

# Pioneer Press



Women's  
Pioneer Housing  
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The newsletter for residents of Women's Pioneer Housing



**Welcome to the Winter Edition of Pioneer Press where you can find the latest service information, events, and recent news at WPH.**

**As this is our final edition for 2025, we want to wish you a wonderful festive season filled with joy and a Happy New Year!**

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## A Message for the Festive Season

As we approach the festive season, we'd like to extend our warmest wishes to all residents. This is a wonderful time for rest, celebration, and connection, and we hope it brings joy and relaxation to you and your loved ones.

During the holidays, our team remains committed to keeping the community safe and supported. If you encounter any issues that require urgent attention, please be sure to report emergencies promptly so we can respond as quickly and effectively as possible. Your awareness and cooperation play a significant role in maintaining a safe environment for everyone. You can report emergencies such as complete loss of electricity or water, or a security risk like a broken front door by phoning our office number **020 8749 7112** and holding the line to be transferred to our Out of Hours team.



As we look forward to the year ahead, we are continuing our efforts to improve the services we provide. Your feedback is incredibly valuable to us—it helps shape our plans, highlight areas for growth, and ensure we meet the needs of all residents.

We encourage you to share your thoughts and suggestions so we can keep building a community that works for everyone in 2026 and beyond. To submit feedback, please email [feedback@women-pioneer.co.uk](mailto:feedback@women-pioneer.co.uk). We always want to hear from you!



# You Said, We Did

Thank you to all residents who contributed feedback through surveys, calls, and community events.

You have shared valuable feedback about what matters most in your homes and neighbourhoods. We've been listening closely—and taking action. Your input drives continuous improvement, and we appreciate your ongoing engagement.

## You said...

You told us that communication needed to improve, particularly around timely call-backs for repairs, general enquiries, and updates on ASB cases. We listened, and we have taken clear steps to address this.



## We are...

### **We are working to provide timely updates**

We are aiming to ensure we respond or provide an update to all enquiries within 5 working days. This aims to reduce delays and uncertainty and will ensure your enquiries are acknowledged in a reasonable time period, and you are certain someone is working to support or resolve what you have raised.

### **Launched a new reporting and case management system**

To make sure nothing gets missed, we have implemented a new digital reporting and case management system. This allows us to track repairs and ASB cases more accurately, monitor progress in real time, and ensure residents receive consistent updates throughout their case. This is managed by our Customer Services Team who will triage and allocate enquiries to the relevant staff member. If you have a query, please direct this to our Customer Services team to ensure all enquiries are tracked and correctly re-directed.

### **Strengthened communication with contractors**

We have also improved how we work with our contractors. This includes clearer information sharing, regular performance reviews, and agreed timescales for updates. As a result, contractors are now providing more frequent and reliable repair updates, which we can pass on to you efficiently and effectively to keep you informed.

## Providing Access: Keeping Your Home Safe

To keep everyone safe and ensure we meet our legal responsibilities as your landlord, we carry out a range of essential safety checks and surveys across our homes. This has recently included Stock Condition Surveys, allowing us to understand the condition of your home, as well as ongoing Gas and Electrical Safety Inspections, ensuring your home is safe and compliant.

**These checks are an important part of making sure your home stays safe, secure, and in good condition.**



We are currently in the process of updating Fire Risk Assessments for all communal and front entrance doors. Fire doors are a legal requirement and help stop the spread of fire from one flat to communal spaces. Please ensure that you provide access to our contractors and staff so we can conduct these vital safety checks.



We are also beginning to conduct Energy Efficiency Surveys, also known as Retrofit Assessments, to identify and recommend cost-effective improvements. This will look at insulation, windows, heating systems, amongst other areas. The recommended improvements may lower your utility costs and improve your comfort in your home.

These assessments are conducted by LivGreen and is vital to book an appointment and provide access so we can understand how we can support you and your home in being more energy efficient. For more information, visit <https://livgreen.co.uk/forresidents>

Additionally, we will be in touch with our rolling Gas and Electrical Inspections to best ensure your home is safe in all areas. If you have been contacted to arrange an appointment, or have one booked in, please provide access so we can conduct these efficiently.

