

SUMMER 2022

Pioneer Press



THE NEWSLETTER FOR RESIDENTS OF WOMEN'S PIONEER HOUSING

Interview with Chief Executive Tracey Downie



Andrea Fraser, chair of the Resident Engagement and Scrutiny Panel sat down to interview our new Chief Executive Tracey Downie.

Andrea: If you could change three things that could transform the Social/Public Housing sector, what would they be, specifically to tackle the stigma around social housing?

Tracey: I'd like to see a national agency that provides housing advice in the same way as the leasehold advisory service which provides good advice and information for leaseholders. This would be an independent service

to give the right advice across the country, rather than [residents] relying on different Councils in different boroughs who are usually only able to give advice about their own area.

In terms of tackling stigma around social housing – arguably Housing Associations could do more to tackle stigma. For example, sometimes I walk around the area near my home



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Annual Review 2021

Our Annual Review for 2021 is available.

Go to our website to access the full document: <https://womenspioneer.co.uk/our-publications/>.

and you can identify the Housing Association or Council property by the poor maintenance and landscaping. That bothers me because it's our collective responsibility to keep the outside of our buildings looking as good as any other properties in the area ensuring residents can be proud of their neighbourhoods and their neighbours more respectful of social housing properties, and the people living in them.

Finally we could professionalise the housing sector more and increase the number of people in the sector who have housing qualifications ensuring their knowledge is kept up to date. Residents should be able to trust that the advice they are given is accurate and up to date so they can act on this. As someone enters the sector they should be required to have level of personal investment in the future of residents in social housing and the homes owned by social landlords.

A: Is it easy or harder to run a small housing association in having to implement the growing government legislation white paper Social Housing Regulation Bill?

T: I think that a lot of what is proposed is great and it's what we should have been doing such as resident engagement, looking after neighbourhoods properly, etc. A number of housing professionals actually thought it was a shame that Government had to legislate for activities we should have been doing.

Some other parts of the bill and new legislations will be more challenging. For example, the costs associated with some of the health and safety requirements and building regulations and requirements about decarbonisation. These are also areas of work that

Housing Associations should be doing but when Government legislates and determines all the changes have to be done by a certain date it means that we may have to divert funding from other priorities to achieve the Government's requirements first.

A: In light of the high cost of living challenges, including the energy cost rises, do you have any plans to extend support facilities to those residents who are vulnerable?

T: WPH is actually already planning to give extra support to our most vulnerable residents. One of the things that I am quite interested in is reaching out to private organisations around the area that could give funding and support.



RESP training event May 2022

This would be by working with some of the larger organisations (as part of their Corporate Social Responsibility) to benefit from available funding and social projects. There is some financial support we will be able to provide from our own funds but we will start reaching out to corporate organisations as well.



AGM event June 2022

A: What is the most important thing for you to achieve as CEO of Women's Pioneer Housing and one for you to be remembered by?

T: I agree it is important to have a legacy. In the past, I've always focused on things I was really passionate about but as the CEO I recognise that because I am responsible for the organisation, my priority should be to ensure WPH thrives.

Outside that, it is about the people I work with. I do a lot of mentoring and really enjoy it! So I believe that if I can make a difference, encourage someone to believe in themselves, aim higher or achieve something they didn't think they could however small making that difference in someone's life is what counts. In my position I try to have a positive effect on each individual person that is a part of the organisation, and to support them in any way I can.

"I want to thank Andrea Fraser for visiting us at the office and bringing really interesting and relevant questions to our conversation"

- Tracey Downie

Complaints according to Ombudsman Code, and lessons learned



The Housing Ombudsman (HOS) has issued a new complaints handling code which all registered providers of social housing must be compliant with by 1 October.

A key aspect of this is reporting back on wider learning and improvements from complaints in our annual report to residents, staff and scrutiny panels. This article will become a regular feature in Pioneer Press informing you what we have learned from complaints and how we aim to improve our service.

