



## Who came top of the mops? High praise for two cleaners

Over the summer we reviewed the **cleaning service** at properties where the work is done by an outside contractor. Estate services manager *Jamie Beckwith* reports

Two contractors in our recent survey scored highly. Those of you whose properties are cleaned by Superclean gave it an overall rating of 86%.

### Close runner-up

Relative newcomer Primex was rated a close 83%. This was the first time we have had feedback from you on Primex, which began cleaning some of our properties last year, so we're pleased to see them do so well.

We also asked residents at these properties if you had any interest in taking over the cleaning yourselves.

At four of our properties some of you already do the cleaning and it has led to a significantly lower service charge because cleaning is one of the most expensive services we provide.

Most of you weren't keen to take over the cleaning, with 83% of those replying say they didn't want to do it.

But at three properties a sufficient number did express an interest. Showing an interest in something, of course, is different to saying you

want to do it. We are now consulting those of you who live at these properties and going through the practicalities and relative costs.

Overall 25% of residents at the properties we surveyed responded. I'd like to thank all of you who took the time to answer our questions and for your detailed feedback.

We can always improve our services and your feedback helps us pinpoint strengths and weaknesses.

We will also be making some other changes as a direct result of your feedback. At three properties the cleaning will be reduced from weekly to fortnightly.

At several other properties, where your feedback on the cleaning contractor's standards was negative, or satisfaction was generally low, we have put the contracts out to tender.

Where we have made changes we will be doing a follow-up review after six months to see whether or not you are happy with the changes we have made.

### TOP TWO RATED



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## Around the houses



### New tenants' handbook

Along with your copy of *Pioneer Press*, you will all have been sent a copy of our new handbook for tenants. The handbook has been given a thorough update and now also includes useful information on repairs, (replacing the now out-dated red booklet). Please take some time to look through it. It is packed with information and may save you a call to our office.



### Our new website

We are making good progress with the design and content of our new website, which we plan to have up and running before the end of the year. As well as all the sections you would expect to find there will be a dedicated information section for residents and a section on our history. If there is anything else that you think should be included please let Christine Desborough know by telephoning ☎020 8749 7112 or emailing [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)

### Cheques in the post

We had around 250 replies to our latest mini-survey, including 27 of you who replied online. The five winners of The Leadership Factor's random prize draw live in SW5 (two of you), W11, W8 and NW6. Cheques for £100 will be winging their way to you shortly. The response was substantially down since we last carried out a full survey of your views (2013) but it was still a good number and sufficient to give us valid and useful information. In the next issue we will give a summary of the findings from the survey. The results are now being analysed by The Leadership Factor, an independent firm which tells us what was said but not who said it. A big thank you to all of you who took part.

# Volunteers wanted: help research and record our heritage

Women's Pioneer Housing will be 100 in October 2020, writes housing inclusion manager *Aidan McCarthy*. It may seem a long way off, but we're starting to think already about how to celebrate and how to use it as an the opportunity to explain why single women still need a home of their own today

Our first project will be to write a history of our early years, spanning the year we were founded by suffragettes and their sympathisers, in 1920, to the start of the Second World War in 1939.

We particularly want to look at the working lives of our tenants. Would you, maybe along with a friend or relative, like to help with this? We have identified several areas where we think some of you might have skills, knowledge or experience that would be especially helpful.

Do you have experience of working with young people, perhaps as a teacher?

Could you help us devise a lesson plan for key stage 3 students (aged 11-14) so they can learn about women's lives at this time, and particularly what it was like for women at work?

Do you have any experience in research or working with archive material?

We have some very interesting records, including notes from early board meetings dating back to the start and blueprints of our early homes, designed by one of the first women to qualify as an architect in this country.

We want to catalogue and create digital records of this material so that we can make it available on our website and more widely.

Can you type copy accurately (onto a computer) from old documents, some handwritten?

We would really appreciate help creating a digital record of the minutes of our board meetings between 1920 and 1939.

We can see that a typewriter was introduced to the office in the 1930s but until then they were handwritten. And founder Etheldred Browning's writing is, to be frank, a scrawl.

The minutes tell us who helped run and fund our earliest work and the sort of difficulties they dealt with. One interesting revelation is how very involved the early tenants were, both as investors, helping out in the office and as members of the board, which met every two weeks.

Other members included some of the best known suffragettes, from both the more militant WSPU, led by the Pankhursts, and the milder NUWSS, led by Millicent Fawcett.

Would you like to learn how to collect oral histories from other women who can remember this period? If there is enough interest, the Oral History Society may provide training.

For an informal talk about what might be involved and how we could make best use of your knowledge and interests, please contact Aidan McCarthy on ☎020 8749 7112 or email [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)

## WPH RESIDENTS ASSOCIATION

# Concerns aired over impact of new Housing and Planning Act

We had a wonderful turnout at our July meeting, which turned out to be a lively discussion on the Housing and Planning Act.

### Useful discussion

A big thank you to everyone who came along. It was good to see you all and to meet new people.

