

SPRING 2022

Pioneer Press



THE NEWSLETTER FOR RESIDENTS OF WOMEN'S PIONEER HOUSING

Meet WPH's new Chief Executive Tracey Downie

"The strong values and inspiring ambitions that are at the core of this pioneering Housing Association reflect my own aspirations"

- Tracey Downie



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We are delighted to announce the appointment of Tracey Downie as our next Chief Executive.

Tracey joined us on the 3 May and the entire team welcomed her.

In her last role, Tracey was Executive Director of Housing Management at Homes for Haringey and is the Board Chair of Ekaya Housing Association.

Tracey has worked in the social housing sector for over 25 years, primarily in London-based housing associations and with a significant commitment to community development, resident engagement and challenging inequality. Over the last 15 years, Tracey has held senior, Executive and Non-Executive roles.

Throughout her career in housing, Tracey has been an advocate for inclusivity and diversity, supporting and mentoring young housing professionals and currently mentors through the Future of London Leaders Plus programme.

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Chair of the Board Kim Vernau said: “We are delighted to confirm Tracey as our next Chief Executive. She stood out from within a very strong field of applicants. I am confident that she will continue to further develop our high performing position in terms of governance, finances, and new build development, ably augmented by our former Chief Executive, Denise Fowler who guided Women’s Pioneer successfully over the last four years and leaves us in a strong position. Tracey will enable us to continue to meet the ambitions we have for our residents and their homes. We are very much looking forward to continuing a productive and successful working partnership with Tracey for many years”.

Two Resident Engagement and Scrutiny Panel (RESP) members met Tracey at the stakeholder

events held in February as part of the CEO selection process. Other RESP members have joined in a series of virtual induction sessions and have also met Tracey virtually.

We are particularly grateful to Leyla and Maryam who spent a day with staff in February meeting all four shortlisted candidates and then met with the Board Chair that evening, valuably contributing to the CEO selection process.

RESP members Maryam Antonini-Soumare and Leyla Rahman said: “Tracey is passionate about the partnership between residents and staff working jointly. Her long career in social housing, work in developing and understanding communities and challenging inequality all goes to Women’s Pioneer’s purpose. We are

encouraged to have Tracey as the new Chief Executive to continue the journey and form new ambitions, encouraging residents and staff from the wide range of backgrounds and experiences they bring, to be involved in this next stage towards further success”.

Tracey Downie: “I am absolutely thrilled to be joining Women’s Pioneer and building on the successful performance, commitment to residents and wider focus on women’s housing needs achieved through Denise Fowler’s leadership. The strong values and inspiring ambitions that are at the core of this pioneering Housing Association reflect my own aspirations. I too, look forward to leading Women’s Pioneer through many years of continued growth and success; with residents at the heart of all we do”.

We are looking for Resident Board Members!

If you understand the importance of women’s housing needs, are passionate about enabling residents to work with us to improve our services, you may be interested in applying to join the Board.

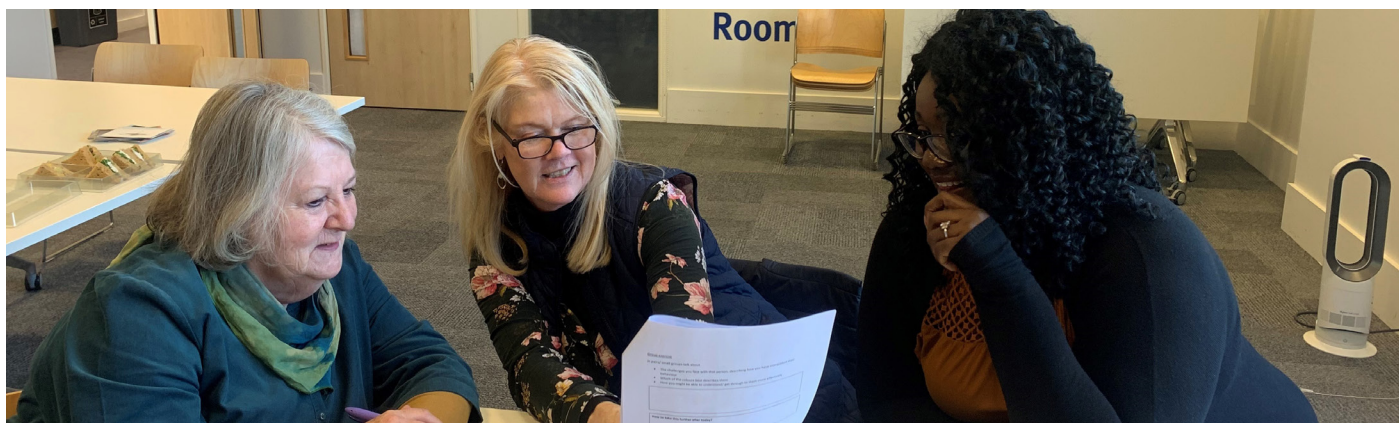
The Board is a skilled and friendly group, providing strategic direction and leadership to the organisations’ staff. It is responsible for setting, monitoring and reviewing the overall aims, objectives and policies of the Association and overseeing its performance. Members have a wide range of professional experience and expertise. It is important that our Board is also diverse, is representative of our residents and our communities so that lived experiences are brought to the Board table. In this role you will be responsible for checking the company is complying with legal and financial requirements, ensuring health and safety, improving services for residents, managing risks and ensuring that we meet our objectives.

