



Women's
Pioneer Housing
Est 1920

Pioneer Press

The newsletter for residents of
Women's Pioneer Housing

Happy Holidays!

As we look forward to 2025, many of us may be reflecting on the Christmas period and festivities leading up to it. Whether you celebrate Christmas or not, it can still feel very present in our day-to-day lives. With Christmas songs, adverts, and decorations everywhere we go, it can seem like it's the only holiday in the world.

At WPH, we have a diverse staff team and, while around 88% of the UK plans to celebrate Christmas this year, some of our team don't celebrate the holiday, and have a number of other important festivities taking place around this time of year too.



One thing that many festive and cultural holidays seem to have in common is a focus on togetherness, gratitude, and community. So, in the spirit of this time of year, we thought we'd celebrate the diversity of the festive season and many other faith and cultural holidays that take place between December and January.

Guru Gobind Singh Ji the 10th guru is a particularly significant figure in Sikhism, not only as a famed warrior, poet, and philosopher, but also due to his contributions to modern Sikh practices. In January, Sikhs across the world celebrate the birthday of the 10th guru of the Sikh faith. The anniversary is celebrated around the world with prayer meetings and processions at gurdwaras (places of worship for Sikhs), as well as kirtan – gatherings at which hymns and verses are sung. Celebrants also take

part in seva, which means 'selfless service', and is an important principle of the faith. Among other acts of service on this day, families distribute food to the poor.

Bodhi Day is celebrated annually on 8th December and is a Buddhist holiday celebrating the enlightenment of Siddhartha Gautama, the historical Buddha. Buddhists commemorate the day that Gautama completed his meditation beneath the Bodhi tree. Buddhists celebrate this important day through meditation, hoping to one day become enlightened and reach Nirvana. Many Buddhists also decorate their home with a ficus religiosa tree – the same genus as the Bodhi tree the Buddha sat under. This tree is adorned with lights, beads (symbolising unity), and three ornaments to represent the Three Jewels of Buddhism.

Happy Holidays continued...

Hanukkah, also called the 'festival of lights', is a holiday celebrated in the Hebrew calendar. Traditionally, it takes place in late November or early December. This year Hanukkah begins at sundown on 25 December and continues through to Thursday 2 January 2025 and commemorates the Maccabean revolt when Jews fought for their religious freedom. After a number of years of revolt, the Jewish forces eventually won against their oppressors and had started to rebuild their most sacred temple. Hanukkah is celebrated over a period of eight days beginning on the 25th day of Kislev in the Hebrew calendar.

Kwanzaa is a modern pan-African holiday that was established in 1966 by Dr. Maulana Karenga, a professor of African studies. Beginning on 26th December

and ending on 1st January, Kwanzaa is a cultural festival celebrating African culture and community. This centres around Seven Principles of unity, self-determination, collective work and responsibility, cooperative economics, purpose, creativity and faith. As a non-religious holiday, Kwanzaa is celebrated by people of all different faiths, alongside other religious festivals they might be celebrating at this time of year.

Whether you already celebrate one of these holidays or do something very different at this time of year it's always nice to learn about the different ways we celebrate the same core idea of belief, gratitude and togetherness at this time of year.

However you decide to observe this festive period, we, at

Women's Pioneer Housing, wish you a safe, joyful holiday season and a Happy New Year.



Pioneer Press Editorial Team



We're delighted to announce we are inviting our residents to become part of the Pioneer Press editorial team! We're looking to bring together engaged, creative, and passionate residents to contribute to this very newsletter. Whether you have writing experience, a passion for storytelling and spreading the word, or keeping your neighbors informed, we're calling out to invite you to join us on our editorial team.

By joining us, you can contribute to a publication highlighting

local events, important issues our community faces, and contribute to the connectivity of Women's Pioneer. As an organisation, we have always valued your feedback, and so we are delighted to extend Pioneer Press to you, our residents, to contribute on our editorial team.