An extra big thank you to Cllr Monica Press, Janet Davies and resident Danielle Aumord for leading the discussion, together with Hannah Evans, who very kindly

came along to represent Lady Victoria Borwick MP.

Many concerns were raised about the future of social housing in London - this is still an ongoing debate, with as yet no resolution.

We welcome any feedback on anything you feel could be improved, as well as what you would like us to do more of!

Please see below and right for details of our next meetings, including some in Earl's Court. We look forward to seeing you there.

### BREAKING NEWS: CHRISTMAS PARTY DETAILS CONFIRMED

Our **Christmas party** will be on **Saturday 17 December** at **St Peter's Church** in Notting Hill.

✿ drinks ✿ food ✿ live entertainment ✿ an auction ✿

Tickets will be on sale from October. (price tbc). To find out more, please contact us by email or phone (see *details, bottom right*).

### 2016 MEETING DATES/VENUE

Our next meeting is on **Thursday 17 November** at **St Peter's Church**, Kensington Park Road, Notting Hill, **6.30pm-8.45pm**

### BRING YOUR NEIGHBOURS

We have been very happy to welcome new members to our meetings, and encourage you to bring your WPH neighbours to see if the meetings are something they would like to be part of.

### RESIDENTS ONLY

Several residents have suggested that our meetings should not always be attended by WPH staff. We have taken this on board and will now only invite WPH staff when there is something specific that we want to discuss with them.

### CONCERNS OVER VENUE

It has also been suggested that some people may not be coming along to our meetings because we meet in a church. If that is you, please be assured our meetings are not faith based. We simply meet in the foyer of St.Peter's church which is a beautiful building.

### HOW TO CONTACT US

If you would like to find out more about the residents association have a question for us or would like to offer your help, please email [womenspioneerresidents@gmail.com](mailto:womenspioneerresidents@gmail.com) or call Maggie on ☎020 7229 8471

## Bedding and small brica brac donated to WPH by John Lewis for auction

The residents association is now being supported by the John Lewis Partnership, which has donated gorgeous bedding and small bric a brac items for us to auction at our Christmas party and regular meetings.

I spent a long time cultivating a relationship with John Lewis as I believe beautiful things in our homes are a great boost when so many of us have been through very hard times and have little funds for luxuries. I am delighted that the donations are now happening on a regular basis.

## Visiting meetings for Earl's Court

We are planning a couple of visiting meetings to Mary Smith Court to introduce ourselves to those who may not be able to get to our meetings and to others in the Earls Court area. We will let you know when, but probably late October-ish. If you live further from central London please do not hesitate to contact us (see *details bottom left*).

### About WPH

WPH is the voice of residents. Our objective is to build a community where we share our thoughts, support one another, raise grievances, discuss topics of interest and forward new ideas to WPH for the benefit of tenants. We want a positive working relationship with WPH and to make sure its responsibilities to residents are observed.



## How our planet pays the price: landfill link to climate change

Recycling can turn some waste into a useful new material and it has never been easier – the council picks it up from our very doorstep, writes estate services manager **Jamie Beckwith**.

But as Jacqueline Shaw points out (*right*), we are ruining far too much of it before it is even collected. In the last four years 338,000 tonnes of material for recycling was ruined so ended up in landfill.

Landfill sites generate methane and carbon dioxide, two of the main greenhouse gases that are causing our planet to heat up, probably irreversibly.

Recycling services vary from council to council. On page 10 we have given contact numbers and website addresses for all the councils in boroughs where we have homes. Please check with your council to make sure you know what you should be putting in your recycling collection.

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Please take electrical goods to the library to be recycled

دونب عرضو طقف موقت نا وجرن  
قيدانص يف ادريودت دذاعا نكمي  
عرضت ال .بئاقحل وا تدمقلا  
نم ادريغ وا تقيئاذغلا تافلخملا  
يئش لك وا تايافنلا

Por favor, ponga **solamente** los objetos que van a ser reciclados en sus respectivos bolsos o recipientes. No ponga comida u otras basuras porque todo sera contaminado.

## What a waste! How to make all our recycling worthless

Putting the wrong things in your **recycling** bin may strike you as a minor matter but one careless move can have a serious consequence, writes Pioneer Way TA chair *Jacqueline Shaw*

Recycling has gone wrong in the UK. The amount of waste rejected for recycling has increased 84% in four years because it is too expensive to sort out the mistakes we are making. Put simply, we're putting rubbish in the recycling bins.

Recycling turns our waste into new materials for a different use. Waste that cannot be recycled needs to go to landfill, via our rubbish bins.



Recycling is specific or it can't work. Not everything can be reused though the science is always changing. Materials that could not be recycled just a couple of years ago now can.

### Off to the tip

But if you fill your bin or bag with stuff that cannot be recycled it will contaminate your collection and the lot will be sent to landfill!

Please do check what your council takes for recycling and make sure you only put that in your bag or bin.

If you need a sturdy bag to collect your recycling materials, please ask at your local library or you may be able to order one online from your local council.