A common theme that has been raised

is that we can improve in the clarity and timeliness of our communication. As part of this, we will be conducting a Service Review with members of the Resident Engagement and Scrutiny Panel. This will include a mystery shop, a review of survey feedback, speaking to staff and residents from other organisations and a review of anonymised complaints responses. We aim to produce a report with recommendations of improvements that we can make to our communications. This will be presented to the Homes and Services Committee who will monitor completion of the agreed outcomes. As part of the review, we will also revise our customer service standard.

Contact us

If you are unhappy or dissatisfied with our service, you can contact us via email, telephone or in person. Our complaints policy and forms can be found on our website at www.womenspioneer.co.uk/feedback/

The Ombudsman Service

You can contact the Housing Ombudsman Service (HOS) at any stage of your complaint for advice. If you have completed our internal complaints process and remain dissatisfied with the outcome, you can escalate to the HOS who will review if our handling of the complaint followed the Complaint Handling Code and provide a determination.

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ
www.housing-ombudsman.org.uk
Phone: 0300 111 3000
Email: info@housingombudsman.org.uk

Keeping safe in the Sun

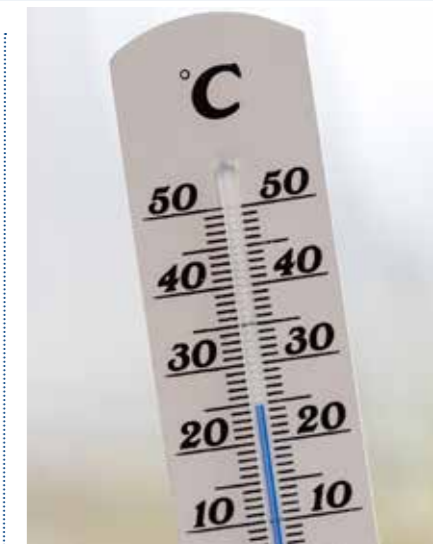
Most of us welcome hot weather, but when it's too hot for too long there can be health risks associated with this.

The main risks posed by a hot weather are dehydration from not drinking enough water, overheating and heat exhaustion/heatstroke.

Below are some tips for coping in this hot weather:

- drink plenty of fluids
- try to keep out of the sun between 11am to 3pm

- walk in the shade, apply sunscreen regularly and wear a hat
- wear lightweight, loose-fitting, light coloured cotton clothes
- avoid exercising in the hottest parts of the day
- make sure you take water with you if you are travelling
- when possible stay cool indoors
- close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors
- if going outdoors, use cool spaces considerably



Additional Ways to Pay Your Rent



Your rent is the most important bill you need to pay. We want to provide you with different methods to pay your rent making it efficient and flexible for you.

Many residents use Allpay to pay their rent.

Allpay is an automated payment solution provided by Allpay as a third party provider to Women's Pioneer Housing and its residents. Allpay work with over 500 housing providers to offer efficient methods for collecting rent, providing residents with a number of secure ways to do this.

As a WPH resident you should have an Allpay payment card which gives you a unique 19 digit reference number. This links to your rent account with us crediting any payments you make using your Allpay card to your rent account.

This summer we will be offering an additional way for you to pay your rent when you call us to make a payment.

Call us to make an automated payment

You will soon have the option to call our switchboard to make an automated telephone payment. Using our Interactive Voice Response (IVR) technology, you will be able to make an automated payment dialling our number. You won't need to register in advance and simply need to have your Allpay 19 digit reference number and a valid debit or credit card ready. Our switchboard will take you to Allpay's automated lo-call telephone payment system.

If you currently call us to pay by phone, we manually complete your transaction on a payment portal and divert your call to an unrecorded line. You may also need to wait if someone else is making a payment.

With this new method, you won't need to speak to a member of staff. Instead, you are transferred to an automated service with step by step guidance which makes it faster.

If you currently pay us by phone, do look out for more information which will appear on our website and listen to the changes on our switchboard announcement for this further options in future.

