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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.

Urgent: Access Needed for Gas, Electrical & Safety Checks

We must legally carry out these checks - not allowing access may lead to legal action and put your tenancy at risk.

To help keep your home safe and comfortable, we carry out safety checks on items in your home including gas boilers and electrical systems.

For those who make themselves available for appointments thank you. You are meeting a tenancy obligation and helping to keep you and your neighbours safe and help us meet important safety standards. However, we have several tenants where access has proved challenging. We will, with our contractors, make 3 attempts to book an appointment to carry out these essential safety checks. Failure to give access will result in H4W taking legal action against you this may put you at risk of losing your tenancy and incurring all legal costs. The costs for us taking out an access injunction are around £1200.



If you'd like more information about these checks, need to book an inspection, or want to report an emergency repair, our Customer Service Team is here to help:

Call us: 020 7501 6120 and select the relevant contractor

Email: customerservice@h4w.co.uk

We're Fixing Our Complaints Service

You told us what wasn't working - this is what we're changing and how it will improve your experience

We heard that complaint responses can sometimes be slow, unclear or feel unfair.

We're listening, and we're committed to doing better. We're working through some long-standing issues, including how complaints have been handled in the past, as well as concerns linked to service charges, estate cleaning, grounds maintenance and actions we didn't complete when we said we would. Our focus is on putting things right.

What we're changing

We're improving how we handle complaints by:

- Responding within agreed timescales, or explaining if we need longer
- Writing in clearer, simpler language
- Keeping you updated throughout
- Saying sorry and acting when things go wrong, including compensation where appropriate
- Keeping better records so you don't have to repeat yourself
- Making sure senior managers and our Board oversee progress



How to raise a complaint

You can raise a complaint online via the Tenant Portal, by contacting our Customer Service Team, or by visiting our website and searching for "Complaints". If you can't access the portal, we're happy to help.

Our process has two stages:

Stage 1: We respond within 10 working days.

Stage 2: If needed, a review within 20 working days (with up to 20 more if required).

You will never be penalised for making a complaint. Your feedback helps us learn, improve and support our whole community.

YOU TOLD US THAT COMPLAINT RESPONSES CAN SOMETIMES BE SLOW, UNCLEAR OR FEEL UNFAIR. WE'RE LISTENING, AND WE'RE COMMITTED TO DOING BETTER.

Fire Safety: Keep Balconies, Corridors and Communal Areas Clear

Blocked escape routes and unsafe items increase fire risk and may result in immediate removal and recharges

We ask all tenants to help reduce fire risk in and around their homes:

- Do not throw cigarette ends from balconies or windows. Please ensure cigarettes are fully extinguished and disposed of safely in an appropriate container.
- Keep balconies clear of combustible and other items, such as mattresses, furniture, cardboard, rubbish, bicycles, barbecues, fuel, gas cylinders or other flammable materials.

Bulky waste:

If you have large unwanted items that cannot be disposed of in your domestic bin, please check your local council's website to arrange safe disposal. There is usually a charge for this.

Sterile hallways:

Do not store items in communal areas or escape routes that could obstruct evacuation. Please see the separate article for further details.

These requirements apply across all blocks and schemes. Where items pose a risk, we will remove them immediately in line with your tenancy agreement.

Removal costs will be recharged. Anyone identified as being responsible for inappropriate waste disposal may face action under their tenancy agreement, which could put their home at risk.



Lift Breakdowns: What's Happening and What Comes Next

We know lift failures have been frustrating – here's how we're improving repairs and planning refurbishments

We have 18 blocks that have lifts which we need to keep maintained and working. Over the last few months, we have experienced a range of issues, with several lifts breaking down on numerous occasions. We apologise for the inconvenience this has caused. We appreciate that it may be very frustrating, especially as some have had multiple breakdowns.

To try and improve things we have recently taken on a new lift contractor called Rubax who will carry out repairs. We are going to be carrying out some surveys to try and prioritise which lifts we need to refurbish first particularly as some are very old and getting parts for them is becoming increasingly difficult. We will update those tenants affected once we know more.



You Told Us. We're Acting

What residents said in our recent surveys - and how it's shaping improved services

We always want to do the best we can for you and your community. To help us understand how we're doing, we asked Acuity - an independent customer research company - to carry out surveys with our residents during the summer and winter last year.

Thank you to everyone who took the time to take part. Your feedback is incredibly valuable. It helps us celebrate what's going well and, more importantly, understand where we need to improve.

We know the results were not where we want them to be, and we want to be open about that. You told us clearly where things need to get better. These included communication around repairs, slow repair times, how we handle complaints, and the upkeep of communal areas. You told us that faster responses, clearer communication and more consistent follow-through would make a real difference to your experience with us.

