital newsletter will be posted on social media. It will also be emailed to you. We no longer print the newsletter because we want to be more environmentally friendly. If you want a printed copy, please get in touch with our Communications Team at [communications@h4w.co.uk](mailto:communications@h4w.co.uk) or call our Customer Services Team on **0207 501 6120**.

## Annual Review

We publish our Annual Review every year, setting out what we have achieved in the previous twelve months.

We'll look at some of the highlights from 2023, share experiences from some of our tenants and service users, and publish figures showing our impact while delivering value for money for our customers. You can download our latest Annual Review from our website. Please see page 2 for more details.



## Our website

Our website has a lot of helpful information about what it is like to live with us. It's also a great resource, from getting involved with your housing association and neighbourhoods to accessing your housing services on our Customer Portal to the latest news.

## Social media

You can stay updated with community information, Housing for Women updates, and news from the housing sector on our social media pages. We're on X (formerly Twitter), Instagram and Facebook. To better understand how you use social media and how we can reach you, we will be conducting a survey in 2024. Stay tuned for more information.

## What is 'Connect'?

'Connect' is designed for you, and so if you have anything you would like us to cover in future issues or you have a comment to make, please do let us know by writing to: Connect Editor, Housing for Women, Sixth Floor, Blue Star House, 234 Stockwell Road, London SW9 9SP or emailing [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk).

## Head Office and Registered Office

Housing for Women  
Sixth Floor, Blue Star House  
234-244 Stockwell Road,  
London, SW9 9SP

**Tel.** 020 7501 6120

**Email.** [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk)

[www.hfw.org.uk](http://www.hfw.org.uk)



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