



The newsletter for residents of Women's Pioneer Housing

---

## Women's Pioneer Housing Office Relocation



In November 2022 we and our development partners HUB obtained planning permission for our ambitious project to redevelop Browning House and our head office at Wood Lane to provide 60 one bedroom self-contained flats to be let at affordable rents to single women who would otherwise find it impossible to access the housing market.

The new flats and offices are expected to be ready by the end of 2026.

Obtaining planning consent cleared the way for the work to progress the design and build with the construction team taking possession of the Wood Lane site in February 2024.

We left our head office on 14 February and felt for some time that they no longer suited the

way we need to work to provide the service you have told us you want.

### New Office in Hammersmith

Our head office is in Hammersmith but we are currently unable to accommodate in-person queries due to the need to make alterations at our new location.

If you need to see your Housing Officer or a member of staff in person, we will schedule an appointment for staff to arrange to meet you at your home.

We urge you not to arrive at our

new head office unannounced as we will not be able to meet with you. You can still contact us by email with any queries you have which will be dealt with by our Customer Services team.

The email address is [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk)

Our number remains unchanged if you prefer to call us 020 8749 7112.

We will do our very best to accommodate your requests during this transition period. Your cooperation with these arrangements is greatly appreciated as we navigate through this transition.



# International Women's Day: Empowering Women, Inspiring Inclusion

On March 8th, the world comes together to celebrate International Women's Day, a day dedicated to honouring the achievements of women and advocating for gender equality. It is a day when we envision a world free from bias, discrimination, and stereotypes.

It is a day in which we strive to create a society where every individual, regardless of gender, is valued, respected, and empowered.

This International Women's Day, Women's Pioneer Housing, stands firm in its commitment to improving the lives of women and contributing to the cause of gender equality.

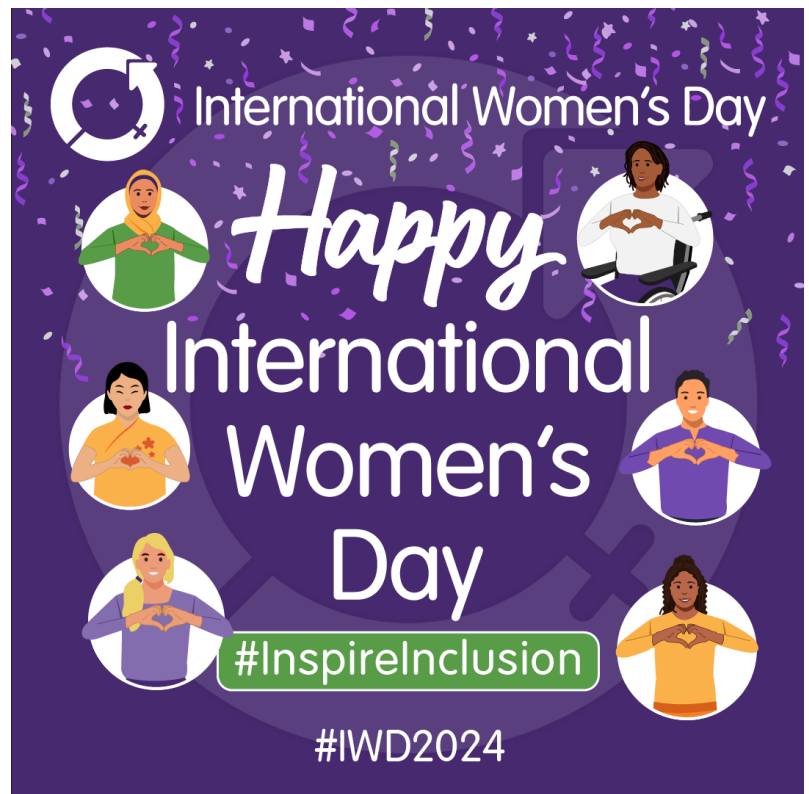
At the heart of International Women's Day lies the vision of a gender-equal world, where women have equal opportunities and representation in all aspects of life.

