

## What's inside?

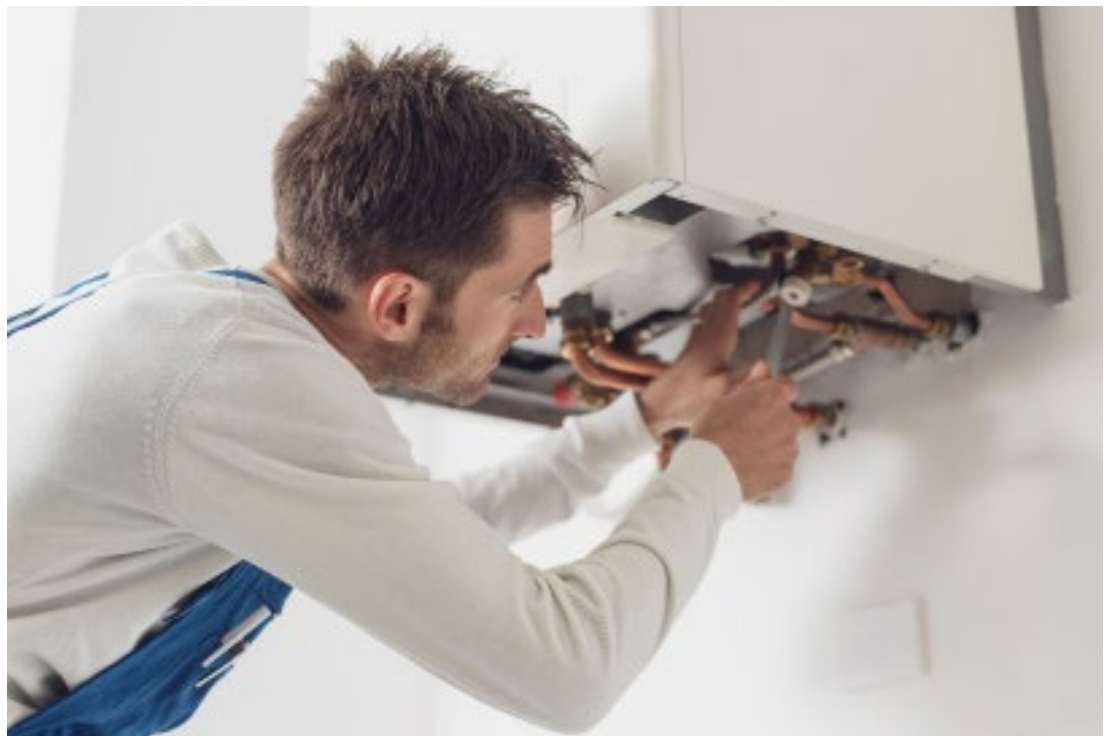
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### Domestic Abuse Services

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



## 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 501 6120** or email **customerservice@h4w.co.uk**

## No BBQs

**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 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.

## 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 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](#)

## Problems with damp and mould?

We are committed to providing a safe place for you and your family to call home. That's why we take reports of damp and mould very seriously. If you notice any signs of damp or mould in your home, **please get in touch with us immediately.**

**For more information about reporting damp and mould, as well as guidance on what to do if you encounter these issues, [please visit our website here.](#)**



## Rent and service charges

**We are gearing up for our annual review of rent and service charges, a routine process that occurs during the summer months.**

Like other social landlords, we carefully evaluate these charges every year to ensure they remain fair and align with our commitment to providing quality housing services. Later this year, you'll receive a letter from us detailing the charges for the upcoming year (2024/25). This letter will outline any changes, if applicable, and how they will impact you.

It's important to note that any adjustments to rent and service charges will come into effect at the start of October, giving you ample time to prepare for any changes.

While change can be unsettling, rest assured that we are dedicated to maintaining transparency and fairness throughout this process. We understand the importance of affordable housing and strive to balance the needs of our tenants with the costs of providing essential services.



