

Connections

KEEPING YOU INFORMED

ISSUE 9 WINTER 2022/23

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Genesis



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WELCOME

from Katie Bond

Chief operating officer

Welcome to the winter edition of Connections.

During the summer, we told you Kate Davies would be standing down as our chief executive after 18 years. Since then, Patrick Franco has been appointed as her successor and will assume his role in the new year.

The cost-of-living crisis has presented a huge challenge to us all this year, with many of you struggling to keep up with rising food and utility costs and colleagues providing as much advice and support as they can. Throughout the year, we've highlighted various organisations we partner with that provide advice on a range of topics. The middle section of this newsletter is a round-up of our cost-of-living support, which you can pull out and keep in case you might need it.

The sustainability agenda has been a huge focus for us during 2022, and we are proud to have launched our first comprehensive sustainability strategy, which outlines our goals

to become more sustainable in our homes, businesses, and communities. Thank you to everyone who contributed to the strategy. We look forward to working with you in the future.

Finally, please remember our offices will be closed over Christmas and new year. The best way to reach us will be to use My Account. If you haven't signed up for the service, which allows you to make payments, view your rent account, report and track repairs and get in touch with your local officer, please do so.

If you need an urgent repair while we're closed, contact your local officer on their usual 020 number and you will be diverted to our out of hours service.

I appreciate that many of you are facing challenging circumstances at present but hope you and your families are all able to enjoy the festive season and wish you all the best for 2023.



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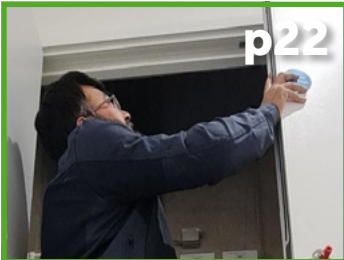
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Our resident art show is a huge success

This year saw the comeback of the biennial resident art show, Unlocked, which was postponed in 2020 due to the pandemic.

Unlocked launched with a private viewing and public exhibition at Koppel X Gallery, Piccadilly Circus, in November.

The private viewing was attended by artists, staff members, and our sponsors. Residents who were involved in several projects we ran during the pandemic, including the Every Kinda People podcast, the Lockdown Doorstep project, All Change, Cubitt Arts, and the Sidney Miller Art Group also attended.

In total, the show featured more than 200 pieces of art, created by 41 residents of various tenures. Artwork included paintings, photography, textile art, graphic design and more.

All artwork could be purchased via the [Unlocked22.com](https://unlocked22.com) website which is still open for sales.

So far more than **£9,000 worth of art has been sold**, with 60% of proceeds going directly to the artists and the remaining 40% being donated to the Notting Hill Genesis Hardship Fund which supports residents experiencing financial difficulties: helping them with essential household items, and emergency removal costs for those fleeing abuse.



Featured artists included:



Becky Lord, a young artist with autism who lives in one of our supported housing schemes in Essex. Becky has been painting for more than 10 years and was beaming

throughout the night at her first public exhibition.



Fernene Amour has been heavily involved in the show since 2018. Although she is not a Notting Hill Genesis resident, she is very familiar with our work in the

Aylesbury community and is passionate about giving back to her community. This art show was her debut feature with Unlocked and her first public exhibition. She is now planning her own art exhibition which will launch next year.

We would like to extend a massive thanks to our event sponsors Equans and PRP, who have been incredibly supportive throughout.

This exhibition is an opportunity for us to showcase and celebrate our artistic residents and in 2022 we used the opportunity to reflect back on the difficult times we have had, and how both collectively and individually the creative process has helped us survive and come through.

MANDY WORSTER, (PICTURED ON THE LEFT) WHO ORGANISES THE ART SHOW

Government autumn statement

Last month, the government published a new budget, known as the autumn statement. This budget aims to stabilise the economy after the effects of the recent pandemic, the cost-of-living crisis, industrial unrest and the war in Ukraine.

Our main takeaway from the new budget is that social rent increases will be capped at 7% from 1 April 2023, giving an average saving of £200. Precise rent levels for 2023/24 will be agreed as usual in February, and we'll write to you about your rent after that.