We will always do our best to book appointments at times that work for you, and our staff and contractors are expected to be respectful and professional at all times.

**If we're unable to gain access after several attempts, we may have to take legal action to enter the property. Any court or legal costs that result from residents deliberately refusing access will need to be recharged to those individuals. We are currently beginning legal proceedings for a small number of cases where access has been repeatedly refused. This highlights the importance of providing access for vital surveys and inspections at your home.**

# Introducing Our New Arrears Management System

We understand that managing rent and service charge payments can sometimes be challenging, especially when unexpected life events or financial changes occur. Our priority is to support residents in maintaining successful, stable tenancies. To help us do this, we are introducing a new arrears management system that will allow us to be more proactive in our rent collection, flag and identify potential issues earlier, improve communication, and ensure residents receive timely, personalised support.



## Why We're Introducing a New System

Rent arrears can escalate quickly if they are not addressed early. Our new system has been developed to change this by identifying early signs of arrears through automatic case-flagging, allowing our team to reach out sooner with advice and proactive plans to resolve your arrears. By identifying potential problems early, we can work with you to create manageable plans before arrears become more stressful or difficult to resolve.

The system will also help us provide clearer, more consistent communication if you need to reach out to us to discuss your arrears, payments or seek support.



## How the New System Works

The system automatically flags accounts that show missed payments, irregular payment patterns, or increasing arrears. When a case is flagged, our team may contact you to discuss your situation, before things escalate.

Our team is here to work with you, not against you. We understand that financial difficulties can happen to anyone, and early support is key to preventing unnecessary stress.

## If You Are Already in Arrears

If you are behind on payments, or think you might be, please contact us straight away. It is extremely important that you do not ignore arrears. The sooner we hear from you, the sooner we can put an action plan in place.

# Accessing Free Financial Support this Winter

As winter approaches, we're all finding that staying on top of energy bills can be tough! We know that many people are feeling the strain of rising prices right now, but there's help out there. We've partnered with Lightning Reach to make it quick and simple for you to find help with your bills and energy costs.

Lightning Reach works with trusted energy suppliers and charities – like OVO, YES Energy Solutions, and the National Fuel Foundation – so you can easily find and apply for the help you qualify for.

## Why Tenants Should Sign Up

Lightning Reach connects you with over 2,500 financial support schemes, including help with energy bills, fuel vouchers, home upgrades, and essential living costs in addition to other services to support your wellbeing.

The portal is designed with ease in mind:

1. Sign up and fill in your profile: just once.
2. The system matches you with tailored support options.
3. You apply directly through the portal with ease.

**107 Residents have accessed the portal and 1.2k has been directly awarded!  
An estimated 2.5k has also been awarded through external redirection links.**



## How to Get Started

1. Visit Lightning reach website and create a free account. (Scan the QR code above) You'll need an email address to create an account.
2. Complete your profile: you'll be asked questions about your circumstances, be honest in your responses as this helps find the best match. You'll only need to answer these questions once .
3. Let the portal match you with available grants and schemes based on your responses.
4. Apply with ease and receive support, some assistance arrives in just a few days.

# Damp and Mould in the Colder Months

Damp and mould can cause problems at home, especially in the colder months. It can damage walls and furniture and, more seriously, it can affect your health.

It is important that you report signs of Damp and mould as soon as you identify any issues. Early reporting allows us to act quickly, prevent the problem from getting worse, and make sure your home remains a safe and healthy place to live. The introduction of Awaab's Law in the social housing sector ensures housing providers act, investigate, and respond within strict and clear timeframes.



If you identify mould or dampness in your home, please report it to our Customer Services Team by emailing [customerservices@womens-pioneer.co.uk](mailto:customerservices@womens-pioneer.co.uk) or phoning 0208 749 7112.

We will respond appropriately and within the set timeframes introduced by Awaab's Law. We will investigate the issue, cause, and treat any mould where needed. You will be provided with a report summarising the findings and actions required.

## Preventing Damp and Mould

There are a few top tips to support in preventing damp and mould. This includes:

### Good ventilation

- Avoid covering air bricks and keep extractor fans switched on and clear
- Leave a small gap between the walls and any furniture to keep air flow clear
- Open windows slightly throughout the day, even for 15 minutes, this will allow for a well-ventilated home.
- Keep any trickle vents in the top of your windows open and clear.