We hear you, and we're committed to improving. Your feedback is guiding our work every step of the way.

Here's what you told us:

Overall service

150

residents took part in the survey

Repairs

61%

are satisfied with repairs completed in the past year

Neighbourhood

50%

are satisfied with how we handle antisocial behaviour

48%

are satisfied with our overall service

55%

of complaints were resolved within 10 days [target time]

46%

believe we contribute positively to their neighbourhood

YOU TOLD US THAT FASTER RESPONSES, CLEARER COMMUNICATION AND MORE CONSISTENT FOLLOW-THROUGH WOULD MAKE A REAL DIFFERENCE TO YOUR EXPERIENCE WITH US

Homes and communal spaces

59%

are satisfied that their home is safe

Communication and resident voice

58%

feel they are treated fairly and with respect

36%

believe we listen and act on their views

56%

feel their home is well maintained

43%

are satisfied with our overall service

14%

are satisfied with how complaints are handled

43%

of residents with communal areas are satisfied with their condition

47%

feel informed about things that matter to them

We will be carrying out further surveys this year to see if the improvements we are putting in place are making a difference to how you experience our services.

Our Annual Review Is Now Available

See what Housing for Women delivered over the past year

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:



Using the Out of Hours Repairs Line

Knowing when and how to use the Out of Hours repairs line helps keep you safe and ensures emergency support is there when it's really needed

Out of Hours repairs are for emergencies only - issues that can't wait until the next working day because they could put your safety or home at risk. This includes serious leaks, loss of essential services, or an insecure door or window after a break-in.

Helpful to know:

Busy times: 5pm–9pm and around 7.30–8.30am are usually busiest. If it's safe to do so, calling outside these times may be quicker.

Please stay on the line if it's safe. Average wait times are usually just a few minutes (around three minutes in March) but can be longer at peak times. Hanging up and redialling usually puts you back at the end of the queue.

Non-urgent repairs: Please report these via your tenant portal at any time or contact us during office hours wherever possible.



Scan the QR code to sign into your tenant portal.

Why Contents Insurance Matters

Affordable cover for tenants - especially during the cost-of-living crisis

As a tenant, you should consider home contents insurance to cover your possessions against fire, theft and other risks, such as accidental damage.

If your belongings are damaged or destroyed, replacing essential items can be costly. This is especially important given the increased cost of living.

Contents insurance can provide peace of mind by helping you replace or repair items in these situations. Many insurance companies offer contents insurance for rented homes. My Home Insurance is a provider supported by the National Federation of Housing.



Keep Your Details Up to Date

Keeping your contact details up to date helps us stay connected with you and provide the right support, at the right time

To support you properly, we need your most up-to-date contact information. Please let us know if your phone number, email address or home address changes, so we can contact you quickly about repairs, safety checks or important updates.

If anything in your circumstances changes – such as your health, mobility or personal situation – sharing this with us helps us understand your needs and offer the right support.

Updating your details is quick and easy:
Log in to your tenant portal at any time



Scan the QR code to sign into your tenant portal.

Or contact our Customer Service Team
Call: 020 7501 6120
Email: customerservice@h4w.co.uk

Change Ahead: An Update on Our Chief Executive

Our Chief Executive, Zaiba Qureshi, will step down from her role in September 2026.

Zaiba has been with Housing for Women for 15 years, including 10 years as Chief Executive providing strategic leadership and operational oversight. Before taking on the CEO role, she spent five years as Director of Supported Housing, where she played a key role in developing and expanding the organisation's specialist services for women experiencing violence, homelessness and inequality.

Susan Kane, Chair of the Housing for Women Board, shared the following message:

“On behalf of the Board, I want to express our sincere thanks for all that Zaiba has achieved during her time with Housing for Women. Her commitment and leadership have transformed the organisation and made a meaningful difference in the lives of many women and children across London.

We're very pleased that Zaiba will remain with us to

support a full and smooth handover once her successor is appointed, and we wish her every success as she moves into semi-retirement.”

Zaiba also said:

“It has been a real privilege to lead an organisation so deeply committed to supporting women and families across London. I'm incredibly proud of what we've achieved together and very grateful to our staff, partners, funders and Board for their continued dedication.

I remain fully committed to leading Housing for Women over the coming months and ensuring a smooth and stable transition.”

Our Board are currently recruiting to the CEO position, and Zaiba will continue to lead the organisation throughout the transition. We'll keep you updated as plans develop.

Our focus remains exactly where it matters most: continuing to provide safe homes, specialist services and life changing support for the women who rely on us.



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 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 over the previous twelve months. Our latest Annual Review 2024-25 is now available, highlighting key achievements from the year, sharing experiences from some of our tenants and service users, and presenting figures that demonstrate our impact and the value for money we deliver for our customers.



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.

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Housing4Women

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