Other Ways to Pay PayPoint

Using your Allpay card you can pay your rent at a Post Office or anywhere with the PayPoint logo. PayPoint has over 29,000 outlets located in high street and retail outlets. Over 99% of UK households are situated within one mile of a PayPoint agent providing the convenience of the opening hours of retailers you routinely visit.



Internet Payments

Using your debit or credit card, internet payments is a secure online payment service to conveniently pay your rent online free of charge any time. Our website has links to Allpay's online service. From our homepage, click on the icon "pay rent" this directs you to Allpay's service.

Telephone Payments

Anyone with a valid Allpay card can already use Allpay's automated telephone payment service. Simply dial Allpay directly on 0330 041 6497 and remember, you will be asked to tap in your 19 digit allpay reference number and your bank card details, so have these ready.

For advice on benefits contact our Financial Inclusion Officer Angela Okwesa on 020 8749 7112.

Creating a better sense of Wellbeing

Exploring your creativity is the key to improving your wellbeing.

We live such complicated lives and women in general are the nurturers for their families and their wider communities. When you give so much of yourself to other people, little time, energy and support remains for your own needs and self-care. This directly affects our wellbeing.

For people worst affected, this can lead to serious health issues such as depression, high blood pressure, serious weight gain or weight loss. All directly change our physical, mental and emotional wellbeing.

Pre pandemic we all lived relatively busy and sociable lives. In a very abrupt turnaround, we were suddenly isolated from our routines. With that isolation, we found ourselves having to adjust our behaviours. No more hugs from family and friends, no in person socialising, limited time in green outdoor spaces, all lead to each person having their own coping strategies.

Prolonged seclusion from social contact and being cooped up in limited spaces; complicated individuals coping behaviours and impacted people's mental health. However, people who either had hobbies or took up new creative pursuits during the pandemic weathered the months of isolation much better than those who didn't.

Having some form of creative outlet hugely benefits our mental health.



The 5 key words to Wellbeing in conjunction with how your wellbeing is improved through creativity:

- 1. Connect** - Creative endeavours provide all kinds of opportunities to connect with people to share your interests and discuss what inspires you.
- 2. Activity** - The act of doing something improves our mind and body balance and improves our fine motor skills.
- 3. Learn** - Your chosen craft will allow you to expand and improve your knowledge, which boosts our self-esteem as we learn new techniques, gain new skills and achievements.
- 4. Give** - Share your experience by teaching someone else a craft you love or gifting them one of your creations. The act of giving benefits both the recipient and giver with a sense of gratitude and makes us feel good.
- 5. Mindful** - Being in the present gives the mind a chance to relax in a productive and peaceful state of mind that allows you to be in and enjoy the moment.

All the above boost and release endorphins (the feel-good chemical our body produces).

Creativity is as expansive as your mind will allow, it doesn't have to be painting or sketching. Consider creative pursuits such as knitting, crocheting, pottery, beading, paper crafting, sewing, baking, floristry, sugar craft, gardening... the list continues.

Find something that interests you; it's not about how good you are at the activity, it's how engaged you are. The more you enjoy something, the easier it is to be in the moment. This allows your brain to focus on the task in hand; creating a mindful relaxation that is akin to a meditation. There is something about creating that helps the mind to achieve a state of peacefulness that continues to improve your sense of wellbeing.



To participate in the Arts Exhibition or Gardeners Gallery contact Danira or Tegan by calling 020 8749 7112 or email them: danira.daniel@womenspioneer.co.uk / tegan.jones@womenspioneer.co.uk

Get inspired by other creative residents who will be exhibiting their artworks on Tuesday September 6th at Brickfields Hall, 68A Eynham Rd, London, W12 0HA.

Information will be available on our website.

As for our green-fingered gardeners, we would love photographs of your achievements to publish in the next publication of Pioneer Press.

Tenant Board Members

Susan Bernard Head of Corporate Services looks back on recent Board activity and how tenants' can play a part in shaping the future direction of the organisation



AGM event June 2022

In the last edition of Pioneer Press, we asked you to contact us if you are interested in applying to join WPH Board.