### The big no: never put these in the recycling

- △ food: solid or liquid
- △ anything that has bodily waste
- △ broken glass
- △ anything greasy or dirty
- △ kitchen roll
- △ tissue paper
- △ clingfilm
- △ thin plastic film
- △ bubblewrap
- △ plastic bags (some supermarkets will take them for recycling)
- △ polystyrene
- △ disposable coffee cups from a shop
- △ any plastic or paper tainted by food
- △ crisp bags and sweet wrappers
- △ garden compost
- △ electrical items

### Should be okay for recycling - but please check!

- △ paper (not shredded as the fibre is too short) like junkmail, magazines envelopes, and newspapers
- △ drink cartons, including Tetrapak™
- △ cardboard
- △ plastics like ice cream tubs, yoghurt pots, fruit punnets, butter containers, drink and shampoo bottles (all rinsed)
- △ clean aluminium drink cans and tins.
- △ rinsed glass bottles and jars (but no broken glass)
- △ some councils take clean tinfoil (but not Hammersmith & Fulham, Wandsworth, Kensington.& Chelsea)

## Scrutiny panel recruitment

Last year we set up a scrutiny panel to get tenants to look in detail at the services you get and see how they might be improved.

The panel meets on a Monday evening, roughly every six weeks, in SW5. Meetings are relaxed and informal, with refreshments.

Being on the panel demands your commitment and time. You must be impartial as your role is to scrutinise and recommend changes for all tenants.

**If you are interested in finding out more about joining the panel, contact Marcia Davies (see details right) or call housing manager Matthew Wicks on 020 8749 7112 or email [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)**

## Report imminent on service charges

SCRUTINY PANEL UPDATE BY MARCIA DAVIES, CHAIR

The tenant scrutiny panel's current topic is service charges, which we've been looking at over the last couple of months. It's a very technical area to look at, but the experience so far has been pretty positive.

We've really been looking at how service charges are calculated, and what causes them to fluctuate between different properties.

Jamie Beckwith has met with us twice, once to give us an overview of service charges and then a second time to go through the charge for a property in detail.

We've then been able to go through charges for other properties ourselves.

We're hoping to present our findings and recommendations to the board before too long.

We'll be getting some assistance from TPAS (the Tenant Participation Advisory Service) on putting that presentation together because it is such a complex area.

I'll be going on a course in October to learn more about chairing – it's something that I'm really enjoying doing, but it will be nice to pick up a few tips! We would like to recruit some new members, so if you would like to get involved please send an email to [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk) marked for my attention.

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## Day trip to Southend on Sea brings back cheerful childhood memories



On a bright and beautiful Sunday morning in August a group of Pioneer Way tenants and our guests, set off from White City for a day out at the seaside, writes **Christine Phillips**

The weather held fine all day, and we arrived in Southend around 1pm. After a quick photo we split into various mini groups to enjoy our day.

### Personal choice

Everyone had their individual return tickets and were free to come and go without hindrance. Some of us took a picnic to enjoy on the sands, and others went to restaurants to enjoy fresh cooked fish and chips.

The amusement park spread over most of the sea front, but the railway on the pier was cancelled due to renovation works on the pier. No one wanted to walk a mile plus to the end, and back again.

I was a child visiting with my gran'ma, aunt, uncle, mother and brother in 1947/48 and, while they have put in lifts to ease access to and from the beach and the town centre has obviously changed, the walk along the sea front is timeless.

It was a lovely day out, enjoyed by all and the rain stayed away until we were home.



An affordable day out for Pioneer Way residents and their guest. Costs were kept down by travelling free on London Underground as far as Liverpool Street station



## And again... your chance to meet the managers

Following the success of our **Meet the managers** event in May, we will be holding another meet and greet on **19 October** at Mary Smith Court. As before, the middle management team will be available to talk to you one-to-one between **3pm and 6pm**.

The team is made up of:

- housing manager Matthew Wicks
- finance manager June Gasper
- estate services manager Jamie Beckwith
- asset manager Roger Barton
- corporate services manager Susan Bernard, and
- housing inclusion manager Aidan McCarthy

We'd like to meet you to find out what's on your mind, whether there's anything we can help you with, or even just to chat over a cup of tea.

The last meeting was very busy so the best way to make sure you get to speak to the manager or managers you want to talk to is to call in advance and book an appointment.



We are keen to hold these meetings in other areas so you all get an equal chance to meet us without having to travel too far. If you'd like to suggest a venue, please tell us via ☎020 8749 7112 or [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)

### Date and time

Drop in between 3pm and 6pm on Wednesday 19 October

### Location:

Mary Smith Court, cnr Trebovir Road and Templeton Place, SW5. From Earl's Court tube (Earl's Court Road exit), turn left and take first left turn, then first right.

## NEW FACES AT HEAD OFFICE

In the last issue we promised to tell you more about new board chair **Maureen Hopcroft** and **Mark Cole**, our new director of resources. This feature honours that promise, and introduces as well a newcomer to our housing management team

### Maureen Hopcroft, board chair

I am delighted to be the new chair of Women's Pioneer. We have a fantastic heritage and an important mission and I look forward to helping guide us through a period of change.