It is no secret that housing insecurity disproportionately affects women, particularly those from marginalised communities.

Women often face unique challenges such as domestic violence, single parenthood, and unequal access to economic resources, making them more vulnerable to homelessness and housing instability.

WPH recognises these challenges and has been working to address them for over a hundred years, through offering homes specifically for women.

Our vision is for all single women across London to have access to a safe, secure and affordable home. Moreover, we aim to make



a significant contribution in raising awareness about discrimination and advocating for gender parity.

By amplifying the voices of women and challenging societal norms and stereotypes, we strive to create a more inclusive and equitable society. But the work does not stop there.

International Women's Day reminds us that achieving gender equality requires collective action and solidarity.

It requires us to come together as a community to dismantle systemic barriers and create opportunities for women to thrive.

As we celebrate the achievements of women around the world, let us also recommit ourselves to the ongoing struggle for gender

equality.

As we look towards the future, let us draw inspiration from the tireless efforts of the founders and contributors of Women's Pioneer Housing.

Let us continue to #InspireInclusion and forge a path towards a more just and equitable world for all.

International Women's Day belongs to everyone, everywhere, and it is up to each of us to play our part in creating a world where difference is valued and celebrated.

# Our Customer Services Team

At Women's Pioneer Housing, our dedication to delivering excellent customer service is not just a commitment but a cornerstone of our values.

We understand that a well-supported resident in a happy and healthy home leads to a thriving community, and the Customer Service Teams plays a pivotal role in ensuring this.

At the forefront of this mission are our Customer Service Advisors, a dedicated group of professionals working within the Housing Team who are poised to address any queries, payments, or repairs issues you may have.

Comprised of four Customer Service Advisors and Customer Service Manager, Aishah Merchant, the Customer Service Team are focused on ensuring you receive transparent and timely assistance. This is exemplified by our commitment to achieving

a call response rate of 90%, and responding to all emails within 5 working days.

To enhance communication channels, we have streamlined our processes by introducing a single email address at [customerservice@womenspioneer.co.uk](mailto:customerservice@womenspioneer.co.uk), which has replaced the previous Info and Repairs inboxes. Furthermore, the Reception and Repairs lines have been consolidated into one line, operational between 9:30am and 5:30pm Monday to Friday on 02087 497112. These adjustments ensure that reaching out is a seamless process, reaffirming our commitment to accessibility and responsiveness.

However, we understand that emergencies do happen, and therefore we have ensured you can access assistance 24/7. Our out-of-hours providers, Orbis, monitor the line between 5:30pm and 9:30am Monday to Friday, and over the weekends and public holidays.

To ensure that we are able to resolve problems in your home efficiently and accurately, all Customer Service Advisors are trained to diagnose repairs issues, and receive continued rigorous training throughout the year. Furthermore, we work closely with your Estate Compliance Officers to achieve a high standard of property service and foster a welcoming environment and community for residents.

The Customer Service Team stands committed to upholding your satisfaction and comfort, embodying Women's Pioneer Housing's ethos of excellence and care. Every interaction with our residents is an opportunity to nurture a supportive environment, where everyone feels respected and valued. We look forward to working with you to continue to deliver happy, healthy homes.



# Keeping fire safety: protection, prevention and procedures



## Fire Safe – Fire Prevention

Women's Pioneer Housing are doing everything necessary to maintain safe homes for our residents to live in.

This includes all the necessary regular inspections and upgrades with respect to gas, electric, and water safety to name a few things.

Ensuring Fire safety is also a vital part of our responsibility and you may recently have had checks or works done in your building as part of our fire safe programme.

Your front door may have been inspected to ensure it is up to the regulated fire door safe standard; or your building may be undergoing alarm system upgrades to bring it up to the recommended standard relevant to the type of property you live in.

