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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.



## Working together to keep your home safe and comfortable

At Housing for Women, keeping our tenants safe is our top priority.

We are legally required to carry out regular safety checks to make sure your home is safe and comfortable. These checks are vital to meet safety standards and keep your property in good condition.

### We need your help to do these checks.

We know letting us into your home may feel inconvenient, but these checks are the law. If you don't let us in, we will have to take legal action to gain access. By working with us, you help keep everyone safe.

If you have any questions, call us on **020 7501 6120** or email **customerservice@h4w.co.uk**.

## Repairs service update

We want to let you know about an important change to our repairs service. Our contract with MCP will change on 27 May, and we are excited to welcome Chigwell Group as our new service provider.

From 9am on 27 May, Chigwell Group will be handling all repair requests and assisting with any issues you may have.

If you have any questions or concerns before then, our Customer Service Team is here to help. You can reach us by:

**Phone: 020 7501 6120**

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

Thank you for your patience during this transition. We'll share more details and updates on our website and social media channels closer to the time.



# Tenant Satisfaction Survey results

At Housing for Women, we're committed to doing our best for you and your community. That's why, last autumn, we asked Acuity – an independent customer research and insight company – to gather feedback from our residents. We wanted to understand how satisfied you are with the homes and services we provide.

A huge thank you to everyone who took part in the survey. Your honest feedback helps us see what's working well and where we need to do better.

We know the results were mixed. Many of you said you're pleased with areas like repairs and feeling safe at home. However, you also highlighted areas that need improvement—particularly communication, antisocial behaviour, and how we handle complaints. We're listening, and we're committed to making positive changes.

## Here's what you told us:

### Overall service



**150**

residents participated in the survey.

**46%**

of tenants are satisfied with the overall service we provide.

### Repairs service



**58%**

are satisfied with our overall repairs service over the past 12 months.

**55%**

are satisfied with the time taken to complete their most recent repair.

### Communications and tenant engagement



**55%**

agree they are treated fairly and with respect by us.

**43%**

are satisfied with how easy we are to deal with.

**45%**

feel informed about matters that are important to them.

**42%**

believe we listen to their views and act on them.

**27%**

of those who made complaints in the past 12 months are satisfied with how we handled them.

### Your homes and communal areas



**58%**

are satisfied that their home is safe.

**49%**

are satisfied with how well their home is maintained.

**50%**

of tenants with communal areas are satisfied with their cleanliness and upkeep.

### Your neighbourhood



**44%**

are satisfied with how we handle antisocial behaviour.

**46%**

believe Housing for Women makes a positive contribution to their neighbourhood.



# You said, we did!

Your feedback matters to us. In our recent Tenant Satisfaction Survey (page \*), you told us what's working — and what could be improved. Here's what you shared and how we're responding to make things better for you and your community:

## You said !

## We did ✓

- |   |   |
|---|---|
| <p>! You said repairs should be completed on time—and we should check that the work is done properly.</p> | <p>✓ We're introducing monthly follow-up calls from our Customer Service Team, two weeks after a repair, to check you're satisfied. This helps us hold contractors accountable and improve service quality.</p>   |
| <p>! You said you want to feel safe at home and know more about how we're maintaining buildings.</p>      | <p>✓ We're providing clearer updates on fire and safety checks and prioritising improvements in areas that need extra attention.</p>  |
| <p>! You said communication isn't always consistent—and it's not always clear who to speak to.</p>        | <p>✓ We're relaunching the Housing Officer role, so every resident has a named contact who understands your home and community. We're also setting up a new Customer Panel (see page *) and including a regular "You said, we did" section in Connect (like this one!) to keep your voice at the heart of what we do.</p> |
| <p>! You said antisocial behaviour isn't always addressed clearly or quickly.</p>                         | <p>✓ We're updating our antisocial behaviour (ASB) policy, delivering refresher training for our Housing Team, and ensuring every resident has a dedicated officer for support.</p>   |
| <p>! You said communal areas and neighbourhoods need more attention.</p>                                  | <p>✓ We're using our estate improvement budget to make meaningful changes based on your feedback. We're also working more closely with local councils and holding regular meetings with our cleaning contractor to raise standards.</p>   |
| <p>! You said it can be hard to get in touch or speak to the right person.</p>                            | <p>✓ We're returning to a patch-based model so every resident has a housing officer who knows their area. We're also bringing back estate walkabouts and offering more flexible repair appointments. Check the back of this edition of Connect for details of your Housing Team.</p>                                      |
| <p>! You said you want to be kept in the loop.</p>  | <p>✓ We're sharing more updates through Connect, our website, social media, and your housing officer. This "You Said, We Did" feature is just one way we're showing you that your voice makes a difference.</p>   |
| <p>! You said our complaints process needs to be clearer and more supportive.</p>                         | <p>✓ We've improved our complaint letters, trained our complaints team, and are rolling out a customer service programme called Think Human. We'll review progress in June 2025.</p>  |

# Celebrating 90 years – let's make it special together!

This summer, Housing for Women turns 90 – and we'd love to celebrate this milestone with you.

