

Pioneer Press



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



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

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Resident Engagement: A Year of Listening, Acting and Building Together



Image: Driving Engagement, Delivering Excellence, March 2025

Last year marked an important milestone for us. Following extensive consultation with residents through surveys, focus groups and community conversations, we completed our new Resident Engagement Strategy and developed a clear, practical Action Plan.

The Strategy was formally reviewed and approved by the Resident Engagement and Scrutiny Panel, ensuring it reflects resident priorities and holds us accountable for delivery.

What we've delivered so far

Over the past year, we have:

- Strengthened communication by improving how and when we share updates, including clearer service information and performance reporting.
- Expanded opportunities for involvement, with more flexible ways to participate; both in person and online.
- Supported panel members with additional training and development opportunities to strengthen scrutiny and challenge.
- Improved feedback loops so residents can see the outcomes of their suggestions and complaints.

What's next

In the coming year, we will:

- Launch a refreshed digital engagement platform to make involvement easier and more accessible for our Resident Engagement and Scrutiny panel members.
- Introduce themed scrutiny reviews focused on services that matter most to residents.
- Measure the impact of engagement more consistently and report back on progress.

We would like to thank you to everyone who contributed their time, insight and challenge to help us consistently strive for improvement.

You Said, We Did

We're committed to listening to our residents and turning your feedback into meaningful improvements. Find out the changes we have made based directly on your feedback.

Out of Hours Contractors

You told us our out of hours contractor was underperforming and was not providing you with a service that meets WPH standards. As a result, we have commissioned a new out of hours call centre and new out of hours contractor to carry out your emergency repairs.

An emergency repair is where the issue threatens the safety of the building or presents health and safety risks. These kinds of repairs require emergency attention as they make the property unsafe or uninhabitable. During an Out of Hours emergency repair, we will focus on making the issue safe for you. We may need to re-visit during WPH opening hours to complete the full repair.

All contractors are expected to follow strict safety and conduct standards. Our contractors will also have DBS checks, especially when visiting residents with support needs. Always ask to see ID before allowing anyone into your home.



Rent Statements



You said our rent statements were difficult to understand, and it wasn't always clear whether your account was in arrears or in credit.

In response, we reviewed our rent statement layout and improved the accompanying guide to clearly explain each section, including charges, payments, and balances. We've also made it much clearer to see at a glance whether your account is in arrears or in credit, so you can better understand your rent position and manage your payments with ease.

Rent Statements

Over the past 18 months, we have been upgrading our systems to improve the services we provide to residents. As part of these improvements, we have recently introduced a new rent statement system. This has enabled us to efficiently issue annual rent statements for 2025 to all residents.

Going forward, rent statements will be issued quarterly. In April, you will receive a statement covering January to March 2026. You will then receive further statements in July, October, and January 2027.

If we have your email address on record, your statement will be sent to you automatically by email. If you would prefer to receive your statement by post, please contact our Customer Services Team and we will be happy to arrange this for you.



Your Rent Statement in Detail

The rent statement is a record of transactions applicable to your tenancy. The rent statement has three main sections:

- The first section provides an account summary outlining your rent balance at the start of the period, rent and service charges applied, payments you have made, and your balance at the end of the period.
- The second section provides a detailed transaction history of all charges applied and all payments you have made within the period. This is like a bank statement and gives you an up to date record. If you have paid your rent in advance the balance will be green and say 'credit'. If there is a balance due on your account it will be in red and say 'arrears'.
- The third section of the rent statement is a detailed guide to what each section of the rent statement means. It also outlines how you can pay your rent.

If you have any questions about your rent statement, please get in touch with our Customer Services Team.

Energy Efficiency Works

WPH is pleased to present an exciting programme to improve the energy efficiency of residents' homes. We have been awarded a grant to upgrade 150 properties to achieve an Energy Performance Certificate (EPC) rating of C.

This investment represents a significant step forward in improving the quality and sustainability of your homes. Raising properties to EPC C means they will be more energy efficient, helping residents to reduce energy consumption and lower household bills. With energy costs remaining a key concern for many residents, these improvements are designed to make homes warmer and more affordable to run.



As part of this programme, WPH will be carrying out assessments across a number of properties to determine which homes are eligible for the proposed works.

It is important to note that not all properties will qualify for these upgrades and will be assessed on a case-by-case basis. Eligibility will depend on several factors, including the current energy rating of the home and the type of improvements required.