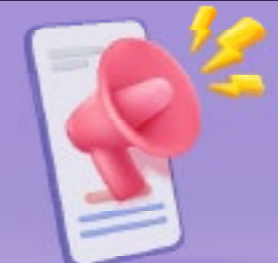
**Stay tuned for further updates on our website and social media channels as we work towards ensuring the best possible housing solutions for all our residents.**

## What news matters to you?

**We want to know what news matters to you because your thoughts shape our community.**

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 create a plan that reflects 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)**

# Beat the heat this summer

**Our summers are getting hotter. In fact, last year's July heatwave smashed dozens of records across the UK. While people are happy to see the sun after a long, dreary winter, many are unprepared for hot weather. This includes peoples' homes, which are designed to keep us warm, not cold. With extreme temperatures forecast this weekend and over the summer, here are some tips on how to cope with the heat.**

## If you are going outside

Take care when going outside, and do not underestimate the hot weather. If you go out, make sure you and your children wear appropriate clothing (white is the best), a hat and plenty of sunscreen. Bring a brolly for extra shade. Remember to drink lots of water to keep hydrated.

## Close your windows and draw the curtains

Swinging open the windows at the first sign of heat might be tempting, but this could backfire on you. To keep your home cool, you need to keep hot air out.

This means shutting your windows during the day, especially if you have south-facing windows. Keep your blinds down and curtains

drawn too. When temperatures drop, open your windows at night to let cooler air in.

## Create a cross-breeze through the house

Yes, we said to keep your windows closed. But sometimes, we need to feel a breeze in hot weather. If you need to open a window, do it strategically to get air flowing through your home.

This means opening windows at opposite sides of your house or room and keeping doors open so air can move freely. If you have a fan, point it at an open window to push the hot air outside. Keep curtains and blinds closed or partially shut to deflect direct sunlight.

## If you can, invest in a fan (and use it wisely)

Electric fans are a great way to keep cool. But, since they use energy, ensure you're getting the most out of them.

Because heat rises, the coolest air in your home will be at floor level, so put your fan on the floor and point it upwards.

Also, position it to point towards the opposite wall (ideally with no large objects in the way). This will help bounce cooler air off the wall and back into your room. It will also mix with the warmer air, helping to cool down the temperature. If your fan has

a timer, use it to ensure it is only switched on when needed – allowing you to save energy and your electric bills.

## Take a cold shower before bed

Taking a tepid shower or bath is one of the quickest ways to cool down before bed. Avoid turning the cold water on, which can stimulate your skin and wake you up. Although it sounds counter-intuitive, a warmer shower will encourage your body to release heat to the surface of your skin and can encourage you to sleep.



**For more information, you can email our Ealing Outreach Team at [Referrals\\_EDVA@h4w.co.uk](mailto:Referrals_EDVA@h4w.co.uk)**

## One-Stop-Shop

**Our Ealing Outreach Team helps people who have been affected by domestic abuse. To achieve this, we've set up a special place called the One-Stop-Shop where women can come for support.**

It's a safe and friendly place where our team can give survivors the help they need, tailored just for them. We're committed to providing support to anyone affected by domestic violence.

Our aim is to help people feel stronger and ensure their voices are heard as they work towards healing. We also help with various issues, such as finding a place to live, sorting out money worries, joining support groups, and looking after mental health.

We also advocate for our clients, collaborate with other services, and assist with legal advice. You can find our One-Stop-Shop in Ealing every month at **Sycamore Lodge, 1 Edgecote Close, London W3 8PH** (nearest tube station is Acton Town) from **12-2 pm**. It's completely free for women aged 16 and over. We work with different organizations like MIND, the Police, Advance, and Women's Wellness Zone to make sure every woman gets the help she needs.

Remember - our team is dedicated to helping women in Ealing who are dealing with issues like drug or alcohol use, mental health struggles, domestic abuse, and other challenges. We're here to support and guide anyone who needs us, offering hope for a life without abuse.

## Fire safety at home

In the event of a fire emergency, it's crucial to know what to do to protect yourself and others. Follow these simple guidelines to stay safe.