### Reduce Moisture

- Use lids on pans to reduce steam and condensation
- Use an extractor fan in the kitchen and bathroom to reduce condensation.
- Dehumidifiers can help keep spaces dry, reducing moisture and also help clothes dry quickly.
- Wipe any condensation off your windows in the morning



# Free Independent Energy Advice Service

For over 19 years, a team of expert energy advisors known as Green Doctors have been helping households to save money, stay warm, and improve energy efficiency at home.

The Green Doctors work as part of the community charity, Groundwork London, and they work in partnership with London Boroughs, and other organisations to deliver free home visits and phone consultations to give advice on bills and provide referrals to other services to support in the health and wellbeing of residents during the colder months.

## This free service helps residents to:

- Save money on energy bills
- Reduce stress linked to rising costs
- Keep their homes warm and healthy, especially for those with health conditions made worse by cold or damp living environments

For more information or to arrange a free advice session\*



0300 365 3005 (Freephone)



greendoctorsldn@groundwork.org.uk



www.london.greendoctors.org.uk



\*Subject to eligibility

## How can The Green Doctors Help:

- Provide personalised advice on energy bills
- Offer energy saving tips
- Support residents to apply for discounts or other benefits, such as Water Help and Water Sure
- Help to register for the Priority Service Register
- Support in fuel debt management, providing energy and water debt advice and supporting residents in accessing grants
- Help in applying for larger grants to improve home and heating efficiency
- Installing free small energy-saving items such as draft proofing strips, LED light bulbs, radiator panels, etc.
- Signpost to other services for additional support with local organisations.

## General Eligibility Criteria

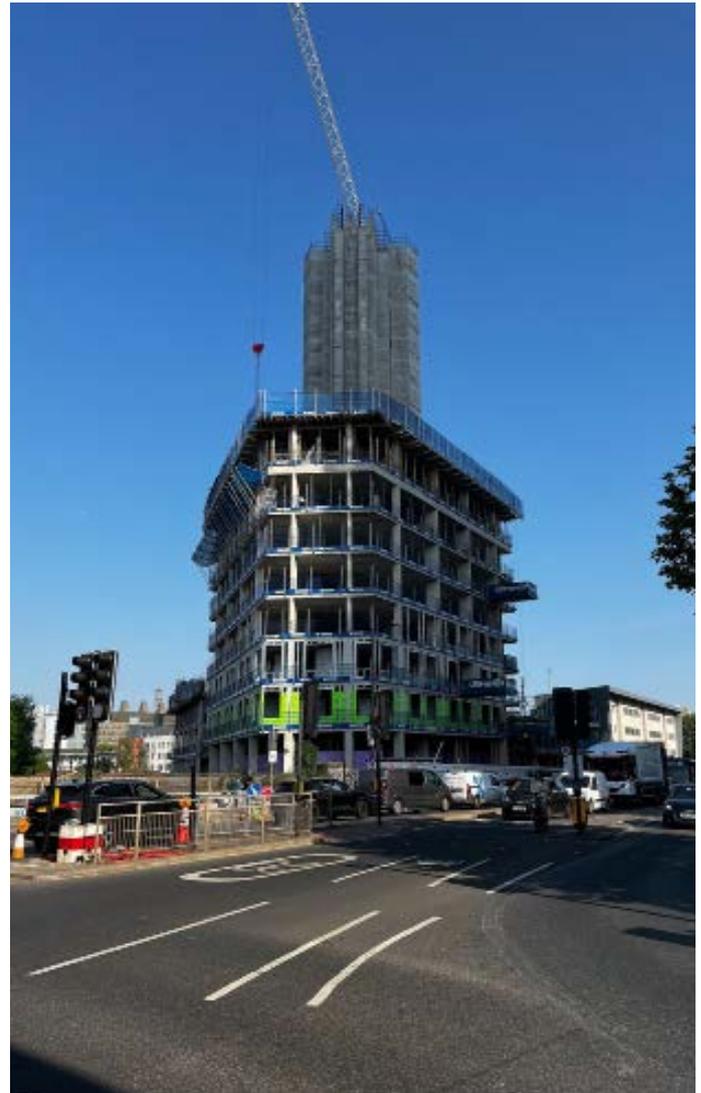
- On a low income below £16,190 or in receipt of any means tested benefits
- Energy costs more than 10% of my household income
- With a long-term health condition (such as respiratory/ circulatory disease or mental health condition)
- People with a disability
- Older people (60 and over)
- Households with children under 5