You may have received correspondence from WPH or our contractors, LivGreen, outlining further details. The initial assessment is called a Retrofit Assessment and aims to identify what measures we could implement to improve your energy efficiency. LivGreen are organising these on our behalf and will contact you to book an appointment.

If you would like to express your interest in being considered for the programme, we encourage you to get in touch.

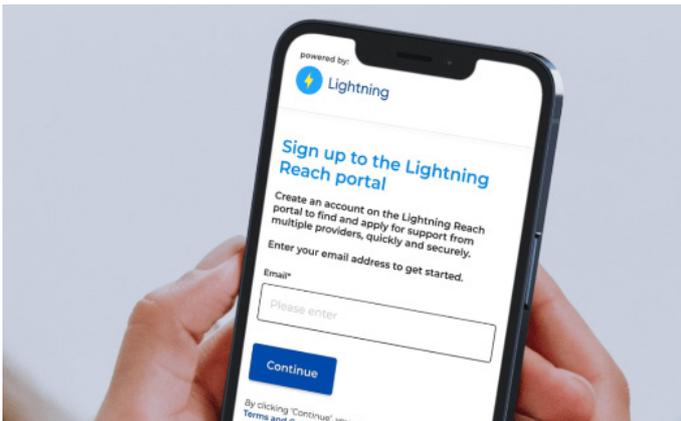
This initiative forms part of WPH's wider commitment to improving our properties, tackling fuel poverty and supporting our residents.

We look forward to working with residents to deliver warmer, more energy-efficient homes across our communities.



Supporting Residents with Lightning Reach

At Women's Pioneer, we are always looking for ways to better support residents, especially when it comes to managing financial challenges. That's why we have partnered with Lightning Reach, a free online portal designed to connect you to various financial support options quickly, securely, and all in one place.



What is Lightning Reach?

Lightning Reach is a user friendly platform that consolidates access to a wide range of financial resources, allowing tenants to easily find and apply for assistance from multiple sources.

Through Lightning Reach, you can access:

- Charitable Grants: Support from various charities offering financial help.
- Local Authority Schemes: Aid from local government programs that assist with living costs.
- Help with Bills: Assistance with paying utilities, rent arrears, and other essential bills.
- Benefits Check: A comprehensive benefits check to ensure you are receiving all the support you are entitled to.
- Other Vital Support: Access to additional resources such as emergency funds, mental health support, and more.

Why Should I Sign Up?

Lightning Reach is completely free, and the process is straightforward. Whether you're struggling with paying bills, seeking grants, or simply want to ensure you're receiving the benefits you're entitled to, this platform can help make a significant difference.

By using Lightning Reach, you'll have access to a variety of resources that can provide crucial financial support, giving you peace of mind and helping to alleviate stress in difficult times.

Sign up today and see how Lightning Reach can help you access the support you deserve.

Since we have launched Lightning Reach, 212 residents have signed up. It is estimated £4,400 has been awarded through the portal.

[Sign up today to access support.](#)



Scan the QR code above or click [here](#) to begin.

Stock Condition Survey

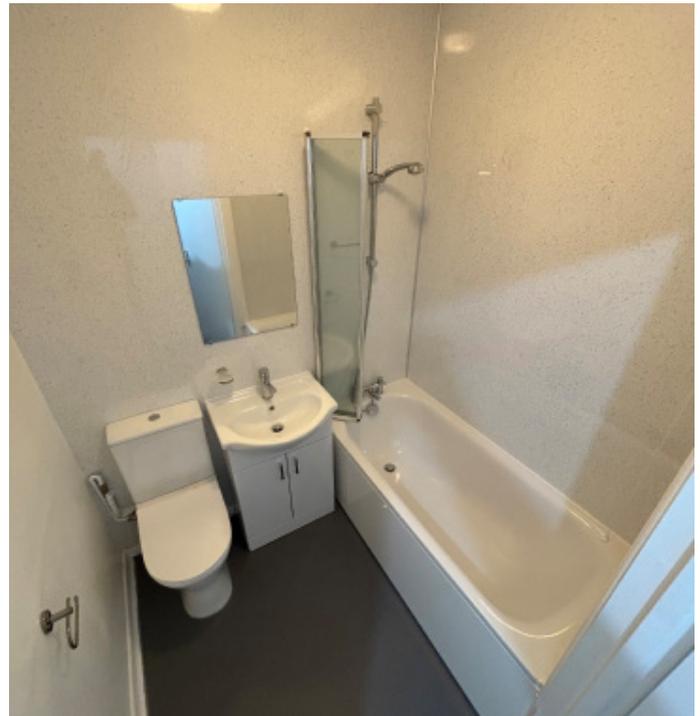
Over the past year we have been carrying out stock condition surveys across our homes as part of our ongoing commitment to maintaining safe, high-quality properties. These surveys are part of a legal requirement set by the Regulator to ensure we understand the overall condition of the homes we own.