Other headlines from the recent budget include:

- Benefits will rise in line with inflation
- There will be additional funding for home insulation
- Cost-of-living support will be enhanced



Our new chief executive

Patrick Franco (pictured left) has been appointed as our new chief executive to replace Kate Davies (pictured right), who over the summer announced her decision to stand down. Patrick will take up his new role in January 2023.

Patrick has a wide range of experience in various sectors, including residential management. His most recent role was as chief operating officer and executive director at Foxtons, where he led digital transformation programmes to improve customer experience, and was instrumental in their work on environmental, social and governance matters.

At Foxtons, he was an ardent advocate for LGBTQ+ inclusion within the property sector. Patrick has also spent nearly a decade on the board, most recently as vice chair, of Global Heritage Fund, an international non-profit organisation that advances sustainable economic development and provides an emergency response during crises.

Ian Ellis, chair of Notting Hill Genesis, said: "We were impressed by the

high calibre of all candidates, but Patrick was the best able to lead our strong executive team as we continue to implement our resident-centric, digitally enabled strategy.

"Patrick holds strong social values, which means he aligns closely with our focus and ethos, a core requirement for any leadership role with us."

Patrick added: **The Notting Hill Genesis team is immensely talented, and I am delighted to be joining the organisation and building on recent momentum. Continuing to improve customer satisfaction is a key strategic priority, and I look forward to meeting our residents to identify ways we can sustainably accelerate this.**

Our most recent publications

Since the summer, we've released several publications to support our development and engagement as an organisation.



Our annual standards report is written in collaboration with several residents. It focuses on services, support, and engagement with residents, our most important customers. It includes lots of useful facts and figures alongside practical examples of our work towards connecting more fully with you and improving your homes and local communities.

An ongoing commitment to environmental, social and governance (ESG) issues is a core part of improving your homes and communities. Our review for 2021/22 records steady progress since we published our first ESG report a year ago.

Responding to environmental issues is also key to One Home, One Planet, our new sustainability strategy. Created with input from

many residents, the strategy outlines how we plan to transform our homes, green spaces and business by 2030. Thank you to everyone who took the time to help us develop it.

Finally, our annual report and financial statements for 2021/22 show a strong set of results, providing a solid foundation for our aspiration to provide better homes and resident services. The document sets out how we performed financially between 1 April 2021 and 31 March 2022. For that period, we recorded a surplus of £102.3 million, which will be used to invest in existing services, homes and communities as well as in continuing our programme to build more new homes across London.

All our publications can be found at www.nhg.org.uk/publications.

Residents will not be recharged for fire remediation work

We are pleased to confirm we will not be asking you to pay any of the costs of fire remediation work to the external walls of your blocks, or for works to balconies where the balcony has been deemed to pose a risk of spreading fire.

This follows the Building Safety Act passing into law, which will allow us to pursue original contractors where work done does not meet modern safety standards. Certain liability periods have also been extended for up to 30 years as part of the act.

John Hughes, group director of development, said, "The safety of our residents is our foremost concern, and our building safety programme will continue to be a huge focus for us in the years to come. We will work

closely with our residents to ensure they are informed and engaged as this work continues. Hopefully this reassurance will help with that."

As part of this, we are looking for residents to join our building safety working group, to inform and challenge our work.

If you want to check the status of the EWS1 (external wall system) form for your building, or download the document free of charge, you can do so on our dedicated online portal, which can be found at www.nhg.org.uk/residents/building-safety/ews1-process-explained/ews1-forms-portal/. The form can then be provided to lenders, valuers or potential buyers where necessary.

Opening hours over Christmas and new year

Our offices will close at 5pm on Friday 23 December and reopen at 9am on Monday 2 January. If you need an urgent repair while we're closed, please contact your local officer on their usual 020 number and you will be diverted to our out of hours service.

If you have a non-urgent enquiry, your My Account customer portal allows you to manage your account online 24/7, 365 days a year to:

- Report non-emergency repairs
- Make payments
- Check your balance
- Contact your local officer
- And much more!

Updated guidance for housing ombudsman complaints

We have updated our self-assessment guidance for Housing Ombudsman complaints. The guidance sets out good practice in how we respond to complaints effectively and fairly, and reflects the ombudsman's complaint handling code.