If you are interested in this opportunity or would like to learn more about how you can contribute, please reach out to us at customerservices@womens-pioneer.co.uk or call us on 0208 749 7112.

Our Customer Services Team



Ayaan, Customer Services Advisor

Last year we introduced a new customer service team to respond to all enquiries at the first point of contact. During 2024, we have strengthened this service further and have now:

- Improved our phone system which lets you know how many other people are in the phone queue ahead of you.
- Provided a dedicated customer services email address so all your enquiries can be sent to one place.
- Improved the speed at which we respond to calls generally, answering over 95% of calls within 20 seconds (previously 76%).

We now need your help to continue improving this service.

Our housing, estates and maintenance officers want to spend more of their time visiting you in your home, inspecting work carried out on our behalf, and helping to keep you safe, including working with partners to achieve better outcomes for you. To deliver these important

face-to-face services for you, officers will need to spend less time on general enquiries. This will mean that our customer service team will increase the number of initial phone and email enquiries they handle and resolve. We will be phasing out transferring calls directly to officers, and in 2025, all calls will be triaged through our customer services team. This will be the same for emails.

From 2025, when you contact us, our customer services advisors will ask you to set out your query so they can accurately prioritise a resolution – the triage system. When you speak to our customer services advisors, they will aim to help you immediately, asking other team members for advice if it is needed or explaining our processes and the next step to resolving your enquiry.

I always ask to speak to a Housing Officer and may not want to share my concerns with anyone else.

We know that many residents have become accustomed to speaking to a Housing Officer however we have a wider range of officers available to work with our customer services advisors and help with tenancy matters. Here are just some examples of the work that others carry out that you may have thought your housing officer led on:

- Our financial inclusion officer helps with claiming benefits and paying your rent.

- Our housing administrator looks after transfer applications, updates tenancy records and provides information about moving in or out of your home.
- Our property team administrator and compliance manager work to keep you safe in your home and arrange appointments to check your gas and electricity is safe.
- Our finance assistance gets any payments or refunds paid to you.
- Our tenancy support and safeguarding lead reviews any concerns about a vulnerable resident and liaises with social services.
- Our resident engagement & resolutions officers receive and arranges responses to complaints.
- Our maintenance surveyors check on damp and mould, organises adaptations to your home and inspects work carried out by contractors.
- Our scheme managers can assess your ability to evacuate a sheltered scheme during a fire and create a personal evacuation plan for residents in our sheltered schemes.



Marie, Customer Services Advisor

Our Customer Services Team continued...

- Our communications officer keeps you updated through our website, notice boards and your newsletter (Pioneer Press).
- Our estate team leader works with partners and contractors to eliminate pests and keep shared spaces clean and safe.

What if I need to speak to someone urgently

As our officers will be away from their desks more often, our CSAs will be better placed to arrange responses to urgent enquiries. Our CSAs will discuss any urgent queries they are not able to assist you with, with the right person and ensure you receive an indication of what should happen next. We are also investing in better IT systems for the CSAs. As they will have the right technology on their desks, they will be better placed to ensure your enquiry is correctly logged, so we can track your enquiry and ensure it is progressed in line with service standards. If we need to visit you, our CSAs will be able to take details of your availability so officers can organise their visits efficiently.



Violet, Customer Services Advisor

I usually email any enquiries. Will customer services be able to respond to emails?

Yes, CSAs are currently doing this so please also email our customer services team for all your enquiries. These will be recorded on your tenancy files, and our customer services team will either respond to you or direct your email to the right person, letting you know who will be responding and when you should expect a response. We have found that emails sent directly to one person (often a housing officer), are not always sent to the right person, maybe sent to someone who is not available for several days and, as this does not allow us to record, log and track your enquiries, emails sent to individual email addresses, are more likely to be overlooked. As all emails to the customer services inbox can be more effectively monitored, we can track and check that you receive a response.