Whilst we do our part to provide and maintain fire safe properties for you to live in, everyone has a personal responsibility to keep themselves and their homes as safe as possible by following simple guidelines.

The guidelines given below consist of ways to avoid the ignition of

a fire, or practices to instil good habits for making sure escape routes are kept free should a fire ever occur.

Some guidelines are embedded in our property policies for residents.

## Fire Safe with Cooking

- Be present in your kitchen when cooking food. Do not leave your cooking unattended.
- Turn off all cooking appliances when you have finished using them.
- Avoid deep-fat frying of foods and opt for oven-cooking your foods.
- Keep flammable items such as towels, oven gloves, packaging and other items away from hobs.
- Keep combustible materials away from toasters, making sure not use your toaster underneath wall-mounted units.
- Clean the filters in your cooker hood regularly to prevent any build-up of grease and oil that could catch fire.

## Fire Safe with Electrical equipment

- Make sure all plugs are firmly plugged in.
- Do not overload extension leads with high-current appliances.
- Do not plug more than one powerful appliance (such as a kettle

or heater) into an extension lead.

- Don't use your extension lead to plug in further extension leads or adapters.
- Do not use damaged equipment or damaged cables. Get them repaired by a professional.
- Keep combustible materials away from socket points and cables.

## Fire Safe with building awareness

- Familiarise yourself with the escape route(s) from your flat before so you are prepared in the event of an emergency.
- Keep communal areas clear of personal belongings and rubbish. Communal areas include corridors, stairs, entrance halls and outside your front door.
- Keep all emergency access routes clear of your belongings – e.g. large plants, furniture, bags of items for storage must not be kept in or obstruct escape routes.
- Do not store electrical scooters or cycles in any communal area (see areas mentioned above) of WPH property.
- Do not charge electric cycles or scooters in your flats or communal areas.
- Never leave a naked flame (candles) unattended, ensuring they are kept away from flammable items and are out of reach of children at all times.

## Fire Safe Information Communication

- Make sure everyone in the household knows what to do in the unlikely event of a fire.
- Take note of information posted in your building about fire safety and look out for new information placed on notice boards.
- Read through any information we send you on fire safety.

Contact us if you spot any fire safety issues, such as faulty fire doors or emergency lights, or if you see rubbish or other items stored in communal areas.

## Fire Safe – Fire Procedures

Fire risk assessments of our properties have informed us that the safest evacuation strategy for our buildings is Immediate Simultaneous Evacuation.

This means that in the event of a fire, your building's communal alarm system will alert all residents so that you can immediately evacuate the building. If there is a fire in your flat:

- **DO NOT** stay to fight a fire.
- **DO NOT** stop to collect personal belongings
- **Evacuate** everyone from the flat.
- **Close** all doors behind you.
- **DO NOT** USE THE LIFTS

- **Exit** using the staircase (NEVER USE A LIFT).

- **Call** the Fire Brigade (999) when safely away from the building and when it is safe to do so.

- **DO NOT** re-enter the building until the Fire Brigade says it is safe to do so.

Further information will be sent out periodically to inform all residents of the measures for fire safety protection, prevention and procedures WPH have set in place. Thank you for playing your part in keeping yourself and all who reside and visit your property fire safe.

---

## Safety compliance: we need your cooperation

At Women's Pioneer Housing, we take pride in providing safe and healthy homes for all our residents. This achievement is a result of the ongoing collaboration between our dedicated staff, trusted contractors, and most importantly, our valued residents.

Punctuality and efficiency are essential from our contractors, however, we also rely on your cooperation in providing access. While we strive to give at least 28 days' notice for initial compliance works, this may not always be feasible. In the case of no accesses, we may arrange to access your property over a shorter timeframe to ensure that your home remains within legal and safety compliance. Nevertheless, we recognise that not all appointment times are

possible for our residents and we are committed to working with you to accommodate to your schedule wherever possible.