A stock condition survey allows us to assess the age and condition of key areas within each property, such as kitchens, bathrooms, windows, doors and roofing. This information helps us to plan ahead and make informed decisions about future works. For example, it helps us determine when kitchens and bathrooms may need to be assessed and ensures we are maintaining homes to a decent standard.

While we have made good progress and inspected over 70% of our homes, we are required to carry out inspections to all our properties. If you have not yet had a stock condition survey carried out in your home, we will be contacting you to arrange an appointment in due course.

The survey itself is straightforward and typically takes no longer than 15–30 minutes to complete.

Our surveyors will need access to all areas of your home so they can carry out a full visual inspection. As part of the process, they will take photographs of structural elements and fixed features, such as windows, doors, and kitchen units.



It is important to note that this survey is not a repairs inspection. Surveyors will not be assessing day-to-day maintenance issues or logging individual repair requests during their visit. If you have a repair that needs to be reported, please contact our Customer Services team directly via customerservices@womenspioneer.co.uk or on 0208 749 7112.

We appreciate your cooperation in helping us complete these surveys. By working together, we can ensure we continue to provide safe and decent homes for all residents.

Tackling Safeguarding; Keeping Everyone Safe

We all have the right to live without fear, abuse, or neglect, and whether in our homes, at work, or in our communities, we should feel safe and supported. Sadly, abuse can happen anywhere and to anyone, but it's important to remember that help is always available.

What is Safeguarding?

Safeguarding is about protecting vulnerable people from harm.

Adult safeguarding means protecting an adult's right to live in safety, free from harm, abuse and neglect.

For children and young people, it's about protecting them from maltreatment and helping them grow up in a healthy, supportive environment.

It's important to recognise the signs of abuse early and take action to prevent further harm.

Abuse can happen anywhere, including in a tenant's own home, someone else's home, on the street, or even in places where people should feel safe, like schools or workplaces.

Anyone can be an abuser, including:

- Spouses and partners
- Other family members
- Neighbours
- Friends and acquaintances
- Local residents
- Paid staff and professionals.



Responding to Concerns

At WPH, safeguarding concerns are always taken seriously, and we act quickly to make sure people get the help they need.

If you raise a concern, we will listen, respect your confidentiality where possible, and work with the right authorities to protect everyone involved.

We'll treat any concerns with care, but sometimes we may need to share details with local authorities or other services if further action is needed.

Finding Support

If you or someone you know is experiencing abuse and is in immediate danger, always call 999.

If you're concerned that a child or adult may be experiencing or is at risk of abuse or neglect (but not in immediate danger), you can:

- Contact the police on the non-emergency line by dialling 101.
- Contact your Local Authority's Adult or Children's Social Care for advice. Find contact details on your local authority's website.
- Get in touch with our Customer Service Team, at Customerservices@womenspioneer.co.uk or call 02087497112.



Fire Door Surveys

WPH will soon begin a programme of fire door surveys across all of our properties. This initiative forms part of our ongoing commitment to resident safety and to ensuring that every home remains fully compliant with current fire safety legislation and regulatory standards.

The inspection process itself is straightforward and should only take a short amount of time to complete. Contractors will only need access to the immediate front door area and will not need to enter other parts of the home.

As these surveys are a legal and regulatory requirement, it is important that residents provide access at the agreed appointment time.

We appreciate your cooperation in supporting this essential safety work. By working together, we can ensure that all WPH homes continue to meet required standards and provide a safe living environment for everyone.