Since 1934, we've been providing safe homes and life-changing support for women across London. This journey wouldn't have been possible without our incredible residents, which is why we want to mark the occasion in a way that brings us together and celebrates the community we've built.



We've got a few ideas for how we might celebrate – but we'd love to hear your thoughts too!

## A picnic

How about a relaxed picnic? It would be a great chance to meet each other, enjoy some refreshments, and celebrate our 90th birthday together.

## A birthday keepsake

We could give each resident a small memento to mark the occasion – something to say thank you for being part of the Housing for Women community.

## Your ideas are welcome

Would you prefer a tea party, a family fun day, or something creative in your local area? However you'd like to celebrate, we'd love to hear your thoughts.

### **Please share your celebration ideas or artwork by:**

- + Speaking to your Housing Officer
- + Emailing us at [customer.service@h4w.co.uk](mailto:customer.service@h4w.co.uk)

### **Art exhibition**

We are hosting an art exhibition to celebrate our history and what it means to be a Housing for Women resident. Your contributions are welcome, whether paintings, photographs, embroidery, pottery, poems, creative writing, or any other form of artistic expression you'd like to share. Don't forget to involve your children and family – we'd love to feature their work too.

Please contact us to learn how to submit your artwork. Unfortunately, we cannot guarantee the return of submitted pieces, so let us know if you'd like your artwork returned.

# 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](#)



# Gas boiler and electrical checks

Keeping you safe is our top priority. To keep your home secure, we regularly check your gas boiler and electrics.

These inspections are vital for meeting safety standards and keeping 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 checks help us spot problems early so we can fix them quickly and prevent bigger issues later.

For more information about these checks, to book an inspection, or to report an emergency repair, please contact our Customer Service Team on **020 7501 6120** or email [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk).



# A friendly reminder

BBQs at your homes, including balconies or communal areas, are not allowed and breach your tenancy agreement. While BBQs may seem like a fun idea over the spring and summer, they pose serious risks.

Using them near buildings or flammable materials can lead to fires, endangering lives and property. Additionally, smoke from BBQs can cause health issues for you and your neighbours. Let's work together to ensure a safe and enjoyable living environment for all.

## 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.



### Customer Services phone line update

Please remember that our Customer Services phone line does not open until 11am on Thursday mornings – thank you for your understanding!

## It's time to get online!



Struggling 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.



# Pay by Direct Debit

Paying your rent by Direct Debit and in advance can make life easier for you as a tenant.

It ensures your rent is paid on time every month without needing to remember, which helps maintain a good relationship with your landlord and minimizes the risk of falling behind on payments and into debt.

Paying ahead also helps you budget better, showing you're good at managing money and reliable for future renting or credit checks. Simplify your finances, reduce worries, and make renting a more positive experience by choosing Direct Debit.



# What news matters to you?

We want to know what news matters to you because your thoughts shape our community. This also includes being kept informed about the things that matter to you, our customers.



Whether it's about our customer services or how we communicate with you, we aim to provide useful news and content. Your feedback will help us keep our newsletters, website, and social media posts helpful, interesting, and up to date. So, what news and information would you like to see more of from us?

Are there specific topics, projects, or events you're interested in? For example, do you want to learn more about improvements to our repairs service or how we keep shared areas clean and safe? Together, we can improve our communications plan to better reflect the diverse interests and concerns of our customers.

**YOUR INPUT IS VITAL TO US,  
AND WE'RE COMMITTED TO  
LISTENING AND ACTING ON  
YOUR SUGGESTIONS.**

Please share your thoughts with our  
Communications Team at:  
[communications@h4w.co.uk](mailto:communications@h4w.co.uk).



# Complaints data

Your feedback guides our efforts to provide homes that women can be proud of and services they can trust.

From January to March this year, we closely monitored and responded to our residents' feedback.

**Here's a summary of our complaints performance:**

23

Total complaints received

23

Complaints handled by our Customer Service Team

86

Of our complaints were resolved within our 10 day target time.