Please make a referral to the Green Doctors by completing this online form:

<https://groundwork.secure.force.com/enquiry> or email [greendoctorsldn@groundwork.org.uk](mailto:greendoctorsldn@groundwork.org.uk) or phone 0300 365 3005.

## An Update on Wood Lane

We're celebrating a major milestone, the topping out of our Wood Lane development! Women's Pioneer Housing has been proud to call this site home for nearly a century. Since acquiring the land in 1927, it has provided 30 studio homes for single women alongside our head office. These homes had reached the end of their life, and in 2018 we entered into an innovative venture with HUB and Bridges Fund Management to redevelop the site.



The new Wood Lane development will deliver 60 brand-new one-bedroom homes for single women alongside a new head office.

Alongside our new homes and head office, the project includes 209 co-living homes developed on behalf of City Developments Limited, with extensive shared amenities.

This development started on site in February 2024, and we are thrilled to celebrate the 'Topping Out' of this scheme, demonstrating a major milestone in reaching the top story of this building.

The development aims to be completed in Autumn 2026, where we will eagerly welcome residents into new homes, and the return to our main office on Wood Lane.

## Christmas Closure

Our office closes at 1pm on Christmas Eve Wednesday 24 December until 9.30am on Friday 2 January 2026. Our staff team will not be available throughout this time. We will have alternative arrangements in place to respond to emergencies.

Our emergency out of hours provider will respond to any emergency repairs you report. Emergencies are repairs which are an immediate danger to health, safety, or property, and includes serious leaks, complete loss of electricity or water, or a security risk like a broken front door.

To report an emergency, call our main number **020 8749 7112** and hold, you will then be transferred to our Out of Hours provider.

**For other emergencies dial 999**, this could include:

- the police for example, if there is a crime in progress
- the fire brigade if there is a fire
- ambulance services if there is a medical crisis or danger to life.
- call National Gas Emergency Service on 0800 111 999 if you smell gas or suspect a gas leak



## Christmas Operating Hours

Monday, 22 December 9:30 am – 5:30 pm

Tuesday, 23 December 9:30 am – 5:30 pm

Wednesday, 24 December 9:30 am – 1:00 pm (Early Closure)

Thursday, 25 December Closed

Friday, 26 December Closed

Monday, 29 December Closed

Tuesday, 30 December Closed

Wednesday, 31 December Closed

Thursday, 1 January Closed

Friday, 2 January 9:30 am – 5:30 pm

## Rubbish Collection Over the Festive Season

During the holiday period rubbish and recycling collections will be delayed.

During this time, please make sure you wrap all rubbish correctly and place it in the appropriate area.

Please refer to your council's website for the revised rubbish and recycling collection days.



## Free Events in the Community



### North End Road Christmas Market

North End Road's Christmas Market is back by popular demand and will offer a fantastic family day out for all ages.

06 December 2025  
10.00am to 4.00pm  
North End Road Market SW6 1NW



### Silver Sunday: Painting and drawing

Open Age are hosting an art session where those 50+ can paint and draw together.

Free event, to book a place contact Andrea or India on 020 4516 9971

St Charles Centre for Health & Wellbeing  
Exmoor St, London W10 6DZ



### Visit Kew Gardens

If you are in receipt of certain benefits, you can visit Kew Gardens in West London for £1. Visit <https://www.kew.org/kew-gardens/visit-kew-gardens/tickets> to see what benefits or proof of receipt you will need to provide.

Kew, Richmond, London, TW9 3AE



### Wellbeing Walk

A good walk is so much more than just stretching your legs. It's a chance to unwind and meet new people. Free of charge, Tuesday 9th December and Tuesday 16th December, from 10:30am-11:30am.

Meeting point: Albert Bridge (by Cadogan Pier), SW3 5RJ.

## 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.