At WPH, we operate under several pieces of compliance legislation, which are in place to safeguard residents and their homes. Most pertinent are those that relate to gas and electrical safety, for which we have semi-regular checks. These pieces of legislation have transformed in recent years and now require regulated periodical checks, for which we appreciate your understanding and cooperation in conducting them.

EICRs (Electrical Installation Condition Reports) are conducted every five years by Re-Gen M and E Services. These assessments

involve an engineer inspecting any fuse boxes, pin sockets, and occasionally appliances in your home, ensuring the safety of both individual properties and communal spaces.

CP12s (Gas Safety Certificates) are conducted annually, and are currently being looked after by our contractors SE Plumbing, Re-Gen, and Stonegrove. These checks are mandatory only for residents with active gas components such as gas cookers and combi boilers.

Your participation in these essential safety measures is greatly appreciated. By allowing access to contractors for these appointments, you contribute to the continued safety and wellbeing of your home and yourself.

## We welcomed the following new staff



### **Kemal Hulusi - Head of Contracts, Compliance and Property Services**

Kemal has over 20 years' experience working in the housing sector in responsive repairs, planned maintenance and contract management. We welcomed Kemal in September 2023 in this new role following our restructure.



### **Aishah Merchant - Customer Services Manager**

Aishah is an experienced manager in the charity sector with extensive knowledge in case management, facilitating access to support and writing grant applications. We welcomed Aishah in February 2024 and said goodbye to Katie McBride who left for maternity leave in January and was covering this new role in our restructure.



### **Timur Niyazov - HR Officer**

Tim is an experienced HR generalist having worked for UNICEF Global bringing a wide array of key HR knowledge from their field programmes across the globe. Having recently completed professional qualification at the London School of Economics, we welcomed Timur to support our work bringing key transferrable skills within the generalist HR function.

### **Maureen, Bunmi and Phyllis - Temporary Housing Officers**

We have three temporary housing officers supporting our work whilst we recruit to permanent vacancies and maintain maternity leave cover. Our temporary worker colleagues have made a huge impact and are very much part of the team supporting our development activities, income and general tenancy matters. We expect our temporary colleagues to fulfil their employment terms until we make new appointments but do want to introduce them to you. Welcome Maureen Anderson, Oluwabunmi Fashakin and Phyllis Osie.

# Spring Recipes

## Spring greens shakshuka

### Ingredients

- 12 asparagus tips
- 100g peas
- 100g double-podded broad beans
- 200g spinach, shredded
- olive oil
- butter
- 6 baby leeks, sliced
- 2 cloves garlic, sliced
- 2 tsp cumin seeds
- 4-6 eggs
- a handful dill, chopped
- a pinch chilli flakes

### Method

#### STEP 1

Bring a pan of salted water to a boil then add the asparagus and cook for 30 seconds. Add the peas and beans and cook for another 30 seconds, then add in the spinach and cook for 2 more seconds before tipping everything out into a colander to drain.

#### STEP 2

Heat 2 tbsp olive oil and a knob of butter in a large frying pan. Cook the leeks and garlic until soft, then add the cumin seeds. Stir in the blanched veg and cook for 3-4 minutes. Season, then make holes for as many eggs as you want and crack an egg into each space.

#### STEP 3

Keep cooking gently on the hob until the eggs are done how you like them (cover with a lid if you want to speed things up). Scatter over dill and chilli flakes and add another drizzle of olive oil before serving.



### Method

#### STEP 1

Heat the oven to 180C/160C fan/gas 4. Butter a 1-litre loaf tin and line with baking parchment.

#### STEP 2

Put the butter, sugar, eggs, yogurt, self-raising flour, baking powder, ground almonds, orange zest, milk and 1 tbsp lemon curd in a large bowl and whisk until smooth. Put another 2 tbsp lemon curd in a second bowl and whisk to loosen.

#### STEP 3

Spoon half the batter into the prepared tin, dollop over the lemon curd and top with the remaining batter. Scatter over the flaked almonds and bake for 50 mins, or until risen and golden. Leave to cool on a wire rack, scatter over some lemon zest and slice.