You will need to prepare for and attend four Board meetings per year. You will also have the opportunity to sit on at least one of the Board’s committees which also meet up to four times per year.

You do not necessarily need experience on another Board to apply for this role, however, you will need to demonstrate that you have the right skills or that you can develop them with our support.

To be eligible to apply you must be a resident (renting your home from us and living at that address) and named on the tenancy agreement.

Do contact Susan Bernard or Jess Page if you would like to find out more on 020 8749 7112



Resident Engagement Updates

Homes & Services Committee

In 2021 we launched our new Resident Engagement Strategy, which sets out how we will achieve our aim to make a positive difference to women's lives in partnership with residents.

The Strategy established a Homes and Services Committee, a sub-committee of the Board with delegated decision making authority on policy areas covering Housing Management and Property services.

Ruth Buckingham, a member of our Board, chairs the committee and Caroline Harris, one of our residents is Vice-Chair. The rest of the committee are four residents from the RESP, one co-opted resident who is a former board member and two board members.

The committee has approved an updated Allocations and Lettings Policy, a new Mould, Damp and Condensation policy and reviewed our performance on satisfaction, ASB handling, repairs and complaints.

HASC member Leyla Rahman says: "I feel it's good to have say or input on policies and also to get to see all the policies about WPH."

Listening & Acting on your views

In September 2021 and February 2022 we held a Resident's Action Forum on Allocations and Lettings. The amended policy has now been signed off by the Homes and Services Committee.

The policy contained your suggestions including:

- Limiting management transfer priority status to two offers
- Re-introduction of under-occupation incentive for those wishing to downsize

In particular residents who were on the transfer list wanted us to make more suitable offers, for example if the reason you want to transfer is for a larger flat, we will look at the floor size of your current flat and the flat on offer to check it is bigger before you attend the viewing.

Resident Engagement & Scrutiny Panel



(from left back row: Susan Parris, Leyla Rahman, Irene Alessi, Jess Page, Andrea Fraser. Front left front row, Cheryl Hudson, Diane Humphrey)

The RESP continue to meet every other month to help us shape our resident engagement activities. RESP members went on a day of training in March, looking at working styles and how we can work together in meetings, projects and planning activities. Our resident, Andrea Fraser, chairs the RESP group.

RESP have met three times this year and have helped us write the rent increase letter, reviewed our satisfaction performance and contributed to a consultation on satisfaction measures we submitted to the Regulator of Social Housing.

The rise of living costs and support available

Cost of living crisis

The cost of living crisis refers to the fall in real incomes adjusted for inflation and tax. It is caused by a combination of high inflation outstripping wage increases and tax increases in April 2022 that have squeezed incomes for many households.

The crisis simply means the cost of living – such as energy, food and transport – are rising faster than incomes. Some of the factors driving the current spike in prices include the high demand for oil and gas coupled with uncertainty over supply due to the Ukraine conflict pushing energy prices up across the globe. This has led to higher costs for energy companies and subsequently, their customers.

The energy regulator Ofgem sets the energy price cap in a bid to limit the price a supplier can charge you per unit of electricity and gas.

Ofgem's latest price cap rise applies to customers who are on a standard variable tariff (SVT), which is usually a provider's most expensive tariff. If you switched to a fixed deal and that has come to an end, you will be moved to the standard tariff.