You can email customer services at customerservices@womenspioneer.co.uk for initial/new enquiries. All new enquiries sent to other staff maybe redirected to the customer services team to log, acknowledge, and arrange a response with the appropriate person.

What if I am dissatisfied with a service or the person assigned to manage my case?

If your enquiry is a complaint, you can also email the feedback team (feedback@womenspioneer.co.uk). Your email will be



Millie, Customer Services Advisor

logged in your tenancy file, acknowledged and assigned for a response. Our managers sometimes receive complaints directly. These are sent to our feedback team to record and assign to the right person too. All housing associations must have a complaint process and are required to follow it. This means that any complaints you make to officers, managers and even including our senior manager or CEO, must follow the policy. As we are expected to arrange for your complaint to be acknowledged and responded to in line with the complaints policy, senior officers will no longer progress your complaint outside our complaints policy.

What if an Officer is already managing a case

If you are already working with a named officer, they will try to arrange agreed dates to update you. We know that sometimes we do not keep you updated and, if you would like more frequent updates, please let the officer managing your case know when you speak to them and let the customer services officer know if this does not happen.

Our Customer Services Team continued...

Why are we making these changes

You have told us that we do not always respond to emails, or keep you informed. We have invested in new IT systems to improve record-keeping and monitoring all enquiries. All contacts to the customer services team can and will be recorded and tracked. This tracking gives information for officers and managers to progress queries and meet our service standards. If one person is unexpectedly absent, their manager or colleague will be able to see their work and progress any actions on their behalf. This will work more efficiently when the enquiry has been logged through the new system - something that our customer services will complete.

You have also told us that you want to see us more frequently in your homes. We also want to visit you and check that we are looking after your home and that you are satisfied with any work done on our behalf. We also want to make sure that you are safe in your home and get you any help you need to live safely in your home. Our officers can sometimes spend 1 or 2 days each week answering general enquiries and we think this time would be better spent focusing on visiting and partnership working. Your officers will still speak to you or visit you about more difficult enquiries. We also want to understand the nature of calls so we can continually improve our services, provide more information and guides for the most common enquiries, and ensure

we are adequately trained: capturing calls and emails via the customer services enables us to do this.

We hope that these changes will bring us in line with modern approaches and provide you with a more efficient service.



Website Focus Group

As the new year fast approaches, we're looking forward to giving our website a new look, and we want to hear your thoughts!



As we plan updates and improvements to enhance web navigation, accessibility, and bring our mission, values, and core principles to the heart of our website, your feedback is essential to ensure the site meets your needs.

We are committed to hearing what you would like to see whether this is new features, community-focused content, or something else, your voice matters.

Join our focus group to share

your thoughts and suggestions on what you would like to see going forward, this is a chance to tell us what is important to you when browsing on our website.

Please contact customerservices@womenspioneer.co.uk or call us on 0208 749 7112 for more information on how to join our focus group. We look forward to hearing from you and working together to create an even better online experience for our community!

Knowing Your Homes

Our Stock Condition Survey Project

In October we carried out our 'Here to Hear' exercise to get to know you better. We are now starting our 'Knowing your Homes' project to understand how our properties are performing and ensure you are living in a safe and warm home.

We referred to this project in our Autumn edition as a Stock or Home condition survey. This article gives you an update on this project as we have now approved a contractor and will be coming to your home between 27th January and mid-April, to carry out these surveys.

These surveys will gather information about the condition of your home and all our communal areas. This will also include the exterior of our properties – the roofs, windows and doors.

The surveys will help us develop clear plans to keep your home in good condition and keep you and your household in a safe and warm environment. It will provide us with valuable data and insights to support informed decision making.

You will receive a formal letter early in the year and, when it is time for your survey to be carried out, information will be posted on your noticeboards



introducing the operative who will be visiting you. Initially the operative who will be working on a small patch, we let you know the days they will be working and ask that you provide them with access if you are in. If they do not gain access, they will ask you to let them know when they can visit you.