### What to Do in a Fire Emergency:

- + Evacuate quickly using the nearest exit.
- + Gather at your designated assembly point.
- + Close all doors if safe to do so.
- + Dial 999 immediately and provide details of the fire.

### Zero Tolerance Policy:

We have a zero-tolerance policy towards fire hazards, including:

- + Keeping communal areas clear.
- + No smoking in shared spaces.
- + No balcony barbecues.
- + Structural changes require our approval.
- + Flammable items are prohibited.

### Remember:

-  Fire doors are crucial for your safety.
-  Never block communal fire doors.
-  Close fire doors after use.



**Stay safe and vigilant! Your actions could save lives.**

## Additional safety tips

### Do:



Memorise all fire exits



Ensure household members know the escape plan.



Read the Fire Action Notice in your building's hallway.



Inform us if anyone needs assistance during an emergency.



Test smoke alarms regularly.

### Do not:



Tamper with smoke detectors or fire alarms.



Leave items in communal areas or block fire exits.



Smoke in communal spaces.



Dispose of cigarettes from balconies.

### Reporting Fire Safety Concerns:

If you notice any faults with fire safety devices or hazards, contact your Housing Officer or our Customer Service Team immediately on **0207 501 6120** or **[customer.service@h4w.co.uk](mailto:customer.service@h4w.co.uk)**

# Healthy Eating Week

Get ready to boost your health and energy levels with the UK's Healthy Eating Week (12- 16 June). This is a great opportunity to focus on making healthier food choices and incorporating more nutritious options into your diet. For mums and children, the campaign is an excellent time to explore new foods and habits that promote well-being. Here are some tips to help you and your family eat healthier.



## Get creative with meals

Involve your children in meal planning and preparation. Let them choose fruits and vegetables to include in dishes or create fun, colourful salads together.



## Hydration is key

Encourage children to drink plenty of water throughout the day, especially during warmer weather. Limit sugary drinks and opt for water or diluted fruit juice instead.



## Be mindful of portion sizes

Serve appropriate portion sizes for children and avoid using food as a reward or punishment.



## Make snacks count

Choose nutritious snacks like fresh fruit, yogurt, or vegetable sticks with hummus. Keep unhealthy snacks out of reach to encourage healthier choices.



## Lead by example

Be a positive role model by eating a variety of nutritious foods yourself. Children are more likely to try new foods if they see adults enjoying them too.



## Get moving

Combine healthy eating with regular physical activity for overall well-being. Encourage outdoor play or family walks to stay active together.

**Remember, small changes can make a big difference to your family's health.**

Whether it's trying a new vegetable, swapping sugary snacks for healthier options, or enjoying meals together as a family, every step towards healthier eating counts.

Join us in celebrating Healthy Eating Week and take the opportunity to prioritize your family's health and well-being. Let's make nutritious choices together and enjoy the benefits of a healthier lifestyle!

**For more information, go to the [British Nutrition Foundation homepage here.](https://www.nutrition.org.uk/healthy-eating-week)**

Healthy  
**Eating**  
Week |  **Nutrition**  
Foundation

Get at least  
**five**  
a day

**Fresh, frozen, dried  
and canned all count.**

The British Nutrition Foundation's Healthy Eating Week 2024 is developed and run by the British Nutrition Foundation. To find out more, visit [www.nutrition.org.uk/healthy-eating-week](https://www.nutrition.org.uk/healthy-eating-week)



# Volunteer at Housing for Women

**At Housing for Women, volunteers are crucial to our work. They help us provide essential services to vulnerable women and children.**

Our volunteers take on various roles, from office tasks in Finance, Neighbourhood Services, Customer Services, and Communications to hands-on support for our service users. For instance, 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.

Volunteering with us 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.

**For more information on getting involved, please contact our Customer Service Team at 0207 501 6120. You can also email [customer.service@h4w.co.uk](mailto:customer.service@h4w.co.uk)**



## 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.

## 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.

## 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.

# 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 here.**



## 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)



Housing4Women

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