13

Complaints related to repairs



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## Resident Panel update

Last December, we asked our customers if they'd be interested in joining a new Resident Panel – a group that would work with us to improve our services and strengthen our neighbourhoods.

Since then, we've welcomed five residents to the team. We're now working with the Tenant Participation and Advisory Service (TPAS) to provide training and induction support, helping our new members feel confident and ready to get involved.

We're pleased to share that the Resident Panel will officially launch in July. Keep an eye on future editions of Connect and our social media channels to learn more about the panel and the difference it will make.



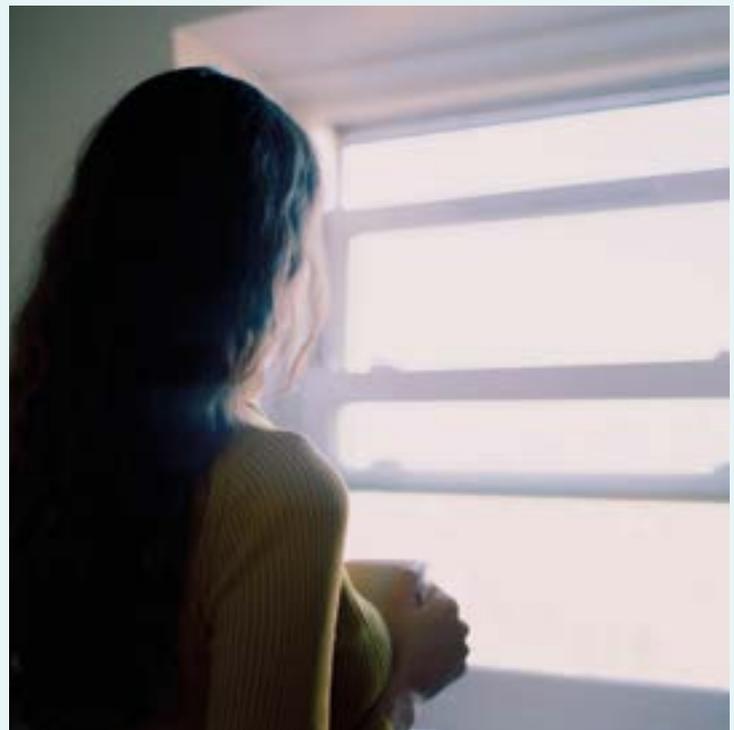
### WANT TO KNOW MORE?

Call our Customer Service Team on **020 7501 6120** or email [customerservice@h4w.co.uk](mailto:customerservice@h4w.co.uk).

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## Domestic violence and abuse support

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).

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

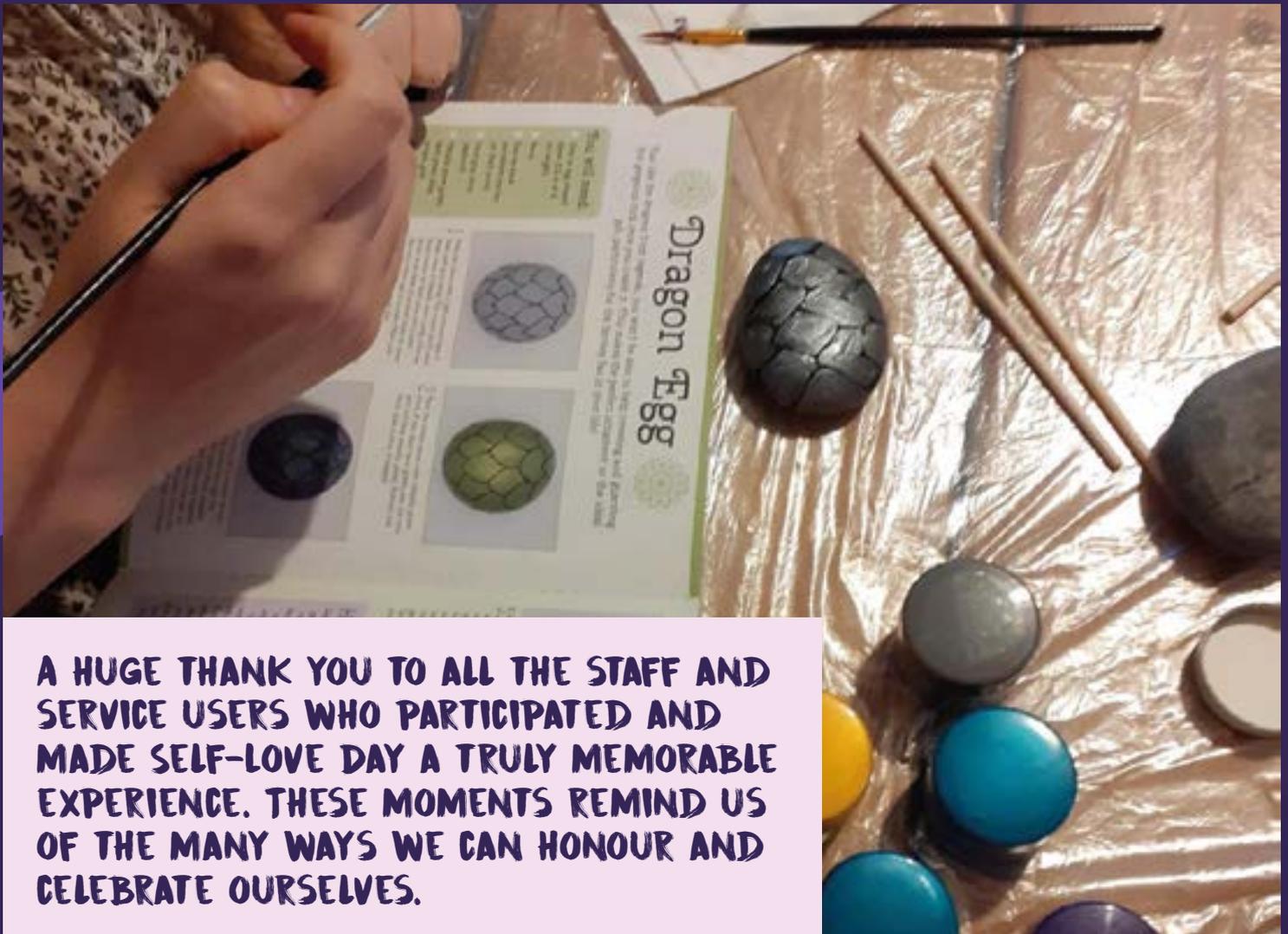
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# Celebrating Self-Love Day across our services