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Fly-Tipping

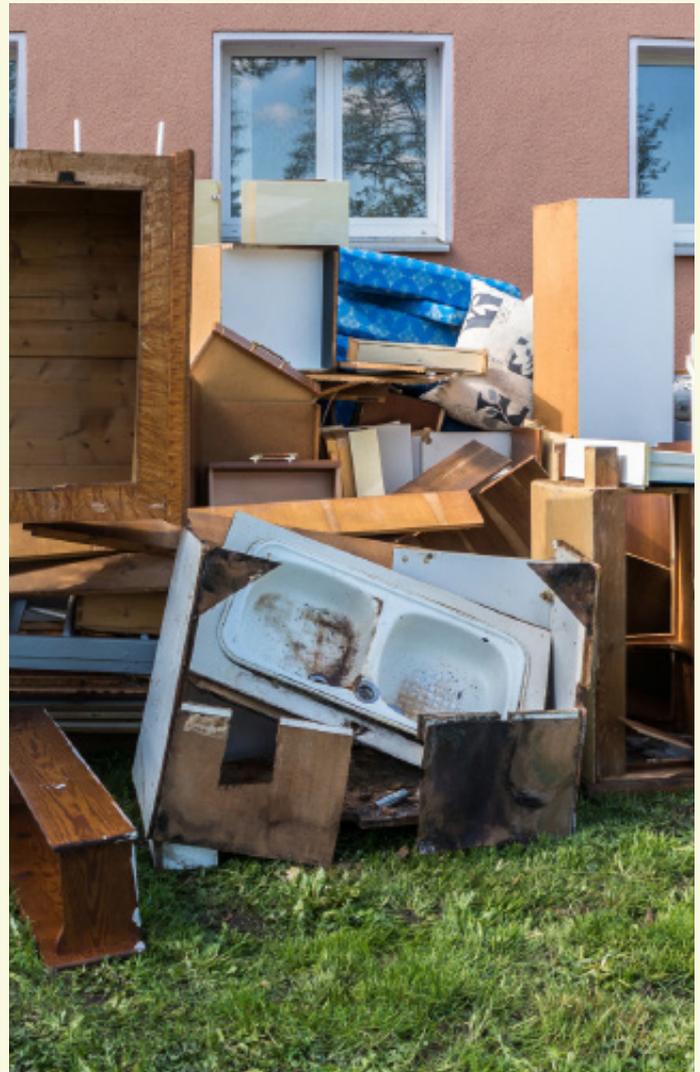
Fly-tipping is when someone leaves rubbish, recycling, or bulky items anywhere other than inside the correct bin.

It is a criminal offence and a breach of your tenancy agreement or lease. Fly-tipping can also create fire risks and cause trips or falls.

Please note that flytipping can increase your service charges as we will recharge the cost of removal, so please look after your space and remove items appropriately.

You can help us keep your communal areas clear by:

- Placing all rubbish or waste in the correct bin. Items left on the floor may not be collected by the council, leading to extra removal and disposal costs.
- Recycling all recyclable items to make sure there is enough space and capacity in bins.
- Reporting misuse of the bin store to WPH.
- Reporting any missed collections to your local council. Contact details should be on your notice board. If they are missing or incorrect, please let us know.
- Arranging the removal of your own bulky items through your local council.



Designing a Mural: Brooke House Art Workshops



We were delighted to invite residents to participate in an exciting creative engagement project at Brooke House, our new development in Acton.

As construction at Brooke House continues to progress, we are thrilled to collaborate with our new neighbour, the London Transport Museum, to co-create a bespoke mural with residents that will be permanently installed in the building's entrance hall. This artwork will serve as a lasting celebration of local history, community identity, and the stories that make this area unique.

To bring this vision to life, we invited residents to attend a series of art workshops at the London Transport Museum. These workshops, led by Eliza Southwood, guided residents through a creative and collaborative process which explored personal experiences, the history of Brooke House and Women's Pioneer Housing.

This engagement activity was rooted in co-creation. We truly appreciate those who participated in the creative process and look forward to seeing this mural come to light in the coming months. The finished mural will become a permanent feature of Brooke House, reflecting the collective input of residents, the community, and our history.



Resident Engagement: A Very Merry Christmas Fete

A very Merry Christmas Fete took place at Mary Smith Court on 12 December. Residents were invited to attend this holiday gathering that brought the community together for good conversation, nibbly bits, and to showcase the incredible knowledge and skills of our residents. Attendees explored the featured market stalls of impressive handmade goods ranging from dolls, wreaths, and shampoos, sampled cakes from a local vendor, and held their breaths in anticipation as the raffle winners were called.