The government has announced an Energy Bills Rebate Scheme, a package of financial support to meet rising costs.



Fuel support

The Government announced a package of support known as the Energy Bills Rebate for those impacted by the rise in fuel costs with funding worth £9 billion. This includes a £200 discount on energy bills paid to energy suppliers for households to claim from October 2022. This is a repayable rebate, to be repaid in instalments over 5 years.

Age UK are offering free energy checks for older people that are finding it hard to keep their homes warm. We estimate that 41% of our tenants are likely to be eligible for a free energy check. To qualify you must be over 65 and on a low income (below £16,190 per year) and/or be over 65 and living with a disability or other medical condition or be over 65 and living in an older or hard to heat property. Age UK can be contacted on **0800 678 1602**.

Please view our website news section for more information on additional fuel grants if you are struggling with fuel debt

FOR RESIDENTS GET INVOLVED APPLY FOR HOUSING OUR STORY

Savings and help with energy costs



Council tax support

The government has introduced a council tax rebate for those in council tax bands A-D. This is a £150 non-repayable rebate which will be made to eligible households by your local authority.

Contact your local authority if you think you are eligible and don't pay by direct debit. Those

paying by direct debit will have this automatically refunded.

Cost of living Hub

The Mayor of London has recently launched a webpage called the Cost of Living Hub. This page is designed to help with claiming benefits, paying bills, paying off debts and financial tips.

Find out more on: <https://www.london.gov.uk/what-we-do/communities/help-cost-living>

Water Bill Support

Thames Water have introduced the scheme WaterHelp to aid in reducing water bills.

WORRIED ABOUT YOUR WATER BILLS?
Don't pour your pounds down the drain!

If your household income is less than **£19,747** you can get a **50% discount** with Thames Water **WaterHelp**

Don't waste the chance to **save!**

Apply Now - Call Thames Water Extra Care on **0800 009 3652**
Learn more about Extra Care and financial support [here](#)

The poster features a water tap with a blue water drop falling into a drain. A yellow star is next to the 'save!' text.

Women's Pioneer Housing can point you to the right organisations or suppliers, offering information and advice on how to obtain grants, rebates or support.

For further information:

- Contact your Scheme Manager
- Your Housing Officer

Or our Financial Inclusion Officer Angela Okwesa, on **0208 749 7112** or by email at Angela.Okwesa@womens-pioneer.co.uk

Rent Increases

In July each year we increase our rents in line with inflation.

The reason for this decision is that Women's Pioneer Housing faces pressures related to the cost of living crisis, as our costs also rise, in particular for repairs and improvements. High inflation, shortages of some goods due to supply chain disruptions and increasing energy costs have created multiple disruptions which have pushed up the costs of goods and services.

The rent increase is set by government rules. The maximum that can be applied is based on the Consumer Price Index (CPI) reported in September plus 1%. In September 2021 the CPI was 3.1% therefore the calculation

means that the July 2022 rent increase can be no more than 4.1%

The 4.1% rent increase to be applied has been considered carefully by management and the Board, and on balance was approved.

The rent increase will allow Women's Pioneer to continue with the kitchen and bathroom renewal programme. We invested £1.9m in 2021 and will invest a further £4.5m over the next three years. The rent increase will also ensure we continue to provide a high quality repairs service.

Your formal rent increase notification will be sent at the



end of May. We appreciate that a rent increase later this year when other household bills and costs are rising may be difficult. If you are concerned about the upcoming rent increase, or any other cost of living issues and feel you would benefit from some financial support, please contact us on 0208 749 7112 to arrange a call with our Financial inclusion Officer, Angela Okwesa who can support you with maximising your income.

Fire detection improvements



Most of you will have received our notice of intention to carry out improvements to most of the fire alarm systems.

We have had to make these proposals because, as a landlord and 'responsible person' under the Regulatory Reform (Fire Safety) Order 2005, we have to ensure that the fire alarm system is suitable to support the evacuation plan. In all of our converted properties (the majority of Women's Pioneer housing properties are converted Victorian houses), the evacuation

plan is 'simultaneous evacuation'. This means that in the event of a fire anywhere in the building, all residents have to evacuate. In purpose-built blocks of flats, the evacuation plan can be 'stay-put' where residents stay within their flats (unless the incident is within their flat of course).