On Valentine's Day, both our Ealing refuge and Reconnect+ teams came together to celebrate Self-Love Day with our service users. It was a heart-warming opportunity for everyone to relax, reflect, and engage in meaningful activities that nurtured their well-being.

At the Ealing refuge, rock painting took centre stage, allowing clients to express themselves creatively through vibrant colours and unique designs. Each piece told a personal story, making the activity a stand-out success.

Meanwhile, the Reconnect+ team hosted a vision board workshop, where service users mapped out their aspirations for 2025. Some boards focused on releasing negative experiences, while others centred on themes like intentional self-care and personal growth. The day was made even more special with a delicious lunch from Nando's, adding a touch of indulgence to the celebration.



**A HUGE THANK YOU TO ALL THE STAFF AND SERVICE USERS WHO PARTICIPATED AND MADE SELF-LOVE DAY A TRULY MEMORABLE EXPERIENCE. THESE MOMENTS REMIND US OF THE MANY WAYS WE CAN HONOUR AND CELEBRATE OURSELVES.**



# Celebrating spring

As the days grow longer and the first signs of spring emerge, we welcome the season of renewal, growth, and fresh beginnings. For many, spring is a time to enjoy brighter days, spend time outdoors, and refresh our surroundings.

Spring is also a great time to tend to your home. Simple tasks like decluttering, giving your space a thorough clean, and letting in fresh air can help create a sense of calm and positivity. For those with gardens, balconies, or even window boxes, this is the perfect opportunity to plant flowers, herbs, or vegetables. A little greenery can brighten your living space and boost your mood.

There are plenty of affordable ways to enjoy the season in London. Why not take a stroll along the Thames

Path or visit Columbia Road Flower Market to soak in the vibrant colours and scents of spring? Many parks, including Greenwich Park and Regent's Park, are bursting into bloom and are free to visit. If you're feeling adventurous, head to the Barbican Conservatory for a tropical escape – entry is free, but booking is required.

Spring is also a time for reconnecting with others. The Southbank Centre hosts free outdoor events, street food markets, and performances throughout the season, offering something for everyone. Or explore London's smaller museums, like the Garden Museum in Lambeth, for a relaxing day out at minimal cost.

At Housing for Women, we're inspired by the fresh energy of spring to continue empowering women and fostering strong communities. If you have stories, tips, or pictures of how you're celebrating spring, we'd love to hear from you!



**LET'S EMBRACE THIS SEASON OF GROWTH AND POSITIVITY TOGETHER. HERE'S TO A BRIGHT AND UPLIFTING SPRING FOR ALL OUR RESIDENTS!**

# 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. 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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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)



Housing4Women

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