The Board provides strategic direction and leadership to the organisations' staff, reviewing our performance, some policies, our aims and objectives. It met twice this summer at our Annual General Meeting (AGM) in June and in July for a strategic planning day.

AGM

Our AGM was held at the University Women's Club on 22 June attended by Board members, staff and members of the Resident Engagement and Scrutiny Panel (RESP). Whilst the day was not the record breaking temperatures we experienced in mid-July, those present enjoyed a wonderful summers evening. Louise Wolfson Vice-Chair of the Board highlighted the need for organisations that champion women's housing needs and reviewed our performance and achievements. Our performance achievements are published in our Annual Review for 2021 available on our website.

Louise also spoke of how the Board continues to review its membership so that it can continue to meet the association's

need for effective governance, including the requirements for relevant skills, experience, commitment and integrity but in particular, the need for residents to work with us on the Board.

Strategy Day

On Saturday 17 July members of the Board and Women's Pioneers' senior management team met at a Strategy Day to discuss the challenges and changes across the housing sector in preparation for our 2023-28 Corporate Plan.

Housing associations like WPH face a number of strategic challenges to overcome to fully deliver on our purpose.

Sustainability and net zero carbon

We have the challenge of some homes needing significant investment to reach net zero carbon and improve their quality. The scale of these costs means that the social housing sector will need government support to meet them.

Housing need

Housing need is becoming more acute but also more widespread. The impact of the pandemic, increases in living costs and the ending of the Universal Credit uplift means more people in the UK are struggling. This

may mean more people will need the affordable housing and the support we offer, and some existing residents may be looking to their housing association for additional support.

Political changes

The government has significant control over the housing sector but no comprehensive long-term plan. We have to continually negotiate and argue our case on issues that are fundamental to the delivery of our purpose, such as grant for new homes and our long term income. This makes it difficult to commit to, and deliver ambitious plans that we know would make a significant difference to existing and new residents.



Strategy Day July 2022

These challenges are all linked and it will take concerted and significant action to resolve them. At the Strategy Day we discussed these and other issues to inform the initial discussions for our 2023-28 Corporate Plan.

Our Board is a committed, skilled and friendly group, our AGM and Strategy

Day allowed us to start discussions on our future objectives and the framework seeing us through the next five years. The voice of residents is crucial to these conversations so that our future direction represents residents lived experiences and reflects our communities.

If you are passionate about working with us to improve our services, you may want to think about joining the Board. Our application process remains open for interested residents. You can find information on our website in the news tab <https://womenspioneer.co.uk/recruiting-resident-board-member/>

expect a contractor to attend within a certain time period which are:

Rats - 24 hours.

Mice, pigeons, bed bugs, cockroaches - 5 working days

Wasps or Bees - 3 working days

The contractor will not know the extent of the work until they attend so may wish to move furniture or other articles, particularly if within a kitchen, to be able to get to the affected area.



Cleaning

We have received tenders back for the cleaning and you will have received the consultation documents giving details of the tenders received and the cost to you

Cleaning, gardening and pest control contracts

Over the past few months we have been consulting with you regarding the Pest control, Cleaning and Gardening contracts. To ensure that we obtain value for money, we need to regularly retender contracts such as these which are usually on a three or five year cycle. As part of the tendering process we have prepared specifications based on feedback from tenants and to address any issues that may have arisen from the earlier contracts. As these are large contracts, we have staggered the tendering over the past few months.



Pest Control

for this service. This contract covers the cleaning of all communal areas within your building and external areas such as bin cupboards, pathways, etc. The consultation period finished on 1st August and any observations received, responded to. It is hoped to enter into contract by 1st September.



Gardening

Tenders have also been received for the gardening contracts. These contracts include all communal gardens other than those managed by residents. The consultation documents have been sent to you showing the tender results and the impact on the service charge. The consultation period ends on the 15 August.

We are unable to enter into contract with any contractor until the end of the

The pest control contract was the first to be completed and we have been able to award this contract to NBC for animals and pigeons (mice, rats, etc.) and Night-shift for insects.