If you have a complaint about the service you have received from us, the easiest way to let us know is via My Account but you can also contact your local officer or write to us.

We will try and resolve your issue as a "quick fix" but where this isn't possible, we have a two-stage complaint process.

Stage one Your complaint will be handled by your local officer.

You can expect a response within 10 working days. If you are unhappy with that response, you can ask for your complaint to be reviewed at stage two.

Stage two This review will be carried out by a manager, and you can also have it reviewed independently by one of a pool of residents.

If you're interested in becoming an independent complaint reviewer, please contact involvement@nhg.org.uk.

You can also contact the Housing Ombudsman for advice or help with your complaint at any time, and if you are unhappy with our final response, you can ask them to review how we made the decision.

You'll be contacted by our contractor partners or your local officer on their return to work in January. Please allow extra time than usual for us to get back to you.

If you haven't yet registered for My Account, you can do so at www.nhg.org.uk/residents/my-account.

Our website also offers important information about rent, parking, living on an estate, buying and selling and much more.

Not sure who your local officer is? Visit www.nhg.org.uk/contact-us/officer-search/ or check your My Account customer portal.



Committee vacancies

We are looking for a resident to join our group board as a company director and be part of our committees. You will be accountable to the chair of the group board, and key in supporting our executive directors.

This is an important role in the changing world of social housing, and your experience as a Notting Hill Genesis resident will be significant to your contribution.

The ideal candidate will have an understanding of finance and commercial issues, strong business acumen, and experience of social housing and housing-related issues. Any non-executive experience, experience on a school trust or other governing body is desired but not essential.

The time commitment for this role is approximately three days a month – during which you'll be required to read papers and attend meetings.

This is a rewarding role with opportunities for you to learn, develop and grow. You can expect to receive high-level training, attend conferences and engage with other board members as well as residents.

The remuneration is £16,000 a year (subject to performance review) which rises to £20,000 if you become chair of a committee.

To apply, go to our webpage at www.nhg.org.uk/jobs or email us at: nedrecruitment@nhg.org.uk.

Please call Catherine on 07815699794 for more information or have a look online.

Have your say

RESIDENT SURVEY TIPS

Don't forget to take part in our customer surveys when you have spoken to us. You will either receive an SMS text message or an automated survey at the end of your phone call. Your feedback helps us to improve our service to you.

Sign up to run the 2023 London Marathon

In October, 26 runners represented Notting Hill Genesis at the London Marathon and raised more than £35,000 for our Hardship Fund, which supports residents in financial hardship, especially at a time when more than ever need help.

Next year the London Marathon takes place on its usual April date, so we have just four months to get you signed up and ready to run. Applications to register will close in February.

We've reduced the pledge amount you need to raise to take part to £1,200.

So far, *the Hardship Fund has awarded more than £300,000*

to help around 500 low-income households a year with essential household items, white goods, beds, carpeting, and emergency removal costs for those fleeing abuse.

As a one of our runners, you will have exclusive entry to the 'meet the expert' event, where a panel of speakers will give you the tools you need to prepare for and enjoy your marathon journey.

There will also be a free pre-run dinner a month before the race and the cost of your marathon bib will be covered.

If you have any queries, please email fundraising@nhg.org.uk.

Happy training!





Stock condition surveys

We're currently carrying out a stock condition survey to capture data on the condition of some of our properties*. If you have recently received a letter from Faithorn Farrell Timms (FFT), who are carrying out the surveys on our behalf, please contact them to book an appointment. The survey will help us make better informed decisions in terms of planning programmes of work and to gauge what level of investment is needed in future. We're also capturing energy related data which will help us to plan what steps we need to take to achieve our objective of **all our properties reaching Energy Performance Certificate (EPC) grade C by 2030.**

Testing your safety alarms



We are working with a range of contractors to ensure the adequacy of all smoke detectors and carbon monoxide alarms in your homes. You will be contacted directly by telephone by one of our contractors to arrange a visit*, where they will carry out their safety checks. If you have any further questions about this, please contact your housing officer.