Many housing associations have either completed or are completing these surveys as a way of gaining accurate information about their homes. This is a significant project, and we need your help to achieve the maximum benefit from the surveys. This will be achieved if we are able to access all our homes within the 3 months of the project.

Once we have completed the surveys, we will be identifying any urgent repairs we need to carry out and prioritising these for 2025. We will be able to share information about the survey to your home however, given the size of the project and the way we receive the information, it may take us some time before we can arrange the data into meaningful written information that we can share with you.

The contractors appointed have significant experience in this work and have partnered with other housing associations. They have been chosen for their expertise and assurances that they will work with WPH to keep you informed and to respect your home and our properties.



Chepstow Place

What support we need from you?

The success of this project will rely heavily on the data that is captured, and for this it is crucial we are granted access into your property.

You will be able to arrange appointments that are convenient for you. Initially, appointments will be arranged to take place in nearby locations to maximise the contractor's time.

This information along with some FAQs (Frequently Asked Questions) will be on our website and your notice boards soon.

If you have any questions or concerns about this project that the letters sent to you in January do not answer, please contact our customer services team: customerservices@womenspioneer.co.uk or call 0208 749 7112.

Our Board Chair, Ruth Buckingham

WPH is governed by up to 12 Board members including an independent Chair of the Board (Ruth Buckingham). Ruth Buckingham joined WPH as a Board member in 2020 and was appointed as the Chair of the Board at the end of last year, taking up the position from January 2024.

Here Ruth tells us a little about herself, why she applied to WPH her hopes in her leadership role.

What interested you about Women's Pioneer Housing when you applied to join as a Board member?

When I saw the advert for the board position at WPH, I jumped at the chance to apply. This was mainly because I was brought up to believe that women should have the same rights and opportunities as men. Despite improvements being made, I often get incentivised by the inequality that is still around today. Also, having worked in the housing sector for over 20 years, I feel like I wanted to give back by sharing some of my experience.

Tell us about your background, what interested you about social housing?

I have always tried to work in a sector where I feel I can make a difference to people's lives. After leaving university, my first job was at Edinburgh Gingerbread, a charity providing advice and childcare service to single parents. Then, I moved into the housing sector working in homelessness and advice services. This is where I gained an understanding of the inequalities women experience in their day to day life. I continued to work in the housing sector with a focus on resident involvement for over 20 years. I have also gained experience of championing women's rights through my union,

working to improve equality in the work environment.

How do you think the new Social Housing Bill will improve the services provided to WPH residents?

The new Social Housing (Regulation) Act aims to significantly improve the lives of residents living in social housing by prioritising tenants needs, holding landlords to account, and ensuring safer living conditions.

This will improve services to WPH residents by helping us focus on providing safe and healthy living environments by making sure we resolve issues of damp and mould in a timely manner.

What does the future hold for WPH, from a Board perspective, under your leadership?

I think the future is positive for WPH despite the many issues the sector is facing. This is because we have a sound financial plan to see us through the next few years to deliver two new housing developments, increasing our stock and standard of housing.

We also have our new five-year Corporate Strategy taking us to 2028. This was developed with residents, staff, and the Board. This aims to deliver warm and

safe homes, provide excellent services which meet the needs of single women through a financially robust and well governed organisation.

In addition, the restructure of front-line services is to ensure we can meet the needs of our residents and the new consumer regulations. This includes ensuring residents have a single point of contact for repairs, housing, and payments.

It's election year -- What do you wish to see from a renewed or new Government?

I would dearly like to see any new government tackling the housing crisis by developing a long-term national strategy. This could be through cross party collaboration and support to deal with multiple issues such as tackling homelessness and overcrowding by increasing the supply of affordable and secure housing.



Image: Ruth Buckingham.

Our Financial Inclusion Officer

Our Financial Inclusion Officer, Angela Okwesa, offers advice and support and is here to help residents with money matters. There's a whole range of free, confidential support and services that we can connect you to, provided by agencies, charities and other specialist providers.