As a consequence of this type of 'simultaneous evacuation' procedure, we have to ensure that all residents can hear the fire alarm and are given early warning of an incident. The only way to guarantee this is to have

detection in flats connected to the main fire alarm system so that if a detector sounds within the building, all sounders within the building will activate. The system will, however, not alert all residents when there is a false alarm.

We will be arranging meetings with interested tenants to explain the reasons in more detail and to listen to your comments.

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Browning House Fire

On the 23 March 2022 four fire engines and around 25 firefighters tackled a flat fire at Browning House.

The incident occurred in a studio flat on the third floor which sustained significant damage. The occupants of the property were taken to hospital as a precaution but, there were no injuries or fatalities. A further 26 people evacuated the building before the London Fire Brigade arrived.

Following an investigation by the Fire Brigade into the cause of the fire, it was discovered that the tenant had left an electric bike on charge overnight and the battery malfunctioned; causing the surrounding area to catch fire. The tenant evacuated but left their front door open causing fire damage beyond their flat into the communal hallway. However, because the fire doors in the communal hallway were working correctly, this contained the fire: avoiding a spread elsewhere in the building.

According to figures released, in a little over a year, there have been more than 130 fires involving the types of batteries used in e-bikes & e-scooters in London .

A London Fire Brigade spokesperson said: "This incident shows just how important it is to have working smoke alarms in your home. There were smoke alarms fitted inside the affected flat which raised the alarm. Smoke alarms give the earliest possible warning when a fire starts, providing time to escape. It's important to test them regularly."

Further to this incident WPH will be introducing a new policy in relation to the storage and use of e-bikes & e-scooters within its properties in order to reduce the likelihood of further incidents occurring.

Fire safety measures in your homes

In addition to smoke detection there are further steps which you can take to minimise the likelihood of incidents occurring within your property.

- Never place candles near furnishings and never leave them burning unattended.
- Always switch lights off and unplug them before you go to bed.
- Most fires start in the kitchen, so don't leave cooking unattended.
- If you smoke, make sure that your smoking material is extinguished before you go to bed.
- Don't overload plug sockets.
- Keep portable heaters away from soft furnishings
- Never keep fire doors propped open

Please also familiarise yourself with the Fire Evacuation Plan for your building which is located at the main entrance to property. If you require this information in a more accessible format; please let us know.

If you have any concerns over fire safety, your ability to evacuate or any other safety matter please get in touch with us via **compliance@womenspioneer.co.uk**

Home Contents Insurance



Home is one of our most valuable possessions. It contains all of our belongings and as well as comforts, often holds fond memories. It makes sense to ensure it is fully secure and is one of the most important things we can do.

Despite the best security protection measures that we put in place, there is still the risk of theft, damage and natural disasters occurring, we can never anticipate or fully eliminate. To protect your home should any of these issues occur, you'll need contents insurance.

Home contents cover will

give you peace of mind by removing the costs involved in replacing your possessions if they are damaged or stolen. Home insurance is available in two different forms: buildings insurance and contents insurance. As a tenant, you won't need to take out buildings insurance cover, as insuring the structure of a property is the responsibility of Women's Pioneer.

You are responsible for covering your personal possessions which is not covered by buildings insurance. When thinking about contents cover, something to consider are the other costs

involved in addition to your premium. You will generally have to pay a voluntary excess in the event of you making a claim, that is, the value up to which you pay before your insurance cover pays out.

Contents insurance covers will usually cover for events such as fire and theft. It can also cover accidental damage, if you have opted for this type of additional coverage; is useful for unintended damage to things like electrical equipment or furniture.

There are thousands of policies available, so it's important that you shop around and find a policy suited to your needs and budget. Comparing different policies helps you find and understand what you are covered for, what is excluded, and also what your rights and responsibilities are.

Welcome to new staff



Kingsley Falola

Kingsley is an experienced Asset Manager having successfully delivered planned, cyclical and major works programmes and procuring repairs and maintenance contracts. Kingsley joins the team as Asset Manager and will lead in delivering our property investment programme.



Justine Hart

Justine joined us in December 2021 as Housing Manager. With 18 years' social housing experience and having worked for several West London housing providers, she brings an understanding of the uniqueness and diversity of RBKC, having previously worked in the borough for 13 years. Justine is responsible for our housing management team and functions across general needs, market rent and leasehold properties driving high quality services to produce excellent resident satisfaction.