The Christmas Fete set out to create a community space where residents and staff could come together for merriment and socialising, and of course a bit of shopping. A place to encourage relationship-building that goes beyond simply providing a service and instead supports in the cultivation of community between both residents and staff. We are immensely grateful to our vendors for sharing their talents with us, and to our residents who came out and supported this wonderful event!



Celebrating the Christmas Season with Cllr Wade

In December, Councillor Wade organised a Christmas party for residents at Mary Smith Court to celebrate a wonderful year and bring the community together for the festive season.

Tenants enjoyed a warm and welcoming evening, with freshly cooked food and drinks prepared by a professional chef. The event created a cheerful atmosphere, giving residents the opportunity to relax, socialise, and share in the Christmas spirit.

While not all residents were able to stay for the full celebration, many took the time to pop in, which was greatly appreciated and helped set a joyful and inclusive festive mood for everyone involved.

One resident praised the “warm and wonderful” atmosphere of the Christmas party, describing it as a special gathering hosted by Cllr Wade. They commended the festive decorations, the tasty and varied food, and the wide selection of drinks enjoyed by residents, concluding that it was truly “an evening to remember”.

Save the Date - Upcoming Resident Event!

Community Conversations and Celebrations

WPH will be hosting a residents' event, Community Conversations and Celebrations, that aims to bring together residents, staff, and local partners to celebrate resident achievements, share information about WPH's impact, and offer various opportunities for participation and feedback.



Date: To be determined,
September 2026
Where: To be determined

The event will include a segment for Resident Awards, during which, residents who have been nominated by their peers for their contributions to the community will be recognised. More information about the event, how to nominate someone, and the selection process will be circulated in due time.

Importantly, as the recipients of these awards are to be determined by our residents, we believe it is only right that the award categories are also defined by residents.

If you have any feedback about what award categories you would like to see included or input you would like us to consider, we encourage you to please share your insights with us through the following form:

<https://forms.office.com/e/L39DfpQtLd>

To ensure that we have sufficient time to collect nominations and undergo the selection process, we kindly ask that any feedback about the Resident Awards be provided no later than Thursday 30th April 2026.

If you have any questions, please feel free to send an email to Feedback@womenspioneer.co.uk.



Get Involved with Resident Engagement



A fundamental part of how WPH operates centres around feedback and input we receive from our residents. WPH offers a variety of pathways to engaging with our services, whether through complaints, repairs surveys, or ad hoc meetings that address specific service areas and queries raised by yourself. We also have our Resident Engagement and Scrutiny Panel (RESP) as well as Ad-Hoc engagement opportunities!

RESP

RESP works together to make positive changes in our services and performance, holding bi-monthly meetings to discuss our services and ensuring we hear feedback directly from residents to help us understand how we can best meet residents' needs.

RESP have recently been active in reviewing several of our key service areas, creating real strategic and operational changes through resident feedback. This has included reviews of policies and procedures regarding estate management, safeguarding, aids and adaptations, complaints, and security improvements, among others.

If this sounds like something you would like to get involved in, please complete the [RESP Application Form](#) and return this to feedback@womenspioneer.co.uk. If you want to have a conversation about your application, RESP, or have any further questions, please contact feedback@womenspioneer.co.uk.

Ad-Hoc Engagement

We understand that life is busy and you may want to engage with us on an informal basis. We aim to make engagement accessible, flexible, and meaningful, without adding pressure or expectation.

There are several opportunities to get involved with infrequent engagement, on your terms. This may include:

- **Polls and Surveys:** Share your views in just a few minutes by submitting a survey response on a specific service area.
- **One-Off Feedback Events:** We want to hear from you to shape the services that matter the most without long-term commitment. This may include feedback events on local services, repairs, ASB, and more.

If you are interested in engaging with us on an informal or infrequent basis, we would like to hear from you. Please fill out our [Ad-Hoc Engagement Form](#) and return it to Feedback@womenspioneer.co.uk.

Sharing your experience of living in your home supports us to provide the best services to meet your needs. Your voice is important to us, bringing a deeper understanding of the real needs of residents in our community, allowing us to shape services to best support you. To learn more about resident engagement at WPH, please visit our [Resident Engagement webpage](#).

Become a Mystery Shopper: Help Shape Our Services

Are you passionate about improving services and making a real difference? We're launching an exciting new Mystery Shopping Group and we'd love you to get involved!