### Passion for the role

I bring to my role a passion for social housing, with over 25 years' experience, and I know Women's Pioneer well, having served on the board for six years.

My particular specialty is business change and I aim to put this to good use as we work out how to make best use of our assets, manage the evolution of rental changes and the right to buy – there is a lot to do.

Outside work, I love to travel and enjoy theatre, film, cooking and pilates. Much of my time is spent with my four children, three of who are now navigating the vagaries of the London private rental market. This makes me even more aware of the huge value we bring - we should all be proud to be a part of Women's Pioneer.

### Director of resources Mark Cole

I joined Women's Pioneer in June, taking on responsibility for looking after the finances and IT systems.

I am a chartered accountant with more than 12 years experience in the housing sector, previously as an auditor and deputy finance director at another housing association.

I live out in Oxfordshire with my wife and our 10-month-old son, Alastair, who has recently started to crawl very quickly. I am a keen bowler and recently represented my county at the national finals at Leamington Spa.



### Housing assistant Michael Waters

I've joined the management team, taking over from Eve Mouser-Smith as the housing assistant.

I am a recent graduate from the London School of Economics, where I gained a degree in social anthropology. I really did enjoy it but am now ready to get stuck into working life.

My role will mainly include arranging the tenancies of empty properties, such as organising viewings, and transfers. I'll also be supporting the work of the housing officers and overseeing our homes in West Drayton.

I already feel right at home at Women's Pioneer, and look forward to meeting many of you over the coming months.



# You, us and Brexit... how might the vote change our lives?

## PIONEER PRESS: DISCUSSION POINTS

Some of us will have whooped with joy. Others of us felt the blood drain from our face. Whichever way you voted, the vote to **leave the EU** will have lasting repercussions. Housing inclusion manager **Aidan McCarthy** offers some thoughts

Away on holiday in rural Ireland on 24 June, I switched on the TV at 6am only to see that the UK had voted to leave the European Union. It felt very strange seeing such momentous news far from the UK.

Your own feelings will no doubt reflect how you voted. But whatever side you took, it is hard to argue that this is anything other than the most significant political event for decades.

What are the implications for social housing? The short answer is: we can't tell. Anyone saying for definite what post-Brexit Britain will look like is probably trying to sell you something. So we put our thinking caps on.

### IMMIGRATION

This undoubtedly played a large part in the campaign. We think it likely that a significant number of pro-Brexit voters felt immigration levels were too high, and leaving the EU would address that concern. For those, like myself, who are EU immigrants, it raises a simple question: can we stay?

In the short term, there is no suggestion that EU nationals will have to leave the UK. Until an actual exit deal is negotiated, all current EU agreements and protections remain in place. That includes the right to move freely between EU member states. Any attempt to change that before negotiations are complete (and they haven't started and are likely to take years) would be illegal.



For those, like myself, who are EU immigrants, it raises a simple question: can we stay?

Longer term, Theresa May's government is indicating clearly that firmer immigration controls will play a key role in exit negotiations with the EU. EU nationals in the UK can expect, therefore, a long period of uncertainty.

### THE ECONOMY

Since Brexit, sterling has lost value, major credit ratings agencies have downgraded the UK's credit rating, and the stock market has slumped. None of these were unexpected, and short-term economic difficulties could arguably be worth the longer-term benefits pro-Brexit campaigners anticipate (and the stock market has since recovered).

If the economy tips into recession, that could well affect those of you in work or looking for a job. If you're on a 'zero hours' contract you may find your hours cut. Even once-secure jobs may be threatened. If you do find you are struggling to pay your rent please contact your housing officer as soon as possible. We can discuss any benefits you may be entitled to and we work with outside agencies who specialise in training and finding work.

## THE HOUSING MARKET

There have been widespread reports of people pulling out of house sales and prices being cut. But while property prices may fall, the drop in the value of sterling may make UK property an even more attractive investment to overseas buyers.

For housing association tenants, an additional unknown is the extension of right-to-buy. Mortgage rates can't get any lower since the Bank of England cut its base rate to 0.25% so it's a good time to borrow, but anyone borrowing at the top limit of what they can afford will be very exposed when rates start to go up. And anyone saving for the deposit will struggle to find savings accounts that give a decent rate of return!

The risk of a market downturn is less significant for housing associations like us but may affect our plans for new homes. Build costs may rise because the UK has a shortage of construction skills. Around 7% of construction workers are from the EU so if they move labour costs will rise. A weak pound is also making importing building materials more expensive.

## SOCIAL CONCERNS

Sadly, there have been reports across the country of an increase in hate crimes and racially-motivated incidents since Brexit.

In London, we are rightly proud of our long-standing multicultural and multi-ethnic society so need to be vigilant to guard against this kind of thing taking root.

If you experience or witness any kind of hate crime, please report it to the police straightaway. If the incident takes place in or around your home, please also alert your housing officer or scheme manager.