Tegan Jones

Tegan's early career was in media arts, broadcasting and publishing moving to communications. She then started a small enterprise in design, business and event management and brings a wealth of skills and customer service experience joining us as Customer Contact and Facilities Administrator supporting facilities management and customer contact.



Linda Noel

Linda has a track record in customer service having worked for a number of housing providers in customer services supporting repairs and maintenance, leading on projects to support ASB services, income management and tenancy checks. Linda joins us as Property Services Officer with responsibility for different aspects of repairs, maintenance and reporting.



Hanna Osman

Hanna joins us as a Housing Officer bringing experience from previous roles in local authority, her transferable skills will support all aspects of tenancy management including queries on rent and income, transfers and waiting list queries as well as management of ASB.

Holy Festivities

In a rare calendar alignment, Easter, Passover and Ramadan converged in the three major holidays in Christianity, Judaism and Islam at the same time this year.

Jews, Christians and Muslims around the world saw a rare overlap of major religious observances bringing a confluence for communities making up the three traditions. Christians commemorate the crucifixion of Jesus celebrating Easter, marking their belief in his resurrection. Jewish people celebrated the eve of Pesach, commonly called Passover, which commemorates the exodus of the Israelites from Egypt. Muslims around the world, from the 2 April until the 2 May, mark Ramadan which commemorates the holy month the Qu'ran was revealed to the Prophet Muhammad.

This rare conjunction of holidays is possible because unlike the Christian calendar, which is determined by the course of the sun and is widely used in the Western world, the Islamic calendar is aligned with the moon and the lunar year. Ramadan is Islam's holiest month using the lunar calendar and because the calendar follows the cycles of the moon, Ramadan falls at different times each year.

Passover occurs in the middle of Nisan, a month in the Hebrew calendar, on the first full moon, putting it in proximity to Easter. Easter is celebrated on the first Sunday following the full moon that occurs on, or after the spring equinox.

The overlap of the three observances occurs about every 33 years.

Meet the Manager's

We're back for our first "Meet the Managers" drop in for over two years. You'll get to meet our management team and discuss our services or any aspect of your tenancy over tea and biscuits.

Come and join us for this drop in session on Tuesday 17 May between 4pm – 6pm at 26-29 Stanley Gardens W11 2NQ

Gardening Competition

Regardless of whether you share one of our communal gardens or plant on a small window ledge, we're looking for all keen green fingered potters to share their gardening world and participate in this summer's gardening competition.

This year we will aim to judge entries in person and publish entries on our website and social media platforms.

Are you interested in taking part?

If so, spruce up your pots, tidy your flower beds and start dead heading. Look out for entry forms and more information on our website in the coming weeks.



Do not look now: Answers to our 2022 Spring Quiz on p10

1. Tiger
2. Qatar
3. CODA
4. Traces of Salmonella
5. Aljaz Skorjanc
6. 70
7. Boris Johnson & Rishi Sunak
8. Genderless categories
9. Australia
10. Marine Le Pen

Community Meals

FoodCycle White City is a volunteer run community group which aims to combat isolation by bringing communities together over a free meal.

All you need to do is turn up at **Our Lady Fatima Parish, Commonwealth Ave, London W12 7Q**, every Saturday at 1pm.

HAVE YOU BEEN KEEPING UP WITH THE LATEST NEWS? TEST YOUR 2022 KNOWLEDGE

- 1 2022 is the year of what Chinese Zodiac animal?
.....
- 2 Which country will host the FIFA World Cup in 2022?
.....
- 3 What film won Best Picture at the Oscars this year?
.....
- 4 The brand Kinder Chocolate made headlines this Easter for recalling products for what reason?
.....
- 5 After nine years, which professional dancer has decided to leave Strictly Come Dancing?
.....
- 6 At this year's Platinum Jubilee celebrations, how many years is Queen Elizabeth II celebrating on the throne?
.....
- 7 Which two politicians were fined for attending a party at Downing Street and breaking coronavirus restrictions at the time?
.....
- 8 What was special about the nomination categories in this year's Brit Awards?
.....
- 9 Who won the Women's Cricket World Cup?
.....
- 10 Who came second in this year's French Presidential elections?
.....



