

# Pioneer Press



Women's  
Pioneer Housing  
Est 1920

The newsletter for residents of Women's Pioneer Housing

---



## Welcome to the Summer Edition of our Resident Newsletter, Pioneer Press.

In this edition, you will find a range of information on our services and partnerships. Focusing on 'You Said, We Did' we have listened to your feedback and acted to improve our services in response. Find out more in this edition.

## Inside this edition...

- You Said, We Did
- Safer Homes, ASB
- Financial Support
- How we Handle your Calls
- Tenancy Audits
- Resident Portal

# Safer Homes, Stronger Communities

## Our Partnership with Resolve ASB

We are pleased to announce we have partnered with Resolve ASB, the UK's leading organisation dedicated to tackling anti-social behaviour. This partnership marks a significant step forward in our commitment to creating safe, secure, and supportive homes for women.



Parliamentary Launch of ASB Awareness Week: Resolve ASB, WPH Staff.

## Why This Partnership Matters

We know that anti-social behaviour can have a serious impact on the wellbeing and quality of life of residents. By partnering with Resolve ASB, we're strengthening our approach; ensuring we respond effectively, fairly, and with care, using expert guidance and up-to-date best practice.

## Who Are Resolve ASB?

Resolve ASB is a national organisation that specialises in tackling anti-social behaviour. They support housing providers, councils, and other organisations to respond better to ASB and to support the people affected by it.



You said...

We are...

<ul style="list-style-type: none"> <li>"It takes too long for ASB to be dealt with."</li> </ul>	<ul style="list-style-type: none"> <li>Training our housing team to respond faster and more confidently and build stronger partnerships with local agencies to resolve issues faster.</li> </ul>
<ul style="list-style-type: none"> <li>"I don't always know what's happening after I report something."</li> </ul>	<ul style="list-style-type: none"> <li>Improving our communication so you know what's happening and when.</li> </ul>
<ul style="list-style-type: none"> <li>"Some issues aren't taken seriously enough."</li> </ul>	<ul style="list-style-type: none"> <li>Offering more transparency in how cases are handled.</li> </ul>
<ul style="list-style-type: none"> <li>"It's hard to know who to talk to or how to report problems."</li> </ul>	<ul style="list-style-type: none"> <li>Introducing a triage system through Customer Services so you can always contact us for ASB.</li> </ul>

# Safer Homes, Stronger Communities Continued...

## What is Anti-Social Behaviour?

Anti-social behaviour (ASB) is conduct that has caused, is likely to cause, or is capable of causing harassment, alarm, or distress to any person, especially in relation to their home. This does not include a crying baby, strong cooking smells, standard domestic noise, or noise from appliances in reasonable hours.

## Examples of ASB include:

- Vandalism
- Criminal activity
- Taking drugs/drinking alcohol in common areas
- Drug dealing
- Drunken or disorderly behaviour
- Frequent, very loud noise that is not caused by reasonable everyday activity
- Out of control animals
- Graffiti
- Abusing residents, staff, or contractors
- Domestic abuse
- Discrimination or harassment
- Hate crime incidents based on race, sexual orientation, belief, gender, or disability



*Parliamentary Launch of ASB Awareness Week*

## What Will This Mean for You?

We've already taken important steps to strengthen how we respond to anti-social behaviour, including specialist training for our staff and access to new tools through our partnership with Resolve ASB.

We're now working directly with residents to review our current processes which will also help us to shape a new case management system. This will make it easier to track reports, improve communication, and ensure you're kept in the loop from start to finish.

You can expect to see quicker, clearer responses when you raise concerns about ASB, improved communication and stronger links to the police and local agencies.

These changes are part of our commitment to work with you, not just for you, to create safer and more supportive communities.

## We're Here to Help

If something doesn't feel right where you live, we want to hear about it. No concern is too small, and you'll always be treated with respect.

**If you're experiencing anti-social behaviour or have any questions, please contact our Housing Team. Contact us on [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk) or 0208 749 7112.**

For more information on Anti-Social Behaviour, please visit <https://womenspioneer.co.uk/tenant-guides/> where we have an in-depth information guide on ASB, which sets out what we will do if you report ASB, the agencies that may need to get involved and how we can support you.