This new contract started on 1st July 2022.

Whilst we still expect residents to deal with minor infestations such as ants and flies, we will deal with all other pests even if only in one flat. This is a change in policy where previously, we would not attend if the pests were only in one flat.

If you need to report an infestation, then please email the Repairs Response Team repairsresponseteam@womenspioneer.co.uk or call them on 0208 749 7112 option 1. You can also complete a 'Report a Repair' form on the website.

Having reported an infestation, you can

consultation periods and all your observations have been noted. We will be writing to you as soon as they are appointed.

As part of the ongoing management of these contracts, your ESO's and Scheme Managers will be monitoring performance against the specification. If you have any queries or issues with the contractor, then please let your ESO know, either by calling them direct (their phone details are on the notice boards) or by emailing the EstateServicesTeam@womenspioneer.co.uk ensuring that you provide your address.

We will be holding regular contract review meetings with the various contractors where their performance against key performance indicators (KPI's) will be discussed as well as their adherence to the specification. Any queries or concerns that we receive from you will also be discussed at these meetings unless they are serious when in which case, they will be taken up immediately.

Welcome to new staff

We had new staff appointments arising from retirement, internal promotions and completing recruitment to existing vacancies and welcome two new members of staff since the last issue.



Danira Daniel

Danira joined us in May as Communications Officer and brings a track record of communications project management in public and charity sectors. She supports our internal and external communications including creating content for our online and social media platforms, working with our CEO at Women's Housing Forum and will support in delivering our future Communications Strategy.



Violet Burrell

Violet will be known by some residents and we are pleased that she has returned for 9 months providing maternity cover in the role Customer Contact and Facilities Administrator.

Violet will provide facilities management at our head office and support our customer contact channels.

Do not look now:

Answer to our Summer edition Quiz

1. The Royal Academy of Arts.
2. June 21st.
3. 1916.
4. 40.3°C.
5. Julius Caesar.
6. December.
7. Sun Protection Factor.
8. Vitamin D.
9. Heathrow.
10. Balmoral.

Amazing summer inspired three course menu

We have a three course menu to tempt your taste buds and test your culinary skills.

STARTER - Refreshing cucumber and poppy seed salad (serves 4)

Ingredients

- 6 small cucumbers (about 500g)
- 2 mild red chillies thinly sliced
- 3 tablespoons roughly chopped coriander

- 60 ml white wine vinegar or rice vinegar
- 125ml sunflower oil
- 2 tablespoons poppy seeds
- 2 tablespoons caster sugar
- Salt and black pepper to taste



Method

1. Chop off and discard the ends of the cucumbers.

Slice them at an angle so you end up with pieces at 1cm thick and 4cm long.

2. Mix together all the ingredients in a large bowl. Use your hands to massage the flavours gently into the cucumbers.

Taste and adjust the amount of sugar and salt according to the quantity of the cucumbers. The salad should be sharp and sweet, almost like a pickle.

3. If not serving immediately, you might need to drain some liquid of later.

Adjust the seasoning again afterwards.

MAIN - Grilled mackerel with green olive, celery and raisin salsa (serves 4)

Ingredients

- 8 mackerel fillets
- 2 tablespoons olive oil
- Salt and black pepper
- Salsa
- 125g celery stalks thinly sliced
- 60g green olives stoned and thinly sliced
- 3 tablespoons capers
- 70g plump raisins
- 2 tablespoons sherry vinegar
- 4 tablespoons olive oil
- 3 tablespoons honey
- 5 g flat leaf parsley finely chopped



Method

1. Stir together all the salsa ingredients. Taste it, it should be sweet, sour and salty.

Season with salt and pepper then leave to sit for at least 15 minutes for the flavours to evolve.

2. Set an oven grill to its highest setting. Toss the mackerel fillets gently in the oil and some salt and pepper.

Lay the fillet on a flat oven tray skin side up and place under a hot grill for 3-4 minutes depending on size or until just cooked.

