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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.

## Support is here if you need it this festive season

Christmas is often a time of joy, but it can also bring additional pressures. The strain of managing finances, expectations, and family dynamics can feel overwhelming. For some, this season sadly sees a rise in domestic violence and abuse.

### If you or someone you know needs help, please reach out.

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).

If you can't reach us, call the free Refuge 24-hour National Domestic Abuse Helpline on **0808 2000 247**.

**Remember: if someone's life is at risk, call 999 immediately.**

### Get repairs sorted faster: contact our contractors directly

To get your repairs booked quickly, please contact our contractors first. This ensures your issue is logged immediately.

#### Here's what to do:

Call 0207 501 6120 and choose:

- + Option 1 – Gas services (heating, hot water, boilers, radiators – not electric heaters) – Watret
- + Option 2 – All other repairs, including electric heaters – Chigwells

#### Or call them directly:

- + Chigwells: 020 8500 4100 (Choose Repairs → Option 3 for Housing for Women)
- + Watret: 01727 873765

## We're here to help with damp and mould

If you've noticed damp or mould in your home, get in touch so we can help quickly. Our team is here to support you and can give the advice or help you need to resolve the issue.

The sooner we know, the quicker we can help. To report damp or mould, please contact us immediately on **020 7501 6120** or email **customer.service@h4w.co.uk** and we'll work with you to make sure your home stays healthy and comfortable.



## Complaints performance

From July to September this year, we carefully monitored and responded to your feedback. Here's a summary of our complaints performance.

# 42

Total complaints received

# 42

Complaints handled by our Customer Service Team

# 24

Complaints related to repairs

# 55%

of complaints were resolved within 10 days [target time]



## Christmas opening hours: what you need to know



Our offices will close at 1pm on Wednesday, 24 December, and reopen at 9am on Monday, 29 December.

We'll also close at 4pm on Wednesday, 31 December, and reopen at 9am on Friday, 2 January 2026.

For urgent repairs while we're closed, please call **0207 501 6120**.

## Understanding your service charges

If you haven't received yours, please contact us as soon as possible.

For common questions, check the FAQs on our website or call Customer Services on **0207 501 6120** or **customerservice@h4w.co.uk**.



Scan the QR code for more information.



## Stay on top of your finances this Christmas

The festive period can be costly, so planning ahead is key. With the extra demands on your budget, it's important to ensure your rent and service charges are paid on time.

Missing your rent payments could result in added costs and even legal action, which no one wants to face in the New Year. You can pay by direct debit, standing order, online, or PayPoint.



Scan the QR code for more information.



## Stay connected with us online

We love keeping in touch with our community, and now it's easier than ever to stay updated with all the latest news and information from Housing for Women.

Follow us on Facebook and Instagram for updates, key announcements, and useful tips designed to help you make the most of your home and community.

Whether it's advice on managing your tenancy, news about upcoming events, or support services you might need, you'll find it all there. We're here to keep you informed, connected, and supported - so come and join the conversation!



Customer Hub 020 7501 6120

## Celebrating 90 years of Housing for Women

We have been proud to provide safe homes and life-changing support to women across London for 90 years. It's a legacy built not just on bricks and mortar, but on the strength, resilience and spirit of our residents - and that's exactly what we want to celebrate.

Over the decades, our community has grown and evolved, shaped by thousands of women and families who've made Housing for Women their home. Whether you've just moved in or have been with us for decades, your story is part of our history - and we'd love for you to be part of our celebration.

### Get involved in our Celebration

We're planning a series of events to mark our 90th Anniversary, and we want you to be involved.

### Exhibition: 'What Home means to you?'

We're hosting an exhibition that celebrates our journey and explores 'What Home means to you?'. We welcome all forms of artistic expression - paintings, photographs, embroidery, pottery, poems, creative writing, and more. Children and family members are encouraged to contribute too! Selected works will be displayed at our Anniversary Event.



### Portraits through the Decades

We're looking for nine volunteers to represent each decade of our history through portrait photography. From children living with their parents, to young women, middle-aged residents, and older women (including those who may be approaching or over 90 years old) - we'd love to showcase the diversity and vibrancy of our community. As a way of our thanks, you will receive a framed print of your portrait.

### Share your Story

Your voice matters. We're collecting written, audio, and video testimonials from residents to reflect on 'What Home means to you?'

### Want to join the celebrations?

We'd love to have you with us! If you'd like to take part in any of our upcoming events, just email [communications@h4w.co.uk](mailto:communications@h4w.co.uk), and we'll get back to you with all the details.



# Make a difference: volunteer with us

Volunteers help us support women and children across our services. Roles range from office support to direct work in refuges.

Our Refuge volunteers, who must be female, directly assist women and children escaping domestic abuse, offering practical help and a safe haven. We also partner with universities to offer student placements, giving students valuable real-world experience. Training and support are provided.

Volunteering brings many benefits. You'll learn new skills, boost your confidence, improve your employability, and form meaningful connections. It's also a chance to make a real difference by supporting some of society's most vulnerable individuals.

We provide thorough training and regular supervision to ensure our volunteers feel confident and supported in their roles.

If you're passionate about making a positive impact and want to join a supportive community, consider volunteering with us. Your time and dedication can change lives.



Scan the QR code for more information.



**WISHING ALL OUR CUSTOMERS, STAKEHOLDERS AND PARTNERS SEASON'S GREETINGS!**





# Halloween Fun at Calder House Refuge

Families at Calder House enjoyed a Festive Halloween filled with crafts, games, snacks and joyful celebrations.

The highlight of the day? The children's beaming smiles as they received surprise presents, adding an extra sparkle to an already magical afternoon. From glittery pumpkins to ghostly decorations, the atmosphere was warm, welcoming, and wonderfully eerie.



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# 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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Housing4Women

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