# Changemaking through Complaints

The Housing Ombudsman encourages housing providers to treat complaints as "A source of intelligence to identify issues and introduce positive changes in an organisation's service delivery."

We welcome the view of the Housing Ombudsman. We view feedback as a chance for us to learn, grow, and improve the services we provide. We will listen, understand, and take action.

We are...

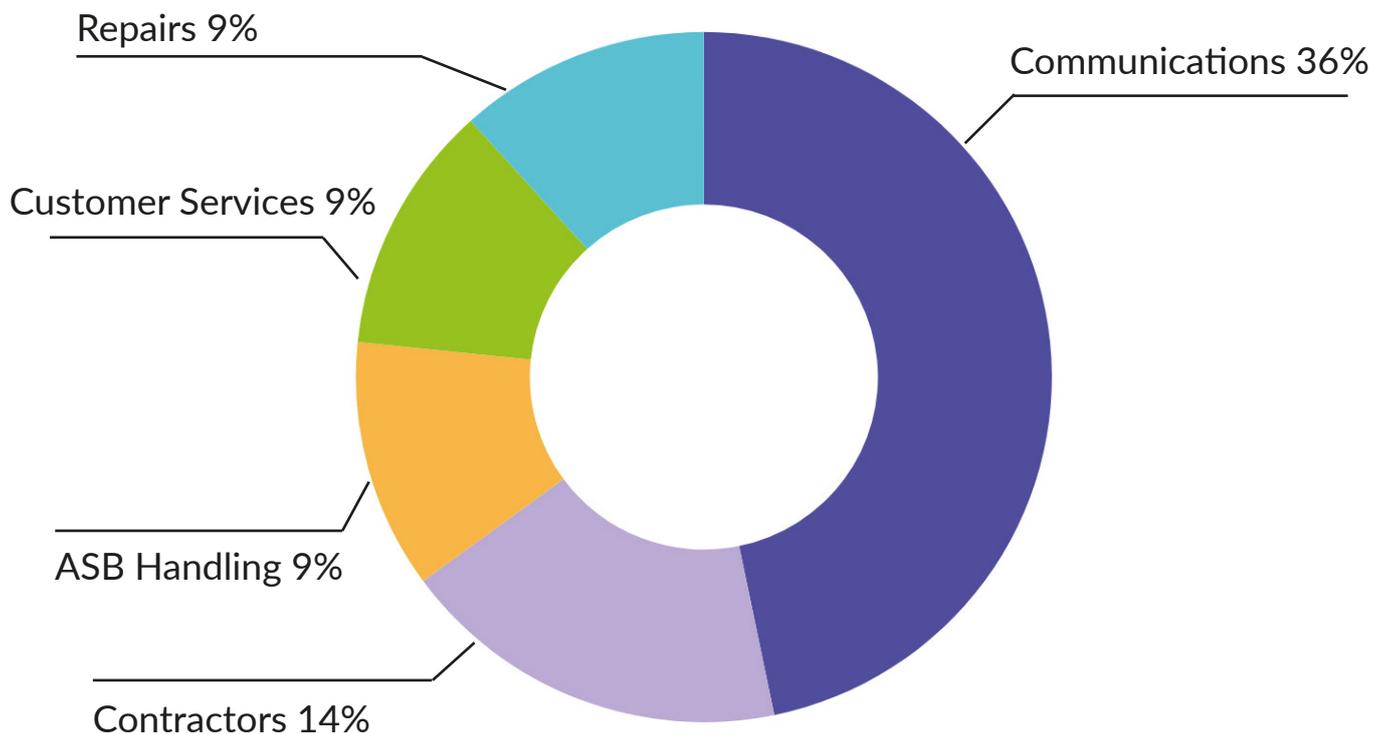
We take this feedback seriously. One major step we've taken is the ongoing rollout of a new contact management system. This system allows us to better record and track our conversations with residents. We have begun providing case reference numbers when you contact us allowing us to follow up more consistently and share updates more effectively. It also allows us to communicate with groups of residents more easily when an issue affects multiple households. This system implementation is a digital way for us to deliver our services.

You said...

From the feedback we've received, it's clear that one of the biggest areas where we can grow is in how we communicate with residents. Many residents have shared concerns around communication - such as not receiving a reply, calls not being returned, or unclear information being passed along.