***only applicable to general need residents**

What we're doing about damp and mould

News of the tragic death of two-year-old Awaab Ishak in Rochdale, who died as a result of damp and mould in his home, has shocked and saddened us all. At the same time, we are acutely aware some of you live in homes with damp and mould and that we haven't always dealt with issues as quickly or effectively as we should.

What we're doing

Our local officers check for damp and mould as part of routine annual visits to every one of our homes. They are asked to record whether damp and mould is present and rate it according to severity so we can prioritise more severe cases and deal with them quickly. We have recently introduced extra training to support our teams to do that as effectively as possible.

We are reviewing known instances of damp and mould to check we fully understand how severe each case is so that we can prioritise action accordingly.

Working with our dedicated resident focus group, we are also improving guidance and information for colleagues and customers on how mould and damp should be tackled. More information will be added to www.nhg.org.uk shortly.



What you should do

Please tell us now if you have an issue with damp and mould or any other concern about your home. The easiest way to do that is via My Account so please take a moment to register if you've not done so already. You can register at www.nhg.org.uk/residents/my-account.

You can also raise issues by:



Calling your housing or property management officer



Using the live chat function on our website



Creating estates you're proud to call home

We plan to procure new cleaning and gardening suppliers to service our schemes and estates during 2023. This procurement is expected to take around one year to complete given the steps required to carry out a robust exercise of this size.

We are looking for suppliers who will be able to provide a quality service that enhances the look and feel of our spaces so they are more welcoming and you can be proud

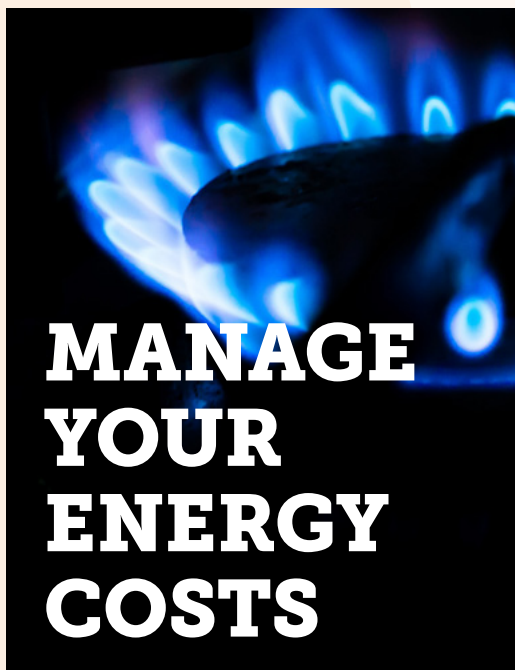
to call them "home". We received lots of feedback to our estates survey issued last year about what's important to you and we will be using those comments to help shape the service going forward.

Many thanks to those of you who responded to this survey and expressed a wish to be involved in this project. We will be writing to you shortly to provide further details.

Let's be GambleAware



While gambling harm is increasing, talking about it isn't. That's why we've partnered with GambleAware to tackle the issue – from helping people recognise the signs, to signposting support and treatment. If you're concerned about your – or a loved one's – gambling, we can help you start the conversation. Visit [BeGambleAware.org](https://www.begambleaware.org) for free, confidential advice and support.



Electricity and gas price rises over the past decade have increased the cost of energy bills for everyone. Here are some ways you can manage energy costs at home.

Switch energy supplier

Keep an eye on energy supplier prices to make sure you are not paying too much for your electricity and gas. There are many websites that can help you check whether you are getting a good deal and to switch energy supplier if not. The following websites can help you switch:

- www.uswitch.com/gas-electricity
- switch.which.co.uk
- www.energyhelpline.com
- biglondonenergyswitch.co.uk
- www.comparethemarket.com/energy

Read your meter regularly

Check your meter reading against your bill, especially if it is an estimated reading, to make sure that you're not being charged for more energy than you've used.

Pay by direct debit

The cheapest way to pay your energy bills is by monthly direct debit and many energy companies offer discounts to customers who agree to pay this way. Some energy companies also give a discount if you opt for paperless online billing instead of receiving bills in the post.

Get a dual tariff deal

Buying both gas and electricity from one company is the cheapest way to pay. This is known as a 'dual tariff'.