Do you know of someone interesting or a local group you'd like to read about in Pioneer Press? Please tell us by emailing [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)





### New handyman service for jobs that are your responsibility

We often get calls asking if we can recommend someone to do the sort of jobs that are your responsibility and that your ESO can't help you with, like decorating. We have recently taken on a small organisation called Ideal Handyman which is happy to do work for you at a special reduced rate for Women's Pioneer tenants.

To contact Ideal Handyman call ☎ 0800 848 8148 or ☎ 020 8550 9983. Find out more about the firm at [www.idealhandyman.co.uk](http://www.idealhandyman.co.uk)

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### Next round of gas safety checks starts early

The next round of gas safety checks will start at the end of October. All of you who use a gas-fired boiler or appliance will need to let our gas engineers into your flat to carry out the inspection when they call at your property. We ran the last round of checks earlier this year and are timing this round a little early to avoid clashing with the Christmas break.

Thank you to all of you who cooperated with the last round of inspections. We greatly appreciated your cooperation.

Just a very small number were unhelpful, and we ended up taking two to court - an expensive and wasteful exercise.

The inspections are vital to the safety of you and your neighbours and we are required by law to have an up to date valid gas safety certificate for any property where gas is used.



## Housing benefit rules change again

Two new rules concern making a claim on time and what will happen to your **housing benefit** payments if you go abroad, writes housing director *Christine Desborough*. You may be affected by one or both of these changes

### Going abroad

From 28 July this year, if you go overseas, housing benefit will only be paid for four weeks while you are away.

There are some exceptions to the new rule, for example housing benefit will be paid for **26 weeks** if you go abroad to escape **domestic violence** or because you are in **hospital**.

We have had confirmation that the rule will affect you whether you are **under or over pension age**.

The regulations state that a person will not come under the new rule if they were already overseas when the rule changed.

You must tell the housing benefit department if you are going abroad for more than four weeks.

We understand this rule affects people of pension age as well as people of working age.

If someone in your home, who is not your dependant, is absent because they are overseas, and none of the 'exceptional circumstances' (ask us if you want the full list) apply, they will need to return home within four weeks to be counted as living in the property.

If they stay away for longer then they will not be counted as living in

the property from their first day of absence outside Britain. That means nothing should be taken away from any benefit you claim, for sharing your home with 'a non-dependant', during the time they are 'abroad'.

### Making a claim on time

You must make your claim for housing benefit as soon as your income drops because 'backdated' claims are now hard to claim and very limited.

In April the law on backdating housing benefit changed. It used to be that if you made a claim, you could ask that it covered any earlier period when your income was low enough to let you qualify for housing benefit.

Now, any claim lodged by someone of working age will only be backdated for a maximum of one month and you have to show a good reason why your claim should be backdated.

If you are old enough to claim a state pension, the rule is a bit more generous so your housing benefit can be backdated to cover up to the past three months.

As always, the rules that apply to welfare benefits are not clearcut. If you have any questions or want advice, please call your housing officer on ☎ 020 8749 7112 or email [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)

## Right to buy: slow progress as fine detail is ironed out

We had hoped that by now we would be able to tell you more about the government's proposal to let housing association tenants buy their home. But as we go to press, we still don't know how this will work.

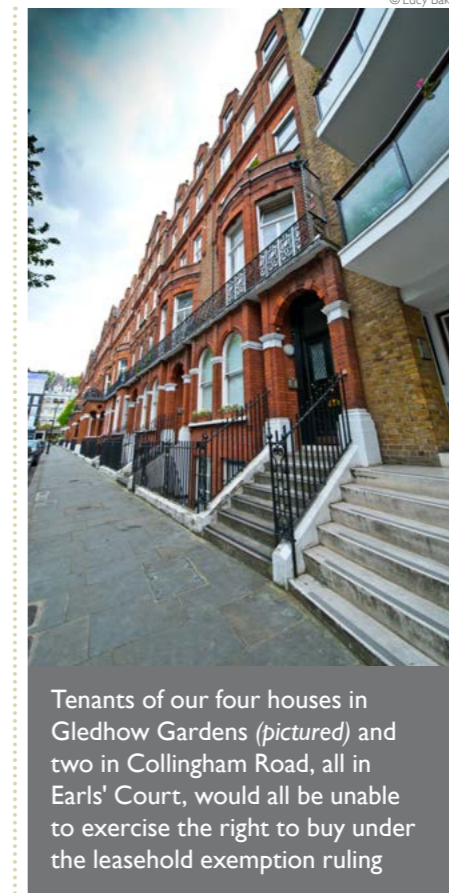
### Slow progress

We are in regular touch with those on the government's sounding board ironing out the technical aspects and with our trade body, the National Housing Federation.

What is clear is that there are still a lot of problems that need to be resolved. The government hasn't yet explained how discounts will be funded or how many will be available.

We also now know some properties can't be sold, for example those that have less than 50 years left on the lease where someone else owns the freehold. This would affect at least six of our properties.