## Lemon curd & orange cake

- Ingredients
- 170g soft salted butter
- 150g golden caster sugar
- 2 eggs
- 70g natural yogurt
- 150g self-raising flour
- 2 tsp baking powder
- 50g ground almonds
- orange, zested
- 1 tbsp milk
- 3tbsp lemon curd
- 20g flaked almonds
- lemon zest, to decorate (optional)



## Events during Spring



### Coffee mornings - Chelsea Library

Wednesdays

10:00am-12:00pm

Chelsea Library, King's Road, SW3 5EZ

Join Chelsea Library for coffee, cake and a chat. It's a great chance to meet new people in a relaxing atmosphere.

<https://www.rbkc.gov.uk/events/coffee-morning-chelsea-library>

Free event, no tickets needed.



### The Brain Exhibition

Opening times:

Wed 10:00am - 8:00 pm

Thu 10:00am - 4:00pm

Fri 10:00 am- 4:00pm

Sat 10:00am - 4:00pm

1 Midland Rd, London NW1 1AT

The Francis Crick Institute has opened a new exhibition about the brain – the most complex and least understood part of the body – and the journey to map its intricate connections.

[https://www.crick.ac.uk/news-and-reports/2024-01-10\\_what-makes-you-you-new-public-exhibition-at-the-crick-opens-exploring-the-marvel-of-the-brain](https://www.crick.ac.uk/news-and-reports/2024-01-10_what-makes-you-you-new-public-exhibition-at-the-crick-opens-exploring-the-marvel-of-the-brain)

Free event



### Love Music Social

Every Tuesday:

2pm - 3.30pm

105 Greyhound Road W6 8NJ (Behind Charing Cross Hospital)

Choose songs to listen to and discuss with the group—ranging from classical, opera, pop and rock n roll. Share your enthusiasm with like-minded people.

<https://www.ageuk.org.uk/hammersmithandfulham/activities-and-events/social-and-interest-groups/>

Free event





### Technology hub - Independent Age

Online courses and support

Self paced

Getting online can help you keep in touch, learn new skills, find music you love, and even make things like shopping or banking easier. It may feel daunting at first – but with a little patience and practice, everyone can learn how to use technology.

Learn more here: <https://www.independentage.org/hidigital>



### Gentle Yoga Classes

Wednesdays 11am - 12pm

Fridays 10:30 - 11:30am

105 Greyhound Road W6 8NJ (Behind Charing Cross Hospital)

Dedicated and qualified Yoga instructors provide instruction in this gentle Yoga class designed to improve circulation, stability and flexibility.

<https://www.ageuk.org.uk/hammersmithandfulham/activities-and-events/health-and-fitness-classes/>

£3 donation. Chair optional.



### Activities at Mary Smith Court (Older Women's Housing)

17-23 Trebovir Rd, Earl's Court, SW5 9NF1

Painting & Drawing Mary Smith Court

Wednesdays

11am - 1pm

Chair Exercises

Thursdays

10:30am - 11:30am

<https://www.ageuk.org.uk/kensingtonandchelsea/activities-and-events/>

Free events

## Contact us

Our office cannot accommodate visits at the moment. Please call us to arrange for our staff to visit you or speak to our customers services team .

**General enquiries, Repair enquiries, Housing enquiries - Monday to Friday between 9.30am and 5.30pm**

Phone 020 8749 7112

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

If you would like to pay your rent call 0208 749 7112.

Feedback: We always welcome your feedback. Please email [feedback@womenspioneer.co.uk](mailto:feedback@womenspioneer.co.uk) or you can write to Third Floor, 3 Angel Walk, Hammersmith, W6 9HX



## Emergency out of hours service

If you need to report an emergency repair when the office is closed, simply call the WPH office number: 020 8749 7112

The call will automatically be diverted to Orbis, who will take the details of the repair required and call the relevant contractor.

