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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.

## Service charges reminder

By now, you should have received a letter from us regarding your service charge increase for next year. If you have not received it, please let us know as soon as possible, and a member of our team will arrange for a copy to be sent to you. Changes to your service charges took effect from **1st October**.

### Check our FAQs

If you are unsure why you have been charged and would like more information, please read our list of frequently asked questions (FAQs) and answers that explain the costs. If you are unhappy with your service charge and would like to dispute it, we provide information on how you can do this.

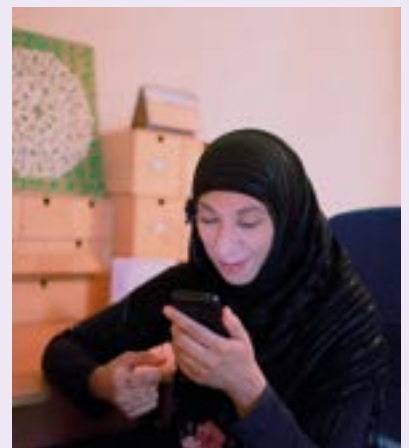


Scan the QR code  
for more information.

### Need more help?

If still need help, please call our Customer Service Team on **0207 501 6120** or email us at **customerservice@h4w.co.uk**.

If you wish to dispute, please contact us, and we will acknowledge your query within two working days. An officer will review your case, and you will receive a full written response within 20 days. If we need more time, we will let you know.



# Struggling to pay your rent?

It is crucial that you pay your rent and service charge on time. Failure to do so may result in legal action, which could lead to you losing your home and incurring additional costs. Paying by direct debit is the easiest option, but there are several other methods available, such as standing order, online banking, and PayPoint.



Further details on how to pay your rent are available on our website; please scan the QR code.

## Getting Help

We appreciate that you may be concerned about managing your finances due to any changes to our rents and service charges. We understand that our tenants' circumstances vary, and some of you may experience financial difficulties that could prevent you from paying your rent.

If you are struggling to pay your rent or have fallen into arrears, please contact a member of the Income Team at Touchstone on **01225 259274** or **020 7501 6120** (select option 4), or via email at **[h4w@touchstoneresi.co.uk](mailto:h4w@touchstoneresi.co.uk)**.

The team can agree on a repayment plan to prevent further legal action and offer guidance on how to maximise your income. They can also refer you to other agencies that can support you in managing any other debts you may have.

If you are having difficulty meeting the cost of your rent and other household bills, the following organisations can help:

**Citizens Advice:** There is a network of Citizens Advice offices across London providing walk-in advice and assistance. The Citizens Advice website is also a great source of information.

**Turn2us:** Provides a free helpline for those needing internet access or help going online. Their number is **0808 802 2000**, available 9am–5pm on weekdays.



## 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.



## Gas boiler inspections

Keeping you safe is our top priority. To ensure your home is secure, we regularly check your gas boiler. These inspections are crucial for meeting safety standards and maintaining your property in good condition. We need your help to carry out these checks. By allowing us into your home, you're not just meeting a legal requirement - you're also helping to keep yourself and your neighbours safe. These inspections help us catch any problems early so we can fix them quickly and avoid bigger issues later on.



For more information about our Gas Safety Checks or to book an inspection, please contact our Customer Service Team at **0207 5016120** or email [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk)



# Get your home ready for winter

With autumn here and winter on the way, it is important to prepare your home for the colder months. Here are some simple tips to help you stay warm and safe this winter.

## Check Your Heating

Make sure your heating system is working properly. Test your radiators and boiler now so you can fix any problems before it gets too cold. Bleed your radiators if they are not heating up fully. If you are not sure how, ask for help.

## Stop Drafts

Check windows and doors for drafts. You can use draft excluders, available from most DIY shops, to keep the cold air out and the warm air in. Even simple things like using old towels can help stop drafts.

## Stay Warm

Keep blankets and warm clothes handy. Layering up is an easy and effective way to stay warm. Use thicker curtains to help keep the heat inside your home.

## Be Safe

Check your smoke and carbon monoxide alarms to make sure they are working. These are very important in winter when we use heating more. Test them regularly and replace the batteries if needed.

## Look After Your Pipes

Prevent pipes from freezing by keeping your home warm, even when you are out. If you are going away, ask someone to check your home or leave the heating on low.

## Stock Up

Keep basic supplies in case of bad weather. Make sure you have enough food, water, and any medicines you need. A torch and spare batteries are also good to have.

By taking these simple steps, you can ensure your home is ready for winter. Stay warm, stay safe, and enjoy the cosy season ahead! If you have any questions or need assistance, especially with damp and mould, please contact us immediately.

## Damp and mould

We are committed to providing a safe home for you and your family. That is why we take reports of damp and mould very seriously. If you notice any signs of damp or mould in your home, please contact us immediately.



# Volunteer with us

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, we want to hear from you.

To volunteer, 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





# Crafting Connections

Clients and staff came together for a relaxing afternoon of painting, knitting and jewellery making at the Ealing One Stop Shop. With tea and coffee flowing, it was a lovely chance to get creative and connect with one another.

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**THE ATMOSPHERE WAS WARM AND WELCOMING, AND THE ARTWORK PRODUCED WAS TRULY INSPIRING. A BIG THANK YOU TO EVERYONE WHO JOINED US AND HELPED MAKE THE DAY SO SPECIAL!**



## BBQ & Belonging

To celebrate the end of summer, our Ealing Refuge Team hosted their annual BBQ - and it was a beautiful afternoon of food, sunshine and togetherness.

Residents and staff tucked into grilled chicken, fresh salads, tasty dips and a delicious blueberry and coconut cake lovingly baked by one of our residents.

Moments like these remind us how important it is to build community and create joyful memories - especially for women rebuilding their lives in our refuges.



## Brighton Beach Day Brings Joy

In August, our Ealing Refuge and Outreach Teams organised a brilliant day trip to Brighton Beach. 39 clients, including 19 children, joined us for a sunny day by the sea filled with laughter, fun and connection. Families shared lovely feedback, and it was clear the trip meant a lot to everyone who came along.

Huge thanks to all who helped make it such a memorable day!



# Booking visits to our office

As part of our Customer First Strategy, we focus on your needs to build a better relationship with you.

If you would like to speak to a specific member of our team in person at our office in Brixton, please call our Customer Service team to book a visit. We encourage you not to come to the office without arranging this first, as the person you need to speak to may be unavailable.



For more information, please call us on:  
**020 7501 6120** or email us at  
**customerservice@h4w.co.uk**

# Find us on social media

You can follow us on our social media channels for regular updates about Housing for Women and helpful information. They include 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 your repair? Want to check your account or make a payment online? Our Customer Portal, which you can find on our official website, allows you to do all of this - and much more - 24 hours a day.

You can also report a repair by calling us on **020 7501 6120** or emailing **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, who will be able to help you.

**REMEMBER: OUR CUSTOMER SERVICES PHONE LINE DOES NOT OPEN UNTIL 11AM ON THURSDAY MORNINGS!**

# 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 2024-25, share experiences from some of our tenants and service users, and publish figures showing our impact while delivering value for money for our customers. The next edition is due next March. We will let you know when it's published.



## 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 Instagram and Facebook. To better understand how you use social media and how we can reach you, we will be conducting a survey in 2025. 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

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Housing4Women

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