We are sorry that we still can't give you any better information.



Tenants of our four houses in Gledhow Gardens (pictured) and two in Collingham Road, all in Earls' Court, would all be unable to exercise the right to buy under the leasehold exemption ruling

## Eviction for illegal sublet: cheating tenant loses flat

This summer we evicted a tenant who had sublet the flat she rented from us while fraudulently also holding down a second tenancy with Hammersmith & Fulham council.

### Detective work

Her offence came to light after some detective work by ourselves and our colleagues at the council. We at once began legal action against the tenant and have now taken our flat back.

Subletting a council or housing association home is fraud and carries a strong risk that you will be found guilty of a criminal offence, facing a hefty fine and a criminal record.

There is a dire shortage of affordable rented housing in London and we want our homes to be let to women

who are most in need of our service.

If you suspect or know that any of our flats are being occupied by someone who is not our legal tenant please tell your housing officer. Your report will be kept fully confidential and will let us discreetly investigate.

It is legal to take in a lodger providing your home does not get overcrowded but most of you will first need our permission. Letting out your entire flat, or giving total control of part of the flat, to someone else is not allowed. Please ask your housing officer if you are at all unsure of the rules on sharing your home or taking in a lodger.

## Turning Point health checks roll out to more eligible tenants

All sheltered housing tenants who were eligible for one of the free NHS health checks offered by Turning Point have now had an opportunity to take up the offer. We were delighted to see how many of you took it up.

### Offer extended

We will soon be writing to those of you who are eligible for the free health check who live in our other properties in the tri-borough area – Kensington & Chelsea, Hammersmith & Fulham and Westminster.

Our letter will explain what the health check involves and when they will be taking place near you.

Turning Point is offering health checks to those of you living in the three boroughs who are:

- between 40 and 74 years in age
- have not had a health check in the last five years, and
- have not already been diagnosed with diabetes, heart disease or high levels of cholesterol.

### Don't live in this area?

If you do not live in the tri-borough area and think you are eligible for a health check, please contact your GP to find out how you can attend one in your area.

### Free use of computer

A reminder that we have a computer in our reception area that is free for you to use. It may be useful if you need to apply for benefits online, are looking for someone to swap home with or are job hunting. If you need help using the computer, one of our staff will be happy to help.

To find out more call us on ☎ 020 8749 7112 or drop into our office at 227 Wood Lane, White City, W12.

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# Too big, carelessly bagged and smelly

Careless disposal of household waste can make life very unpleasant for you and your neighbours, writes estate services manager *Jamie Beckwith*

Jacqueline Shaw from Pioneer Way gives a timely reminder on page four of *Pioneer Press* of how unwitting or careless misuse of recycling bins and bags is undermining all our efforts to find new ways to reuse our waste.

But we also get a lot of complaints about the thoughtless way some of you treat the non-recyclable parts of your household waste.

## Securely bagged

All rubbish that cannot be recycled needs to be securely bagged, in a black rubbish sack or another suitable plastic bag, and put into the bins provided.

Some councils will not take away any rubbish not properly bagged up. If it isn't securely bagged up food (or other organic matter) will attract rats, mice, insects and foxes, and it will smell. The pong that can build up at the bottom of bins is foul.

Spare a thought for neighbours living closest to the bins. Most of you live in converted Victorian buildings and our basement flats may be right next to the bin shed.

## Bulky items

If you want to dispose of anything bulky, do not dump it. All councils offer a special collection service for bulky items. If you have unwanted furniture there are also other organisations that may take it for free to recycle for reuse. Contact your local council for further details. Please remember that if we have to remove dumped bulky items from your property the cost will be passed back through your service charges.

If you're not sure what your council will take away for recycling or how to dispose of bulky items, please call them to find out. See list below.

Council	Phone	Website
Camden	☎ 020 7974 4444	www.camden.gov.uk
Ealing	☎ 020 8825 5000	www.ealing.gov.uk
Harrow	☎ 020 8863 5611	www.harrow.gov.uk
Hillingdon	☎ 01895 250 111	www.hillingdon.gov.uk
Hammersmith and Fulham	☎ 020 8748 3020	www.lbhf.gov.uk
Kensington and Chelsea	☎ 020 7361 3000	www.rbkc.gov.uk
Wandsworth	☎ 020 8871 6000	www.wandsworth.gov.uk
Westminster	☎ 020 7641 6000	www.westminster.gov.uk

## Tower block fire prompts fire brigade warning on tumble dryers

Those of you living near Shepherd's Bush will probably have noticed the large fire that broke out in a tower block near the West 12 shopping centre in August.

Thankfully no-one was hurt but 20 households had to be put in temporary accommodation so their flats could be made habitable again.

Investigations found that a faulty tumble dryer had caused the fire. The manufacturer had issued a safety warning about that model and an engineer had been booked to visit - but it proved too late.

London Fire Brigade has since urged everyone with a tumble dryer to check that it is not subject to a safety notice or a product recall. If either applies, you should stop using the dryer at once.