We want to sincerely thank all residents who have taken the time to share their concerns with us through our Complaints process. Complaints give us a valuable opportunity to listen, learn, and make changes that lead to better service for everyone.

## Complaint Categories January - July 2025



# Changemaking through Complaints Continued...

We do understand, though, that true improvement in communication goes beyond introducing a new system. It requires a shift in mindset - one where keeping residents informed becomes second nature, even when there's no major update to share. We're committed to this cultural change, and progress is being monitored at all levels of the organisation.

confirm with us within 48 hours once a job is complete. This helps us better track progress and ensure nothing is missed.

## You said...

We've also received feedback about the repairs process - particularly how work is communicated and carried out by our contractors. We have acted on this feedback, and in response, we've made it a requirement for contractors to

## We are...

We've also re-introduced a Repairs Survey, which is sent to residents after a job is completed. This gives residents a chance to let us know how the repair went and whether any issues remain. We review all the feedback carefully, and any concerns are raised directly with contractors during their monthly performance review meetings to ensure accountability and continuous improvement.



RESP members



# Financial Support with Lightning Reach

You said the cost of living crisis has impacted your daily life. We have acted on this, and we are proud to partner with Lightning Reach, a financial support portal which makes it easier for residents to apply for a wide range of personalised support in one place.

## What is Lightning Reach?

With rising energy bills and cost-of-living pressures, accessing financial support may feel overwhelming. Lightning Reach will connect you to over 2,500 financial support schemes from charities, organisations, and councils across the UK, making the process of accessing financial support easier.

## What support is available?

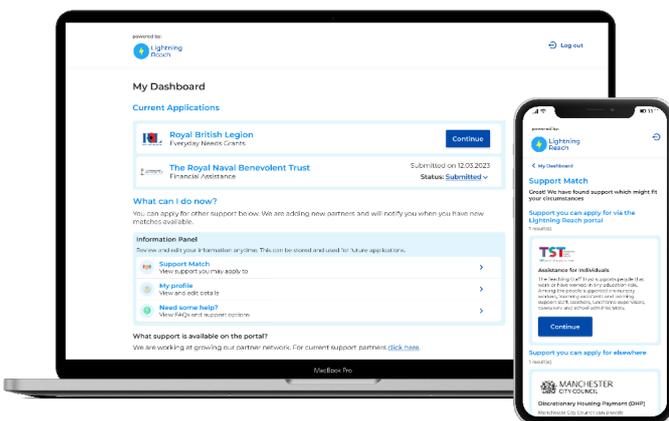
A wide range of support is available including help with energy and utility bills, support for rent, council tax, and other household costs, funding for essential home items like furniture and appliances, and assistance with food, clothing, and daily essentials.

## How does it work?

Our partnership with Lightning Reach aims to remove barriers and make it easier for you to access support when you need it. The portal will ask you to complete some questions to understand your circumstances. The portal will use these answers to match you with any support you are eligible for. You can then directly apply to any support you are matched with.

## How do I apply?

Lightning Reach uses secure technology to make the application process quick and safe for you to access financial support. It only takes 5-10 minutes to set up a profile and see what support is available. **To apply, visit <https://www.lightningreach.org/application-portal?referral=WPH-websitereferal> or scan the QR code below.**



## Can I access further financial support?

In addition to our partnership with Lightning Reach, we offer free and confidential advice to help you access the right support and services. We can help you with budgeting, benefit advice, reducing your bills, managing debts, and grant applications.

## How can I get in touch?

Please get in touch if you wish to speak with our Financial Inclusion Officer about your finances. **Contact our Customer Services Team at [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk) or 0208 749 7112.**

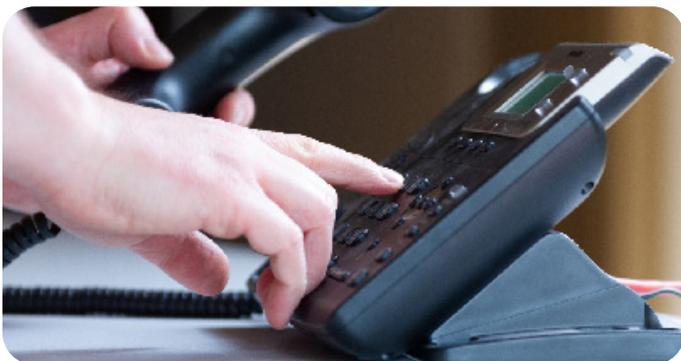
# We've Changed How We Handle Your Calls

Whether you're getting in touch about a repair, a query about your tenancy, or any other issue, we aim to make the process straightforward. We've changed the way we've handled your calls so here's what you can expect.