Inspired by our Resident Engagement Strategy consultation, our Mystery Shoppers will play a vital role in helping us understand what it's really like to use our services. This is your chance to share honest feedback, influence decisions, and help shape the future of our housing association.



What is a Mystery Shopper?

A Mystery Shopper is a tenant or service user who volunteers to test our services.

This might include contacting our customer service team, reporting a repair, reviewing letters or digital services, or checking how easy it is to access information.

After each activity, you'll provide feedback on what worked well and where we can improve.

Why Get Involved?

Your experiences matter. By joining the Mystery Shopping Group, you will:

- Help improve the quality of our services
- Ensure tenant voices are heard
- Influence real change within the organisation
- Gain new skills and experience
- Meet and work with other engaged residents

Make a Difference

Mystery shopping is a powerful way to see our services through residents' eyes. Your insights will help us strengthen communication, improve processes, and deliver better outcomes for everyone in our community.

No special qualifications are needed; just a willingness to share honest, constructive feedback. We'll provide clear guidance and support for every task, and participation is flexible to fit around your schedule.

If you're interested in becoming a Mystery Shopper or would like to learn more, contact us at feedback@womenspioneer.co.uk, or call us and ask to speak with our Resident Engagement and Resolutions Officer.

Events in the Schemes

Mary Smith Court

Every Tuesday: Chair exercises/Zumba with Earls Court community Champions 10:30 to 12:00

Every Thursday : Chair exercises with AGE UK 10:30 to 11:30

First Wednesday of the month: Bingo with AGE UK 2:00 to 4:00pm

Every Tuesday afternoon: Spanish welfare team (private lounge hiring) 2:00/4:00pm

First Tuesday of the month: Meeting prayer 10:30 / 11:30 (MSC tenants only) organised by Ros Stocks (scheme's tenant)

15-16 Bramham Gardens

Every other Wednesday: coffee afternoon & Games 1.30 3pm – residents only

Other activities are advertised on the noticeboard, and family and friends of residents can join any of the activities

Mary Flux Court

Every other Tuesday: Coffee Morning/ Board Games 10.30am -12 noon – residents only

Dain Court

Coffee morning and games at Dain Court - residents only. Speak to your Scheme Manager for more information!

Activities in the Local Community



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



Women's History Month at H&F

Everyone's invited as Hammersmith and Fulham bring light to the lives and legacies of women – past and present – in Hammersmith & Fulham this March, in celebration of Women's History Month.