The fire brigade deals with at least one fire a day caused by faulty electrical goods. Its website has a full list of products (not just tumble dryers) that are considered unsafe.

To check that nothing you own is on the list go to [www.london-fire.gov.uk/total-recalls/what-you-can-do-to-stay-safe.asp](http://www.london-fire.gov.uk/total-recalls/what-you-can-do-to-stay-safe.asp)

## DON'T LOOK NOW: ANSWERS TO THE AUTUMN QUIZ

- 1 Monday
- 2 *The Woman in Black*
- 3 Trick or treat
- 4 Michael Myers
- 5 Garlic
- 6 Ireland
- 7 The Lyceum
- 8 U2
- 9 Frankenstein
- 10 The Fly

## THE AUTUMN QUIZ

Can you tell your ghouls from your garlic? Kindly banshee by night (housing inclusion manager by day) **Aidan McCarthy** lets rip



- 1 On what day of the week will Hallowe'en fall in 2016?
- 2 Arthur Kipps is the main character in which ghost story by Susan Hill?
- 3 What is the traditional question asked by children looking for sweets at Hallowe'en?
- 4 What is the name of the masked murderer in the Hallowe'en film series?
- 5 What foodstuff is traditionally held to be very good at repelling vampires?
- 6 In the mythology of which country would you find the banshee?
- 7 Bram Stoker, author of *Dracula*, used to work in which London theatre?
- 8 Larry Mullen Jr, born on Hallowe'en in 1961, is the drummer with which rock band?
- 9 What classic horror novel by Mary Shelley is subtitled *The Modern Prometheus*?
- 10 Which film directed by David Cronenberg was promoted with the slogan: "Be afraid...be very afraid"?



## Emergency repairs out of hours

If you have a **genuine emergency** when our office is closed, please call the number below for the type of repair you need.

Plumbing, electrics, or other problems that need to be dealt with by a builder:  
**Just 24/7 ☎ 020 8979 2220**

Broken windows or if you're locked out or have lost keys (you will have to pay for this):  
**Just 24/7 ☎ 020 8979 2220**

Power cut to the **whole house**:  
**UK Power Network ☎ 0800 056 6341 or ☎ 0333 32 32 105**

Gas leak – if you smell gas or suspect a gas leak:  
**National Grid ☎ 0800 111 999**

Lift breakdown: **21st Century Lifts ☎ 020 8676 5700**

Heating and hot water system for all flats in your property:  
**S&S Burners ☎ 020 8330 7992**

Gas fires and boilers that we have installed:  
**Daynight ☎ 07860 234 899**

Faulty fire alarm in a shared part of your building:  
**Chameleon ☎ 01757 244 511.**  
**Leave your name, address and phone number, and a brief description of the problem. The duty engineer will call you back at once.**

TV aerials and entry phones: this can wait until we reopen.

## IN THE KITCHEN

### "the reluctant cook"

RECEPTIONIST KIM, NOT OUR KEENEST COOK, SAYS: 'IT'S A REALLY TASTY WAY TO USE LEFTOVER ROAST CHICKEN!'



#### Ingredients (serves two)

- 2 tablespoons of olive oil
- half a large onion, chopped
- 2 tablespoons balsamic vinegar
- 160g uncooked Arborio rice
- 2 tablespoons dry white wine
- ¾ litre hot chicken stock
- 1 tablespoon butter
- 140g chopped cooked chicken breast
- Salt and pepper to taste
- 2 tablespoons chopped fresh thyme

#### Prep 10 mins/cook 30 mins

1 Heat half the oil in a pan over a medium heat. Stir in the onion and sauté for about 10 mins until dark golden brown. Remove from heat, stir in the vinegar and set aside.

2 Heat the remaining oil in a separate pan over a medium heat. Stir in the rice and mix well. Let it heat for two mins then add the wine. Lower the heat to medium low and start pouring in the stock 200ml at a time. Add more stock as and when the liquid is absorbed. Continue until all the stock is absorbed and the rice is al dente – about 20 minutes.

3 Stir in the set aside onion and allow to fully heat through. Remove from heat and stir in the butter and chicken. Season with salt and pepper and garnish with fresh thyme.



# free events October to December



**Friday 14 October**

**CALM EVERYDAY ANXIETY**

Savoy Place, 2 Savoy Place, WC2R.  
From 6.30 to 8pm. Simple strategies  
for dealing with everyday anxieties

**Friday 14 to Sat 15 October**  
**THE SECRET SLOWNESS  
OF MOVEMENT**

At David Roberts Art Foundation,  
Symes Mews, Camden High St, NW1,  
Friday 4pm to 8pm, Saturday 2pm to  
6pm. Art installation offering a sensory  
experience where a carpet of grass  
invites you to kick off your shoes

**Weds 19 to Sunday 23 October**  
**BLOOMSBURY FESTIVAL**

Venues across WC1H. Artistic, literary  
and scientific events for all ages and  
tastes in the streets, parks, museums,  
galleries, laboratories and public and  
(normally) private buildings.  
[www.bloomsburyfestival.org.uk](http://www.bloomsburyfestival.org.uk)