INTO THE KITCHEN AT FORK-POINT

10

Spiced Cookie Cupcakes

INGREDIENTS

1 teaspoon of baking powder
1 teaspoon cinnamon powder
1/2 a teaspoon of Allspice powder
200g plain flour
150g of mixed raisins
110g white chocolate
120g butter
150g caster sugar
2 eggs
Zest of 1 unwaxed lemon

Topping:

100g of icing sugar
100ml of freshly squeezed lemon
1 pack of mini chocolate eggs or sugared almonds
12 cup Cupcake Tray lined with paper cupcake cases

COOKING METHOD

1. Preheat the oven to 170 C or Gas 3.
2. Chop the chocolate into small pieces. Then place the butter and chocolate into a heatproof bowl and place over a pan of simmering hot water - the bowl should not touch the water.
3. Stir until the mix is melted, then place the mix to one side.
4. Add the cinnamon, allspice, baking powder, flour, raisins and lemon zest into a another bowl and stir until well mixed.
5. Add the eggs to the bowl of melted ingredients and vigorously whisk. When mixed, add the contents of the other bowl (dry ingredients); making sure that everything is thoroughly combined.

6. Spoon the mixture into each cupcake case. Bake for 30-35 minutes or until golden. Once baked remove and leave to cool on cooling rack.

To decorate:

- Mix the icing sugar and lemon juice together and put a teaspoon onto each cake and place a mini egg/ sugared almond on to the icing.

Enjoy on their own, with a cup of tea or served with a scoop of vanilla ice cream.



Free events

Saturday 7 May EID IN SQUARE

Trafalgar Square, 12pm to 6pm – This unique cultural event marks the end of Ramadan, the holy month of fasting. Developed in partnership with London based arts, culture and grass roots Muslim organisations this vibrant festival brings communities, families and friends together to enjoy the celebrations.

Sunday 8 May 47TH ANNUAL COVENT GARDEN MAY FAYRE & PUPPET FESTIVAL

St Paul's Church Garden, Bedford Street, Covent Garden, 11am to 5.30pm - Punch & Judy Professors and Puppeteers from all over the country and abroad gather to perform in the Garden of St Paul's Church, near the spot where Samuel Pepys first recorded sighting Mr Punch in May 1662.

Until Monday 9 May EXHIBITION FIGHTING ON ALL FRONTS: WOMEN AT WAR

AntikBar – Original Vintage Posters, King's Road, SW10 0LJ, Monday-Friday 10am-6pm, Saturday 11am-5pm - an exhibition focusing on the role of women during World War Two.

Monday 9 May to Sunday 15 May LONDON CRAFT WEEK

Various locations across London, various times, <https://www.londoncraftweek.com/> - the festival brings together over 250 established and emerging makers, designers, brands and galleries from around the world.

Thursday 12 May MEET THE ARTIST EVENING WITH KELLY JENKINS

Artist Studio, Bankside Hotel 2 Blackfriars Road, 6pm to 8pm – Join us in celebrating the end of Kelly Jenkin's artist residency over drinks and a special exhibition of the artwork she has produced in the artist studio.

Sunday 15 May AGE UK HAMMERSMITH AND FULHAM SPRING BBQ

105 Greyhound Road, 10 am to 3pm – a day of fun and food at the Activity Centre.

Saturday 21 May to Sunday 22 May

HGS ART - 2022 ART FAIR
Fellowship House, 136a Willifield Way, 11am to 5pm – showcasing 26 local artists, featuring a diverse display of painting, sculptures, jewellery, photography, silk painting, textiles and glass.

Until Sunday 29 May LIGHT AND SHADOW

StolenSpace Gallery, Osborn Street, E1 6TD, 11am to 6pm - Yoon Hyup is known for his vibrant use of lines and dots to create minimalistic and abstract city scape paintings.

Until Tuesday 31 May TRAVEL PHOTOGRAPHER OF THE YEAR EXHIBITION

Granary Square King's Cross, all day – this open-air exhibition showcases awe-inspiring images that celebrate the beauty of our planet and all who live on it.

Friday 3 June to 4 June STREATLIFE STREET FOOD AND CRAFT BEER

Alexandra Palace, Alexandra Palace Way, from 12pm – features over 30 of London's top street food vendors, craft beer bars, cocktails and all sorts of tasty treats.