## Verifying Your Identity

When you contact Customer Services, before we can proceed with any query we must carry out a GDPR (General Data Protection Regulation) check to confirm your identity. This involves confirming your full name, address, and other key details we hold on record for you. This step is essential to protect your personal information and to make sure we're speaking with the right person.

If we're unable to complete this GDPR check, we won't be able to discuss your tenancy or home with you. We understand this might be frustrating, but this is necessary to protect your data.



## Next Steps

Once we understand your query, we will log it on our system and let you know what action we'll be taking. Depending on the nature of the issue, this might include:

- Providing you with the information you need over the phone or via email
- Taking a payment over the phone
- Raising a repair and passing it to our contractors
- Setting an action for a member of staff to call you back within 5 working days

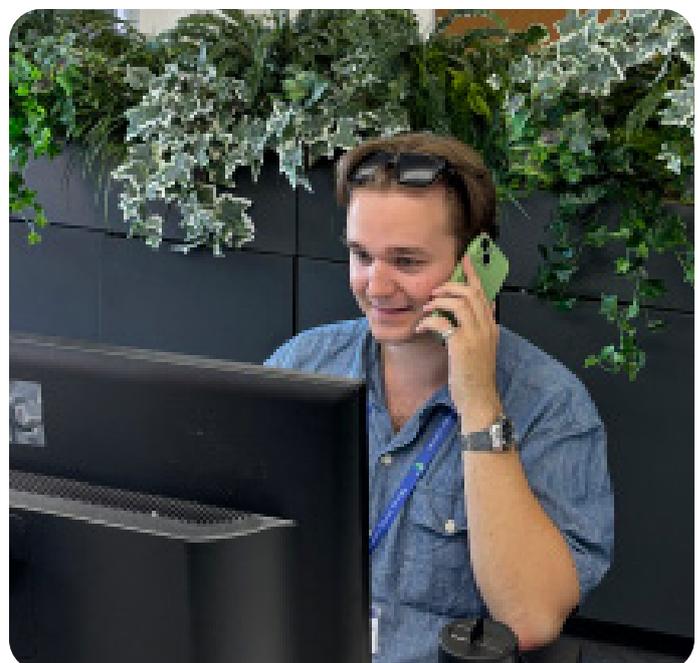
Whatever the action, we will clearly explain what happens next and what you can expect. We'll also give you a reference number so that if you need to call back later, you can quote this reference and we can locate all the information quickly and easily.



## Providing Full Details

Once the GDPR check is complete, we will ask you to provide us with the full details of your query. It's important that you give us as much relevant information as possible – for example, the exact nature of the repair, the location within your property, or the history of the issue.

We will repeat the query back to you to make sure we've understood correctly. This helps avoid any confusion and ensures we're clear on what you're asking us to do.



# We've Changed How We Handle Your Calls Continued...

## You said...

You told us we don't always get back to you when we say we will.

## We are...

If you don't hear back from us within the agreed timeframe or if the action we discussed doesn't take place, we want to know about it. Please get in touch with us again, quote your reference number and we'll follow it up straight away.

We aim to get things right first time, but we understand that sometimes things don't go to plan. If that happens, we're here to help – and we'll work to put things right as quickly as possible.

Our goal is to make your experience with Women's Pioneer Housing as smooth as possible.

By understanding what to expect and what we need from you, we can deal with your request more efficiently.

### Always remember to:

- Be ready to complete the GDPR check
- Provide full details about your query
- Note down your reference number
- Let us know if you don't hear back as expected
- Submit a signed authority form if someone else needs to speak on your behalf.

If you ever have questions or are unsure about any part of the process, **you can contact Customer Services at [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk), or by calling 0208 749 7112.** We're committed to clear communication, fairness, and supporting our residents every step of the way.