3. Serve the fish at room temperature with a spoonful of salsa.

SWEET – White chocolate and cranberry biscuits (makes 25 – 30)

Ingredients

- 90g plain flour
- Quarter teaspoon salt
- Half teaspoon baking powder
- Half teaspoon bicarbonate of soda
- 100g unsalted butter at room temperature
- One teaspoon vanilla essence
- 110g soft brown sugar
- 25g caster sugar
- 1 egg lightly beaten
- 80g whole rolled oats
- 60g white chocolate chopped into chocolate chip size pieces
- 75g dried cranberries



Method

1. Preheat the oven to 170C/Gas mark 3. Sift together the flour, salt, baking powder and bicarbonate of soda and set aside.

2. Put the butter, vanilla and sugars in a large mixing bowl and beat with a wooden spoon until the mixture is lighter in colour and texture. Gradually add the egg, making sure each addition is fully incorporated before adding more.

Add the flour mixture and the oats, then the chocolate and cranberries. Do not continue mixing once the dry ingredients are blended in.

3. Chill the mixture slightly to help you shape the biscuits.

Scoop out a bit of the mix with a spoon and use your hands to roll it into a ball about the size of a walnut.

Press the balls lightly onto baking trays lined with baking parchment placing them about 7cm apart. Place in the oven and bake for about 10 minutes until they are a good brown colour.

Remove from the oven and allow to cool before serving with a scoop of ice cream, whipped cream or coffee.

Enjoy!



TEST YOUR KNOWLEDGE: Summer edition

- 1 Which London art gallery hosts the annual Summer Exhibition?
- 2 On which date does the Summer Solstice occur?
- 3 In which year was British Summer Time introduced?
- 4 Which was the highest temperature registered in the UK to this date?
- 5 The month of July is named after which famous historical person?
- 6 The summer solstice occurs in the Southern Hemisphere during which month?
- 7 What does the SPF on sunscreen stand for?
- 8 Which vitamin do you get from sunshine?
- 9 Which of these is Britain's busiest airport?

Take advantage of our online services

We have different online services on our website that allow for easy and quick communications between residents and Women's Pioneer Housing staff. We encourage everyone to sign up to our email communications and to report any non-urgent repairs via our website.



Go Paperless

At WPH you can sign up for our email communications. There are many advantages to going paperless:

1. It's quick and easy to use on your computer or mobile phone from your home or anywhere you have access to the internet!
2. Email is paperless, and therefore, beneficial for the environment. We would

reduce the damage paper usage does to the planet.

3. It takes less time to reach you. In case of any urgent communications, WPH will be able to contact you almost instantly even if you are not at home.

4. Less clutter and fewer envelopes on your doormat.

5. Easy to file and find information when you most need it.

If you would like to switch and receive our communications by email please visit: <https://womenspioneer.co.uk/sign-up-for-email-only/>.

Simply fill out the online form – it will only take a few minutes – and we will be in touch.

Report a repair



We know that sometimes reporting a repair means long phone calls and waiting times. Members of staff are doing the best they can to answer all your reports and requests but did you know there is an additional repair reporting service on our website?

You are able to submit most requests for a repair online on <https://womenspioneer.co.uk/sign-up-for-email-only/>.

You will need to fill out a simple form with your personal details – name, email and telephone number – and address and you will have space to inform what the issue is.

There is also space for you to send any photos of what needs to be repaired. Once you submit your request you will receive an email with further details such as waiting times and when you should be expecting a call from our team.



Events August to October

Open House Festival 8 – 21 September

Location – Various
Entry - Free

Open House is an annual festival celebrating the urban landscape of London. Staged by the charity Open City which campaigns to make London a more accessible, equitable and open city, visitors enjoy free access to buildings which are not usually open to the public, from private houses to places of worship, museums, schools and offices.