**Until Thursday 20 October**  
**BRITAIN'S BEST POLITICAL  
CARTOONS 2015**

The Political Cartoon Gallery and  
Café at 16 Lower Richmond Rd, SW15.  
Mon-Friday, 10.30am to 5.30pm.  
Exhibition of 70 political cartoons

**Until Saturday 22 October**  
**OKTOBERFEST IN LONDON**

Bavarian Beerhouse in Old Street and  
Tower Hill, EC1V. Free on Wednesday,  
7pm-11pm. Live Oompah music played  
close to your table

**Until Saturday 5 November**

**A KIND OF MAGIC: FREDDIE  
MERCURY'S 70TH BIRTHDAY**

Richard Young Gallery, 4 Holland  
Street, W8. Mon, Fri and Sat: 11am to  
5pm, Tues-Thurs: 10am to 6pm. Photos  
of concert images and real life shots

**Until Saturday 5 November**  
**CABINET OF CURIOSITIES**

Goldsmiths Centre, 42 Britton St, EC1M.  
Monday to Friday, 9am to 6pm. Hand-  
made jewellery, design and curiosity  
objects. Get in touch to open the next  
door of the advent calendar and win  
coffee and cake for two in the café.  
Email [boxoffice@goldsmiths-centre.org](mailto:boxoffice@goldsmiths-centre.org)

**Sunday 6 November**  
**LONDON TO BRIGHTON  
VETERAN CAR RUN**

From Hyde Park W2. Cars set off from  
7-8.45am. Rare chance to view 500  
pre-1905 vehicles. Hyde Park Corner  
and Westminster Bridge are popular  
viewing locations

**Saturday 12 November**  
**LORD MAYOR'S SHOW**

From Mansion House via Bank, St Paul's  
and Fleet St to Aldwych, starting 9am.  
800-year-old procession over 3 miles.  
<http://lordmayorsshow.london>

**Frid 18 Nov to Mon 2 January**  
**WINTER WONDERLAND**

Hyde Park, SW1. From 10am to 10pm  
daily (opens at 5pm on day one, closed  
on Xmas Day). Shop, drink and dine  
[www.hydeparkwinterwonderland.com](http://www.hydeparkwinterwonderland.com)

**Tues 22 Nov to Sun 8 January**  
**CHRISTMAS PAST: 400 YEARS  
OF SEASONAL TRADITIONS IN  
ENGLISH HOMES**

Geffrye Museum of the Home,  
136 Kingsland Road, Hoxton, E2.  
From 10am to 5pm. The origins and  
meanings of past Christmas traditions

**Until Weds 30 November**  
**PHOTOMONTH**

Various locations and times around  
east London, E1. Exhibitions, events,  
artists' talks, seminars, workshops  
and courses on photography.  
<http://2016.photomonth.org/>

**Saturday 3 December**  
**CHRISTMAS PUDDING RACE**

Covent Garden Market, WC2E.  
From 11am. Free to watch. Organised  
by CRAC for Cancer Research UK

**Saturday 3 December**  
**TWICKENHAM GIFT FAIR**

St Mary's Church Hall, Church Street,  
Twickenham, TW1. From 1.30-5pm.  
Handmade craft items at affordable  
prices, made by local crafters

**Tuesday 6 December**  
**KEATS AND FESTIVITY**

Keats House, Keats Grove,  
Hampstead NW3. From 6.30 to  
8.30pm. Evening of poetry and games  
typical of festivities from the Romantic  
period, as enjoyed by Keats, Leigh Hunt  
and their friends. Places are free but  
must be booked at [www.cityoflondon.gov.uk/keats](http://www.cityoflondon.gov.uk/keats)

## COMPLAINTS

If you think we have treated you unfairly or a service was poor, please call us to ask for a complaints form or make an appointment ☎020 8749 7112. You can also email your concerns to [info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk) ■ You can get advice from your local MP or councillor or from the Independent Housing Ombudsman ☎0300 111 3000 [www.housing-ombudsman.co.uk](http://www.housing-ombudsman.co.uk)

## Ordering repairs

Call the team direct on Monday to Friday between 9.30am and 5.30pm: ☎ 020 8743 4422  
Email: [repairsresponseteam@womenspioneer.co.uk](mailto:repairsresponseteam@womenspioneer.co.uk)

For a serious risk to health and safety or to our property out of hours, see page 10 for numbers to call in an emergency. These numbers are only to be used if you have a situation that cannot wait until our office reopens.

## Contact us

**Our Wood Lane offices are open from Monday to Friday, from 9.30am to 5.30pm.**

Call in or write to: **227 Wood Lane, London W12 0EX**  
Phone us: ☎ 020 8749 7112

Contact us by email or internet:  
**[info@womenspioneer.co.uk](mailto:info@womenspioneer.co.uk)**

[www.womenspioneer.co.uk](http://www.womenspioneer.co.uk)  
Repairs: ☎ 020 8743 4422