### Speaking on Someone's Behalf

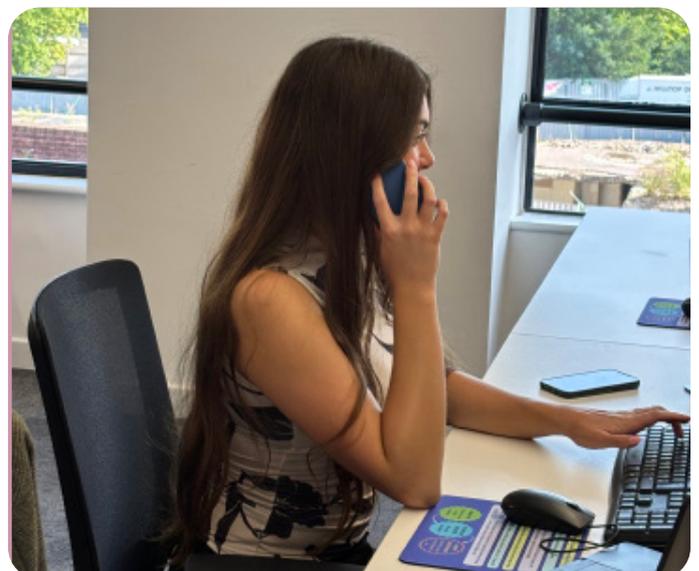
If you want someone else – such as a family member, friend, or support worker – to speak to us on your behalf, we need written consent from you. This is another GDPR requirement to make sure your personal information is protected.

To give someone permission, you'll need to complete and sign our Authority to Discuss Tenancy form.

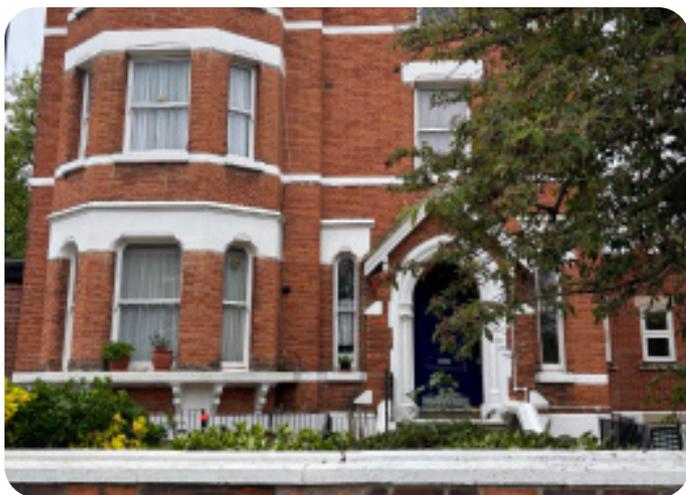
If you don't already have one, you can request one by contacting our Customer Services team.

Once completed, you'll need to either post it back to us or take a clear photograph and email it. The form must include a handwritten signature as we won't be able to accept a typed signature.

We will not be able to speak to anyone about your tenancy or account without your explicit consent via our form.



# What are Tenancy Audits?



## What You Need to Know

As part of our ongoing commitment to providing high quality homes and services, Women's Pioneer Housing carries out tenancy audits once every two years. These audits help us keep our records accurate, ensure our homes are being used appropriately, and identify any support our residents might need.

## What is a Tenancy Audit?

A tenancy audit is a routine check where a WPH Housing Officer confirms who is living in each property, whether the property still meets the household's needs, and if there are any issues that we can help with such as: maintenance, safety, or support services.

We also use this opportunity to make sure your contact information is up to date and that you're receiving all the support you're entitled to.

## What Will You Be Asked?

During the audit, you will be asked to provide identification, such as a passport or driving licence. You will also be asked a few questions about your current household, whether anything has changed, and if there are any concerns you'd like to raise.

Most tenancy audits are carried out through pre-booked home visits by a WPH Housing Officer. We will always contact you in advance to arrange a suitable time and carry ID badges. You are also able to get in touch with your housing officer to book in your tenancy audit if you know you have availability. Once your audit is booked in, please make a note of the date and time to be able to give access.

### Why We Carry Out Audits

Tenancy audits are a standard part of responsible housing management. They help WPH to:

- Prevent tenancy fraud (e.g. illegal subletting)
- Understand under or over occupancy
- Identify support or accessibility needs
- Keep our housing safe and well-maintained

### Your Cooperation Matters

We appreciate your time and cooperation during the audit process. It's a vital part of ensuring that WPH can continue to support women's independence through access to safe and suitable housing. **If you have any questions or need to reschedule your appointment, please contact us at 0208 749 7112 or [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk).**

## Carrying Out Repairs in Your Home

At Women's Pioneer Housing, we work with a small group of trusted, approved contractors to ensure repairs in your home are completed safely, professionally, and on time. These contractors cover a range of general and specialist repairs, including building, decorating, plumbing, gas, and electrical work.