Visitors need to register online and sign up to receive updates on the live programme at <https://open-city.org.uk/visit-the-festival>

Get backstage at the National Theatre – Daily Monday to Saturday

Location – Upper Ground, South Bank, SE1 9PX
Entry - Free

Watch sets being made at the Sherling High Level Walkway. From a vantage point high behind the scenes, you'll be able to peer down on the National's backstage area. The Sherling Backstage Walkway allows you to witness pretty much everything which goes into making a London theatre production. Expect lots of sawing, chopping, and drilling as the National's sets go from blueprints into existence. The tour starts on Drum Road, which is the National Theatre's Prop Room then the costume and prop design room where artists create everything from jewellery to papier-mâché heads.

For more information go to the National Theatre website <https://www.nationaltheatre.org.uk/your-visit/sherling-backstage-walkway>

UK Black Pride – Sunday 14 August 12.00pm to 8.00pm

Location – Queen Elizabeth Olympic Park Stratford, London E20
Entry - Free

UK Black Pride is Europe's largest pride celebration for LGBTIQ+ people of African, Asian, Caribbean, Latin American and Middle Eastern descent. Each year, the UK Black Pride team chooses a theme they feel speaks to the current emotions and energies of LGBTIQ+ people of colour. The theme for the 2022 event is "Power"

For more information go to UK Black Pride's website <https://www.ukblackpride.org.uk/2022>

Latino Life in the Park – Saturday 20 and Sunday 21 August

Location – Finsbury Park, Haringey N4
Entry - Free

Enjoy this free multi arts festival celebrating the contribution of Latin America, Spanish and Portuguese (Latin) culture to London life through music and dance as well as film, theatre, sport and gastronomy. The day will showcase the very best of the UK's residing Latin artists particularly London born and bred Latin talent. For full details and the programme visit their website <https://www.latinolifeinthepark.com/home>

Notting Hill Carnival – Saturday 27 to Monday 29 August

Location – Notting Hill area
Entry - Free

One of the world's biggest carnival returns to west London over the bank holiday weekend
Saturday evening – Panorama Steel Band Competition
Sunday – J'ouvert Family Fun day
Monday – Grand Parade

London Symphony Orchestra (LSO) – Friday Lunchtime Concerts from 23 September

Location – LSO, St Luke's 161 Old St, London EC1V 9NG
Entry - Free

Want to know more about classical music but not sure where to start? Make the most of your lunchbreak and enjoy a free, 45-minute informal concert at LSO St Luke's.

There will be introductions to tell you more about the music and the instruments, and you'll have the chance to ask questions. Free concerts are held one lunchtime each month from September until January 2023.

For more information, go to LSO's website.

<https://lso.co.uk/lso-discovery/friday-lunchtime-concerts.html>

Diwali on the Square – Sunday 9 October

Location – Trafalgar Square, London WC2N
Entry - Free

The Hindu religious holiday of Diwali, also called Deepavali or the "Festival of Lights" event provides an exciting line up of music, dance, arts, workshops and food for the whole family.

Southbank Centre Future Cities – until 18 September

Location – National Poetry Library, Royal Festival Hall
Entry - Free

An exploration of "future cities" through four works of contemporary art on loan from the Arts Council and four responses by poets whose words open up new possibilities in imagining the spaces we might live in.

Installations can be viewed during the library standard opening hours and information can be found on their site <https://www.southbankcentre.co.uk/whats-on/art-exhibitions/future-cities?eventId=907160>

Contact us

Our office on Wood Lane is staffed for prearranged appointments only.

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

Phone **020 8749 7112**

Email **info@womenspioneer.co.uk**

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

Phone **0208 749 7112 select option 1**

Email **repairsresponseteam@womenspioneer.co.uk**

Online **<https://womenspioneer.co.uk/report-a-repair/>**

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. Please email **feedback@womenspioneer.co.uk**

Or you can write to **227 Wood Lane, London, W12 0EX.**

Emergency out of hours numbers

If you have an emergency repair out of hours, details of who to contact for 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 electrical):

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 Network

0333 32 32 105

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

All heating and hot water including individual boilers, radiators, heating controls and communal boilers:

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