Welfare Benefits

Angela has helped our residents claim thousands of pounds in benefits they are due, and she will work with you to:

- Check what benefits you are entitled to and make sure you are claiming everything you can.
- Advise you about whether you are entitled to any back-dated benefit, which can help with rent arrears.
- Help you make your benefit claims.
- Challenge any errors made and requests that you have to pay back benefit.
- Follow up your claims to check if they have been paid.

The Department for Work and Pensions administers over 50 different types of benefits, the eligibility criteria and application process for each one is different making them complex, difficult to understand and challenging to claim. Angela is our specialist officer who advises on how to maximise your income, making sure you are able to access, claim and receive the income you are entitled to as well as how to access financial products such as basic bank accounts, credit unions and reasonable low-cost loans increasing your financial ability.

As your housing officer is not a specialist in this area, any queries you raise with them may be referred to Angela to investigate.

If you are interested in other ways to find out the benefits you are entitled to and how they work, you can also:

- go to gov.uk which provides up to date information on all government services including benefits.
- contact your local authority who can outline which benefits you can claim.
- approach Citizens Advice who provides information and help.
- Contact Shelter who offer confidential housing, benefit, and debt advice. You can visit their website call their Housing Advice Helpline on 0808 800 4444.
- go to Age UK who offer a benefits advice line and online benefits calculator. You can contact their advice line on 0800 678 1602.

Food Banks and Vouchers

Anyone may find themselves at crisis point for a number of different reasons and we know how difficult it can be. Food banks are often established by the council in partnership with other charities or trusts working together to combat poverty.

Hammersmith and Fulham Foodbank for example, is delivered in partnership with Trussel Trust and provides support to recipients via referrals made to them.

Food banks accept referrals from local agencies such as Citizens

Advice, schools, GPs, Adult and Children's Services, and other charities. Women's Pioneer is a referral agent. Referrals mean food banks are able to prepare suitable emergency food for the right number of people.

If you visit a referral agency or approach us to make a referral, some basic details are taken from you. This will help identify the cause of your crisis and offer practical guidance. Once you have been accepted, you are issued a voucher which you can exchange for a minimum of three days of nutritionally balanced, non-perishable food, as well as essential toiletries at your nearest foodbank centre. They can usually be adapted to meet dietary needs, for example, gluten free, halal or vegetarian food.

Our aim is to improve people's income to keep their homes. Your rent is the most important bill you have to pay and if you are finding it difficult to pay your rent or you are in arrears, please contact us as soon as possible. If you leave it too late it may be more difficult for us to help you.

Email customerservices@womenspioneer.co.uk or call us on 020 8749 7112.



Building and Contents Insurance

Women's Pioneer Housing is responsible for making sure our properties are covered by building insurance. Annually we renew what we call a 'block policy' which provides buildings insurance cover for all our properties.

Building insurance provides cover for the reinstatement of your home as a result of a significant event for example, a fire, flood, storm or a major leak. Our insurance will also provide cover for temporary housing arrangements if your property was to become uninhabitable.

For many years our building insurance arrangements were placed with Zurich. However, following a tender exercise, we will be placing our insurance

cover from 2025 with Arthur J Gallagher. Arthur J Gallagher is a major insurance broker in the property sector and is regulated by the Financial Conduct Authority.

If you are a leaseholder, we will send details of the updated Buildings Insurance policy as soon as it is available.

WPH does not provide content insurance. This is different from Building insurance as this provides cover for your personal fixtures, fittings and your personal possessions. This includes items such as: furniture, carpets, curtains, kitchen appliances, electronic items and computer equipment, clothes and jewelry.

Although purchasing home contents insurance isn't compulsory, we recommend that all our residents have contents insurance in place.

As Women's Pioneer Housing is a member of the National Housing Federation (NHF), we are provided with details of a number of useful services. Home Contents insurance is one of them and the NHF has partnered with Thistle Tenant Risks to provide this. It's still a good idea to shop around for the type of home insurance cover you need.