### Our main contractors for day to day repairs are:

- E&M Decorating
- Top Coat Limited
- ABM
- J&J Designs
- SE Plumbing

All our contractors are fully qualified, insured, and carefully vetted by WPH. They follow strict codes of conduct and safety standards. When visiting your home, they will always carry official identification, act professionally, and treat you and your property with respect. Don't let anyone in your home without official verification.

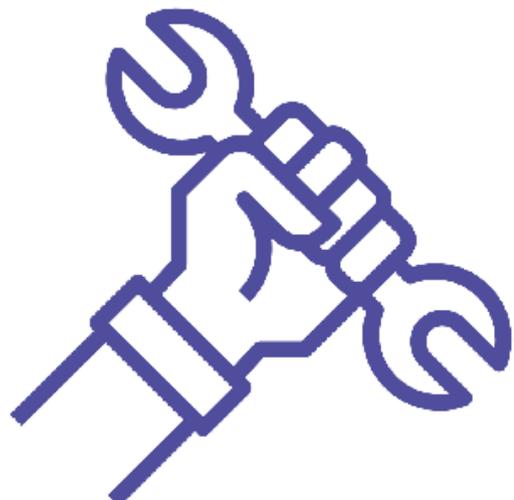
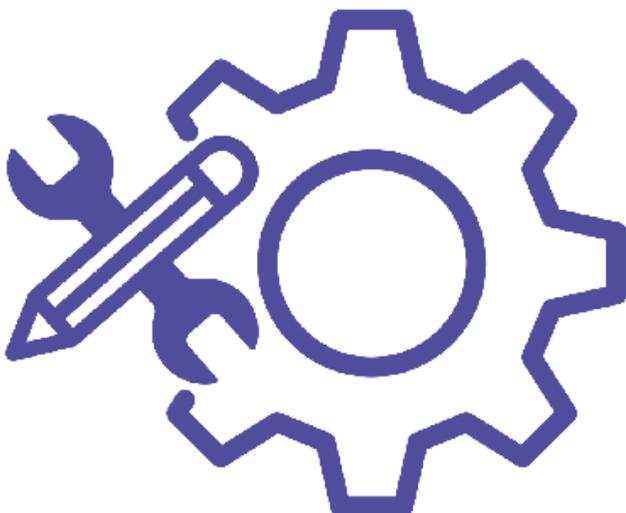
### What Can You Expect?

Once you report a repair to Women's Pioneer Housing, we will pass the details including your contact information to the relevant contractor. They will contact you to confirm that they are working on behalf of WPH and will directly arrange a convenient appointment with you. On arrival, they will show official ID before entering your home.

Appointments are typically scheduled between 8am - 5pm. Please make sure someone is available to provide access, and that the area requiring repair is clear. If you need to rearrange your appointment, you can contact the contractor directly or let us know as soon as possible.

All contractors are expected to follow strict safety and conduct standards. Our contractors will also have DBS checks, especially when visiting vulnerable residents. Always ask to see ID before allowing anyone into your home. If you're unsure about someone's identity, do not let them in and call us immediately. We will be able to confirm if they are a genuine WPH contractor.

At WPH, we value your feedback and use this to improve the way we deliver our services. After your repair is completed, you'll receive an email survey to share your experience. You can also contact customer services at any time with comments or concerns. Our customer services team is here to help and make sure the issue is resolved properly and safely.



# Tenant Responsibilities

Whilst we carry out most major and structural repairs, there are some day-to-day maintenance tasks that are your responsibility as a resident. Knowing which repairs you are responsible for helps you keep your home in good condition.



If a repair is required as the result of a crime, such as vandalism or a break-in, this should be reported to the police immediately. You'll need to obtain a crime reference number (CRN). Once you have this, please contact us so we can advise and assist you with any necessary repairs.

We advise you to take out home contents insurance for your belongings, as we are generally not responsible for any losses you may suffer as a result of e.g. crime, accidental leaks, floods, fires, or any other event affecting your home.