Find out more here: <https://www.lbhf.gov.uk/events>

Effective Communication with Translation Services

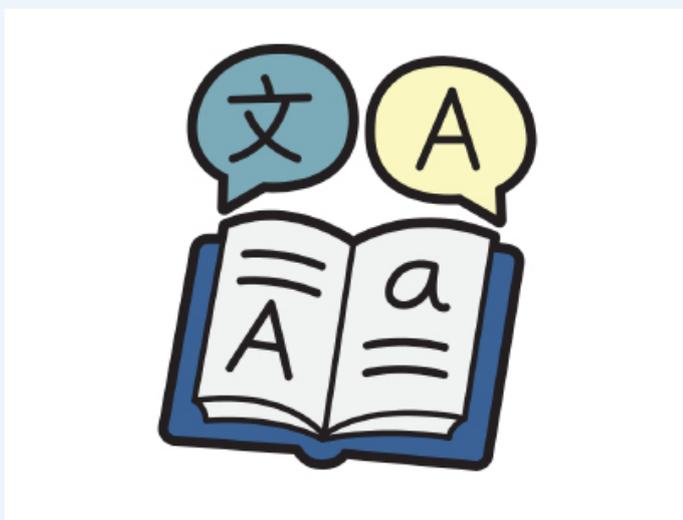
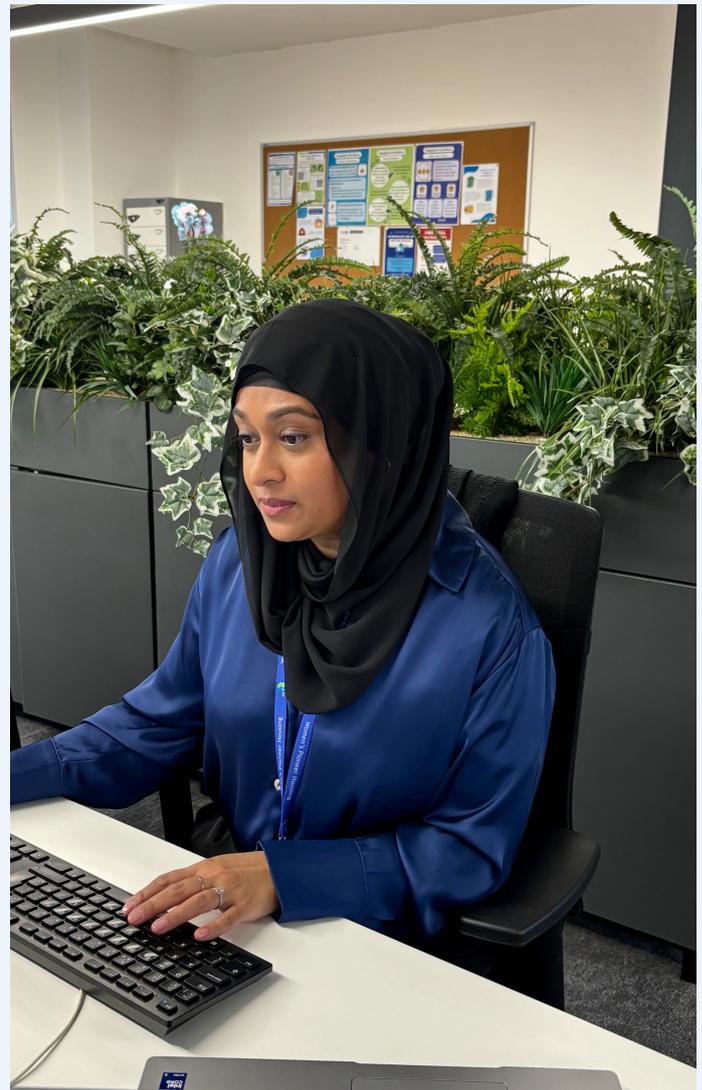
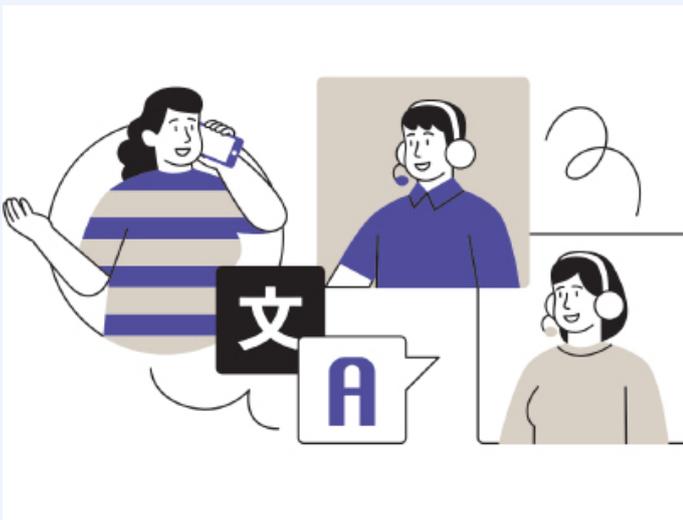
Language should never be a barrier to effective communication, so we have partnered with an organisation called Language is Everything who provides expert, qualified interpreters.

Our partnership with Language is Everything offers residents face-to-face interpreting, telephone interpreting, and video interpreting.

This aims to truly provide accessible communication to all residents who need it. We can utilise telephone interpreting on demand, and pre-book video and face-to-face interpreting, so please contact us if you are interested in this at any point.

For non-English speaking residents or for those for in which English is an additional language, the service provided by the specialists at Language is Everything allows us to ensure clarity in all communication through a respectful, professional, and efficient service.

If you need to talk to us and think our communication can be supported by an interpreter, just let us know at any point and we will make arrangements to provide this.



All about Complaints at WPH

Complaints are a key part of Women's Pioneer Housing's service. They provide our residents with an avenue to raise concerns about the organisation's service delivery, as well as an opportunity for WPH to reflect on feedback and adjust our services as needed.

What is a Complaint?

According to [WPH's Complaints Policy](#), and in line with the [Housing Ombudsman's Complaint Handling Code](#), a complaint is an expression of dissatisfaction regarding:

- The standard of WPH's service;
- WPH's actions or lack of actions;
- WPH staff or those acting on WPH's behalf.