Thistle Tenant Risks, offer the **My Home Contents Insurance Scheme**, designed specifically for residents in social housing and all WPH residents are eligible to apply. This policy can cover things like furniture, carpets, curtains, clothes, bedding and electrical items.

It's now easier for you to get covered with the My Home online platform where you can now purchase your home contents policy online when paying monthly via direct debit. Please note paying by direct debit is more expensive than other payment options.

If you would like to know more about this, use the link below or see the leaflet for My Home Contents aside this page.

<https://www.housing.org.uk/about-us/Suppliers/my-home-contents-insurance/>



The leaflet features a yellow header with the text 'My Home Contents Insurance Scheme Designed for tenants in social housing' and the 'My Home Contents Insurance' logo. The main headline asks 'Are you covered?' in large blue font. Below this, it states: 'Your Landlord does not insure your furniture and belongings. However, we can offer all our tenants and residents the chance to insure their home contents and belongings.' A photograph shows two people, a woman and a child, looking at a smartphone together. A blue call-to-action bubble says 'Get a quote today at www.thistlemyhome.co.uk'. At the bottom, it lists 'Some of the benefits are:' followed by four bullet points: 1. Storm and flood damage is covered, excludes damage caused by frost or anything that happens gradually. 2. Cover for damage caused by escape of water, such as a burst pipe or a leaking washing machine, the policy does not cover the equipment or appliance. 3. Tenant's liability - We will pay up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant. There is no cover available if your home is unoccupied for more than 60 days in a row. 4. Flexible Pay-As-You-Go options: Online purchases by Direct Debit only (4.6% transaction fee applies). Other methods, like fortnightly or monthly cash payments via swipe card (46p transaction fee applies) or credit/debit card, are available by calling us.

Venetian Carrot Cake

This is a gluten free and somewhat lighter alternative to the rich, sweet cream-cheese filling and topping version. You can dollap a rum flavoured mascarpone cream instead of the usual cream cheese or retain the added virtue of this cake being attractive to those with dairy and gluten allergies by omitting cream.

Ingredients (8-10 slices)

For the Carrot Cake

3 x 15ml tablespoons toasted pinenuts
2 medium carrots (approx 200-250g/2 cups)
75g golden sultanas
60ml rum
150g caster sugar
125ml olive oil (plus more for greasing)
1 teaspoon vanilla extract
3 large eggs

250g ground almonds
1/2 teaspoon nutmeg
finely grated zest and juice of 1/2 unwaxed lemon

For the Marscarpone Cream (optional)

250g marscarpone cheese
1 teaspoons icing sugar
2 x 15ml tablespoons rum



Method

(You will need 1 x 23cm round cake tin)

Step 1: Preheat the oven to 180°C (160°C fan) or gas mark 4 (350°F). Line the base of your cake tin with re-usable non-stick liner or baking parchment and grease the sides with olive oil. Toast the pine nuts by browning in a fatless pan; the oven alone is not enough to scorch out the paleness.

Step 2: Grate the carrots (or use a food processor) then sit them on a double layer of kitchen roll and wrap them to soak up excess liquid.

Step 3: Put the golden sultanas in a small saucepan with the rum, bring to the boil, turn down and simmer for 3 minutes.v

Step 4: Whisk the sugar and oil by hand or by electric mixer until creamy and airily mixed.

Step 5: Whisk in the vanilla extract and eggs. When well whisked, fold in the ground almonds, nutmeg, grated carrots, golden sultanas (and any rum that clings to them), and finally, the lemon zest and juice.

Step 6: Scrape the mixture into the prepared cake tin and smooth the surface with a rubber spatula. The batter will be very shallow in the tin.

Step 7: Sprinkle the toasted pine nuts over the cake and put it into the oven for 30-40 minutes or until the top is risen and golden. A cake tester should come out more or less clean.