If you're ever unsure whether a repair is yours to manage or something we should handle, please get in touch with our customer services team before carrying out any work. We're here to help clarify your responsibilities and ensure everything is done safely and correctly.

Here is a list of common repairs and tasks that you as the tenant are responsible for:

- Repairs to doorbells (excluding wired-in doorbells and building intercoms)
- Fitting curtain battens, rails, coat hooks, and shelves
- Installing and maintaining your own appliances – such as cookers, fridges, and washing machines not supplied by WPH
- Replacing sink or bath chains and plugs
- Fixing or replacing broken toilet seats or covers
- Repairs to internal door handles
- Electrical faults caused by using faulty personal appliances
- Replacing plugs, fuses, or lightbulbs
- Internal decorating, including filling in minor cracks in plaster
- Repairs to any structure or fixture that you have installed yourself
- Repairing or replacing washing lines or rotary clothes dryers
- Cleaning removable filters in extractor fans or cooker hoods
- Securing loose floor coverings
- Replacing or requesting additional keys
- Arranging a locksmith or access if you are locked out or lose your keys
- Clearing blocked sinks, hand basins, shower trays, or toilets

**To report a repair, please contact us:**

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

Phone: 0208 749 7112

Website: [www.womenspioneer.co.uk](http://www.womenspioneer.co.uk)

## About Your Rent and Service Charges

To ensure we can continue to provide excellent services to you, an annual rent increase occurs across social housing each year. For some residents, this occurred in January 2025, but for most Women's Pioneer residents, this took place in July 2025.

We set our rent increases in line with the government's formula, supported by the Regulator of Social Housing. This formula is based on inflation (the Consumer Price Index or CPI) from the previous September plus 1% to this figure. CPI in September 2024 was 1.7%, which means the overall rent increase was 2.7% in 2025. This is the standard method used by all housing associations.

Your rent is reinvested in your homes and our services; this includes day-to-day repairs to your home, tenancy management, and major works to make long-term improvements such as replacing bathrooms, kitchens, windows, and roofs. We always aim to ensure your rent is affordable while also funding essential maintenance and services to your home.

In addition, your service charges are recalculated each year to ensure you are paying the correct amount for the cost of services provided. This occurred in July for every resident, even if your rent charges were increased in January. Service charges are applied for the maintenance of communal areas, including cleaning, ground maintenance and gardening, pest control, and communal electricity. We operate a variable service charge, meaning this charge will go up/down each year, based on what was estimated to be spent against the actual costs in your building from the previous year.

If your rent was increased in July each year, you will have received a letter in June from WPH explaining what this increase means for you. Your rent is the most important bill you should pay.



If you are experiencing any difficulties paying your rent, please get in touch with us on **0208 749 7112** or email [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk) and a member of the team will assist you. We can refer you to our **Financial Inclusion service** to support you to ensure you are getting all benefits you are entitled to, and your Housing Officer can also discuss affordable rent payment plans with you.

## Lift Replacement

We're pleased to announce the successful installation of two new platform lifts in our Sheltered Schemes. This marks a significant step forward in our commitment to improving accessibility for residents at Women's Pioneer.

The lifts, located at Mary Smith Court and Mary Flux Court, have been out of service for a significant period due to ongoing technical issues and complex repairs. We understand the inconvenience this has caused, and we want to express our sincere appreciation for residents' your patience during this time.

The successful installation of these two lifts marks a major milestone in our ongoing efforts to provide safe, good-quality, and affordable homes, accessible to all. The lifts will provide essential support to residents in accessing their homes.

We know this has been a long time coming and we are incredibly pleased to have these essential facilities back in working order. This project reflects our broader focus on improving our homes and services for all residents.



---

## Tenant Information Guides - Updates to Our Website

We're in the process of updating our website to ensure information is clear, easy to access, and useful to you. We want the content to reflect the things you want to see and make navigating to these areas smooth.

We are frequently updating the News section on our website with new information about our services. Recently, this has included articles on repairs, rent and service charges, amongst other topics and events. Keep an eye out for news and updates at Women's Pioneer on our website. We have also updated our Resident Engagement page, so take a look if you are interested in engaging with us directly!