Wednesday 22 June VISUALISING BIRDSONG AND COLLAGE WORKSHOP

Artist Studio, Bankside Hotel, 6pm to 8pm - Collage beautiful imagery of birds and nature from magazines and books. Bring these images to life by layering with the songs and calls of nature using paint, pencil, ink, wax and oil pastels while listening to birdson recordings.

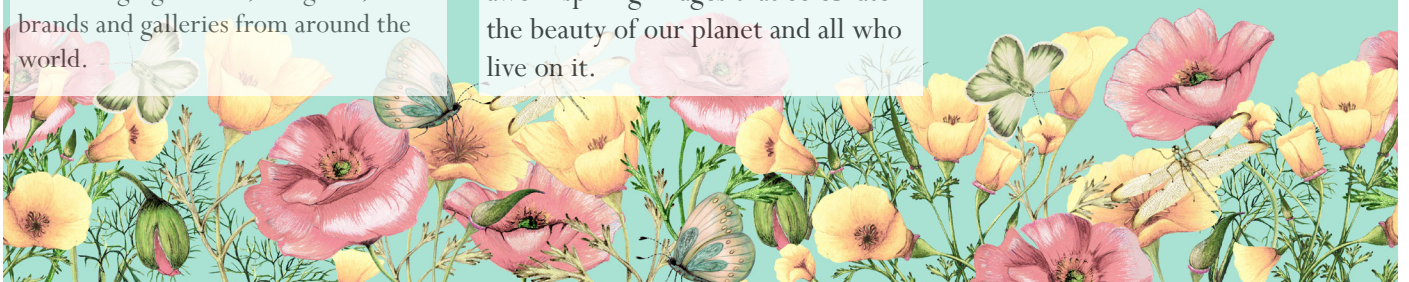
Until Sunday 26 June FREE PUBLIC ART TRAIL: FIGURES OF CHANGE

The SSE Arena, Wembley, all day – displays eight major public realm artworks by leading female artists from around the world.

Saturday 2 July to Sunday 3 July

PARALLAX ART FAIR 31ST EDITION

Kensington Town Hall, Hornton Street, 11am to 5pm, Free tickets available from <https://www.parallaxaf.com/tickets.php> – the largest artist and designer fair in Europe.



Contact us

Our Wood Lane office is closed except for prearranged essential appointments.

General enquiries - Monday to Friday between 9.30am and 5.30 pm:

Phone: **020 8749 7112**
Email: **info@womenspioneer.co.uk undeneath.**

Repairs enquiries - Call the team directly Monday to Friday between 9.30am and 5.30pm:

Phone: **0208 749 7112 select option 1**
or 0208 743 4422

Housing enquiries - Call the team directly Monday to Friday between 9.30am and 5.30 pm:

Phone: **0208 749 7112 select option 2**
Email: **housingmanagement@womenspioneer.co.uk.**

*If you would like to pay your rent call: **0208 749 7112 select option 3.**

Feedback: We always welcome your feedback

Email: **feedback@womenspioneer.co.uk**
Or write to: **227 Wood Lane, London, W12 0EX.**

You can also contact us through our website at **<https://womenspioneer.co.uk/>**

* The emergency numbers below are only to be used for a situation that cannot wait. *

Emergency out of hours numbers

If you have an emergency repair out of hours, details of who to contact for the different types of repairs can be found on the right.

Our main number **0208 749 7112** provides a recorded announcement of our emergency contractors and their telephone numbers.

You will not be able to report a repair if you dial this number, but you will be able to listen to an audio recording of who to call.



Building Maintenance

(roofing, windows, carpentry, plumbing and electrics including electrical boilers)
24 Hour Solutions Ltd -
0845 544 2842

Confirm when calling that you are a WPH tenant

Locksmiths

Hagan Locksmiths
0800 865 4808

Power cut to the whole house:

UK Power Networks
0800 31 63 105

Gas leak:

National Grid
0800 111 999

Lift breakdown:

Specialist Lift Services
01732 455 771

Problems with Warden call systems:

S.E.A

01322 619 155

Communal gas heating & hot water systems or individual gas appliances (including boilers, radiators and heating controls)

S&S Burners

020 8330 7992

Please leave your full name, telephone number and address when calling S&S Burners. They will be able to contact you as soon as possible.

For fire alarms, in a shared part of your building:

Fire Systems Ltd
0208 541 5646