Step 8: Remove from the oven and let the cake sit in its tin on a wire rack for 10 minutes before taking out and leaving to cool on the rack to cool.

Step 9: Remove the cake to a plate to serve. Mix the marscarpone with the icing sugar and rum, put in a bowl to spoon alongside if desired.

Free Events in our Communities

What's on in Hammersmith:

Celebration and Awareness Hammukah Service

Join in the celebration of the Jewish Festival of Lights which lasts for 8 days from 25 December to the evening of January 2. On Sunday 29 December, a dedicated service will be held with the local Jewish community including special prayer and doughnuts.

Date and Time: 29 December 2024 6.00pm to 7.00pm

Location: Lyric Square, King Street, Hammersmith W6 0QL

Gay in the 80's - Two-part creative writing workshop

This creative writing course is an opportunity for members of the LGBTQ+ community aged 60+ to come together and engage in a project creatively exploring the past. In proud partnership with Write London, the NHS Wellbeing & Recovery College, Gay in the 80s is a two-part creative writing course and an opportunity for members of the LGBTQ+ community aged 60+ to come together and engage in a project creatively exploring the past.

Date and Time: 05 February 2025, 12 February 2025 2.00pm to 4.00pm

Venue: To be confirmed, find more info online <https://www.wlqp.org/event-details/gay-in-the-80s-two-part-creative-writing-workshop-2025-02-05-14-00>

What's on in Kensington and Chelsea:

Nova's Great Get Together 2025

Join Nova in chasing away the winter blues to welcome in the New Year, and to gather with others over some hot food, games and laughter. Whether you're into crafting, music, or just want to connect with others, there's something for everyone. Try your hand at making lavender bags and shea butter cream or crocheting and designing. You can even step into a recording studio to write and produce your own song! Bring a friend or family member and join Nova for a day of community and cheer. It's FREE and open to all - grab your tickets today and start off the new year with Nova.

Register online at <https://www.eventbrite.co.uk/e/the-great-winter-get-together-2025-tickets-1107076177649?aff=oddtcreator>

Yoga for Women

Join these Free Yoga for Women sessions, designed for all levels in a friendly, supportive group setting. Enjoy mindful moments with experienced instructors, focusing on well-being and relaxation. Mats are provided, making it easy for you to step into a practice that nurtures both body and mind. Please note, these sessions are not suitable for pregnant women.

Address: Various Venues

Date and Time: Wednesdays at 10am and 1.45pm

Email ewa.kasjanowicz@vckc.org.uk

Earthliving: Basic Digital Computer Course

Residents are invited to learn how to navigate online forms, use NHS services, apply for benefits, send emails, and more.

Address: 2 Evelyn Fox Court, Kingsbridge Road, London W10 6QF

Website: <https://earthlivingonline.org/>

Email: customerservice@earthlivingonline.org

Contact Us

Our Office at Angel Walk is open for pre-arranged appointment only, we are happy to make these arrangements with you. Please only arrive if you have a scheduled appointment as we cannot guarantee the person you need to speak to will be available.

General Enquiries - Monday to Friday between 9:30am and 5:30pm

Phone: 0208 749 7112

Email: customerservices@womenspioneer.co.uk

Feedback

We always welcome your feedback. Please email feedback@womenspioneer.co.uk

Christmas Closure

Women's Pioneer Housing will be closed for the Christmas period from 1:00 pm on Tuesday, 24 December 2024 and will reopen at 9:30 am on Thursday, 2 January 2025.

If you require an emergency repair during this time, please call our office number at 0208 749 7112. Our out-of-hours service, provided by TCL, will be available to assist you.

Emergency repairs include those repairs that are necessary to prevent danger to life, restore essential services and make safe any structural faults. This includes no water supply, electrical faults, total loss of heating or power and uncontrollable water and wastewater leaks or when not carrying out a repair will cause further damage to your home or your building. Please understand we may not be able to complete the full repair on the first visit and a response on the same may be to make defects safe.