We have produced some new Tenant Information Guides, aiming to provide specific information on different topics relevant to your tenancy. This includes ASB, Mutual Exchanges, Communal Cleaning, and more. These are published on our website to support you and outline our services with clarity.

Scan the QR code here to view our new Tenant Information Guides.

We are always open to hearing your feedback, so if there is something you want to see on our website or you want to suggest a topic for a Tenant Information Guide, please reach out to [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk) and let us know!



# Resident Portal Progress and Engagement

We're excited to share an update on the upcoming Resident Portal, a new digital platform designed to improve communication, streamline access to key services, and put more control in your hands as a resident.

Over the past few months, our teams have been working hard behind the scenes to build a user-friendly, secure, and inclusive portal. This portal is part of our broader commitment to improving the resident experience and making it easier for you to manage your tenancy and stay informed – all in one place.

Key Features to Expect:

- Log in securely to view tenancy information and rent statements
- Raise and track repair requests in real-time
- Access housing documents and letters digitally
- Update contact details and communication preferences
- Receive important updates and messages
- Get involved in community activities and resident feedback forums

## Next Steps and What to Expect

As part of one of the final stages of testing, we will require a small group of residents to participate in testing a pilot phase to ensure the platform is ready for a smooth rollout.

Feedback received will help us make final adjustments before the full launch.

**If you are interested in joining us for the testing of the pilot phase you can register your interest by sending an email to [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk).**

---

## Lost Your Keys? Reporting a Repair? Contact WPH

Have you lost your keys or need to request a spare set? Do you need to report a repair?

**Contact Women's Pioneer and we will advise you on what you need to do.**

**Phone us:** 0208 749 7112

**Email us:** [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk)



## Free Events in the Community



### Hammersmith Pop-Up Piazza

Lyric Square in Hammersmith is transforming into an open-air piazza with outdoor games, a seating area, and pop-up bars every Thursday evening in August, running from 6pm-11pm each night.

Lyric Square, Hammersmith, W6, 0QL.



### Livat Community Gardening Workshops

Livat's Community Garden in Hammersmith will host free open workshops, from summer teas, wellbeing, local wildlife, and more. There are various dates and Times across the season.

Please visit: [www.livat.com/hammersmith/en/events/livat-community-gardening-workshops](http://www.livat.com/hammersmith/en/events/livat-community-gardening-workshops)



### Active for Live Activities at RBKC

Free fitness sessions in the community led by qualified instructors for fun and accessible activities for all ages, abilities, and backgrounds, brought to you by RBKC Council.

Find out more: [www.rbkc.gov.uk/parks-leisure-and-culture/sports-and-leisure/activities-adults-parks-and-leisure-centres-borough-16-yrs](http://www.rbkc.gov.uk/parks-leisure-and-culture/sports-and-leisure/activities-adults-parks-and-leisure-centres-borough-16-yrs)



### Health Walks in Kensington and Chelsea

Meet new people who share a passion for the outdoors and join in on health walks. Running across the borough starting at different local locations.

Find out more: [www.rbkc.gov.uk/parks-leisure-and-culture/sports-and-leisure/activities-adults-parks-and-leisure-centres-borough-16-yrs](http://www.rbkc.gov.uk/parks-leisure-and-culture/sports-and-leisure/activities-adults-parks-and-leisure-centres-borough-16-yrs)

## Contact Us

Our Office at Angel Walk is open for pre-arranged appointments 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](mailto:customerservices@womenspioneer.co.uk)

### Feedback

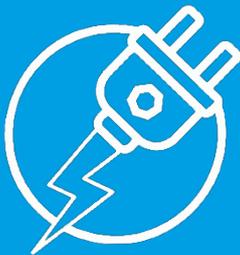
We always welcome your feedback. Please email [feedback@womenspioneer.co.uk](mailto:feedback@womenspioneer.co.uk)

## Emergency Out of Hours Service



If you need to report an emergency repair when the office is closed, you can call the WPH office number: 0208 749 7112.

The call will automatically be diverted to TCL who will take the details of the repair and alert the relevant contractor.



## Office Closure

Our office will be closed on Monday 22nd September due to a staff training event. Our Out of Hours service will be in place for Emergency Repairs such as those that could cause serious damage or risk of injury if not dealt with urgently.

You can contact the Out of Hours team on our usual Office number: 0208 749 7112.