However, there are a handful of instances in which we will be unable to raise a complaint if it sits outside the scope of the complaints policy. These include:

- Issues which have had no impact on the complainant;
- Matters which have already been considered through the complaints process;
- Matters which happened more than 12 months before the complaint was raised;
- Matters which are being raised for the first time, for example a repair that has not yet been reported;
- Matters that are under active litigation;
- A request to do something differently or for more information about an action we have taken.

If an issue is raised that is outside the remit of the complaints policy, it will be logged and responded to as a Service Request, still ensuring that the issues raised are being addressed.



How to make a Complaint

WPH follows the Housing Ombudsman's Complaint Handling Code by offering a two-stage complaints process and will accept a complaint raised through any method of contact.

To support us in our investigation, you can raise a complaint by completing a [Stage One Complaints Form](#) and sending a completed version to feedback@womenspioneer.co.uk or via post to our head office.

If you have received your Stage One response and wish to escalate to Stage Two, you can access the [Stage Two Complaints Form](#) or contact us for escalation. To submit this escalation request, you can send this to feedback@womenspioneer.co.uk or via post to our head office.

The Housing Ombudsman

You can contact the Housing Ombudsman Service at any point during the complaint process for advice. The service is free, independent, and impartial, and aims to resolve disputes with care and consideration. You can contact them via email: info@housing-ombudsman.org.uk or via post: The Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET



National Health Service - Women's Spotlight

We are dedicated to supporting campaigns specifically focused on women's health, women's mental wellbeing or women's safety. In this edition of Pioneer Press, we are supporting the NHS campaign to raise awareness about Ovarian Cancer.

March is ovarian cancer awareness month in the UK when (alongside other UK gynae charities), the Ovarian Cancer Action is asking supporters to help raise awareness of ovarian cancer symptoms, statistics and stories.

You can find out more about Ovarian Cancer from the website www.ovarian.org.uk, download an 'ovarian cancer symptoms tracker' that helps to support conversations with a GP and help raise awareness by sharing information with sisters, mums, daughters, aunties and friends.

If diagnosed at the earliest stage, 9 in 10 women will survive

Over 7,000 women are diagnosed each year in the UK

82% of ovarian cancer cases are in women over 50 years old

International Women's Day

International Women's Day (IWD) was established 1911, just a few years before Women's Pioneer Housing. Like WPH, IWD was initially established in recognition of inequality. In 1909 at a Conference for Working Women in Copenhagen, Clara Zetkin proposed that every year, in every country, there should be a celebration (A Women's Day).

We actively support IWD each March, hosting internal events and/or attending external, posting support and spending the day recognising what Women have achieved, our health needs and what more there is to do.

This year, IWD's theme is 'Give to Gain'. A worldwide call to contribute to women's advancement and create a more supportive and interconnected world, challenging discrimination, questioning bias and celebrating women's success

We are proud of women's achievements and the role WPH has played for over 100 years in creating safe homes for women to thrive.

Happy International Women's Day to all residents.



Staffing Changes

After 49 years with Women's Pioneer Housing, Sue Hockett said farewell at the end of February. Sue started with WPH at just 22. Sue began her life with WPH as general office clerk and worked in almost every department, from estates to housing, from managing the property team to her final role as Development Director, building and acquiring new homes.



After 18 years with Women's Pioneer, Susan Bernard has now left the organisation. Susan joined WPH in 2008 as Corporate Services Manager and later became Head of HR and Corporate Services. Many residents will also know Susan through her involvement in managing the reception services, helping to ensure a welcoming and supportive front-of-house service for residents and visitors.



Shajia has joined the Operations Team as Customer Services Manager!

She will work with our Customer Services Advisors, our engagement and communication teams, and always promote a resident-first culture. We are really excited to see the impact Shajia will have at WPH.



We are thrilled to welcome Eva as our Maintenance Surveyor. Eva will work alongside our wider Property and Estates team to support in ensuring the quality of our homes is safe and secure, meeting regulatory standards.



We are very pleased to welcome Grace to our Customer Services team, working to respond to resident queries, handle repairs and wider resident-communication.



Ellie is joining our Resources Team, working with our Corporate Assurance and People Manager to support on all things governance, KPIs and performance, amongst other activities.



Contact Us

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

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.

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 our Out of Hours provider who will take the details of the repair and alert our Out of Hours contractor.