Save energy

The energysavingtrust.org.uk is an excellent place for advice and guidance on saving energy in the home.

shine-london.org.uk is a free energy advice service that offers telephone advice by trained energy advisors to help reduce utility bills and tackle energy debt. Shine is targeted at older people, people with disabilities, low-income households and families with dependent children.

FINANCIAL SUPPORT

With the cost of living steadily increasing, we want to make sure you have all the support you need. Our extensive support services page has a range of useful information and links to our partners who can provide further support on a variety of topics.

Here are a few of our partners and their services:

Money A+E

All residents have special access to receive an online or telephone one-on-one budgeting and financial education course to help with managing your money, through an organisation called Money A+E.

Money A+E provide money advice and educational services to help you make the most out of your income. Participants will be allocated a money coach who

will offer confidential one-to-one debt, money guidance and support sessions to help you regain control of your finances. For general enquiries, call 0208 616 3750 or speak to your local officer for a referral.

Money management

www.moneysavingexpert.com is a great resource you can use to help gain some clarity on a range of financial issues. They have a free budget planner available to download if you need assistance with budgeting and saving.



Always remember that if you need a helping hand, our partners at the London Plus Credit Union are offering residents a special 'save as you borrow' loan to meet costs. We are also offering an £80 savings

bonus to top up your savings when you finish the loan.

If you are eligible**, you can borrow up to £500 over a 52-week term. An automatic £1 per week will be set aside to a savings account and on the basis you repay the loan set within the loan agreement, we will top up your savings by an additional £80. This is all administered through the London Plus Credit Union who are fully regulated, responsible lenders.

Debt advice

If you are struggling with debts, feeling overwhelmed and not sure where to go, you can access anonymous debt advice through Debt Free London by ringing 0800 808 5702.

Pocket Power

We are working with Pocket Power, a social enterprise who supports people on low incomes. Pocket Power provides a phone service that can help you switch to better deals on household bills and apply for discounts you may be eligible for.

Pocket Power addresses the key barriers to switching:






- *Technology* - By offering a phone service, they can reach people who wouldn't use switching websites. They can also answer any questions about what tariffs and contracts mean.

- *Time* – Pocket Power look at all household bills within one short, simple call.
- *Trust* – The customers are referred to Pocket Power through housing associations who already have an established relationship with their residents.

Household bills typically cost £2,600 a year. Pocket Power have saved households on average £420 a year, reducing their bills by 16%. At the moment there is a focus on ensuring eligible households apply for the Warm Homes Discount.

To find out how you can reduce the cost of your household bills ring 020 3997 615 or head to our support services page www.nhg.org.uk/residents/cost-of-living-support.

NHG save as you borrow loan:

-  No credit checks
-  £500 over 52 weeks at £11.16pw with an additional £1pw savings
-  Total cost of credit £573.76 (£500 + £79.98 Interest)
-  Repayments by child benefit only
-  We will pay an additional lump sum of £80***

Call 0207 471 2620 for more information on how to apply.

**Loans are subject to eligibility and affordability assessments. Terms and conditions apply, 34.5% APR.

***Savings bonus is only offered to tenants where they have met the repayment as set out in the loan agreement. This is a time limited offer and is subject to availability

A credit union is a financial institution authorised and by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm No 473340



EMPLOYMENT SUPPORT

Smart Works

Smart works is a charity that supports women looking to return to employment. They provide a two-tiered approach through coaching and teaching interview skills to help you become more confident. They also provide interview clothing, so you are dressed for the part and feeling your absolute best during your interview.

If you are female, unemployed, and looking to return to work, have a look on our support services page for referral information or contact your local officer.

Central London Works

Central London Works supports people living in specific boroughs to make sure they have the skills and support needed to gain employment, independence and become productive employees.

They work with a range of health professionals, employment specialists, self-employment specialists and local community organisations to help overcome barriers and find the right job.

This is a flexible service with face-to-face and online support.

To apply, or check your eligibility, contact your local officer or head to our support services page www.nhg.org.uk/residents/cost-of-living-support.

Why gardening is great for your mental health and wellbeing

When we were developing our sustainability strategy, many of you told us you'd like more information about sustainable practices you could incorporate into your lives. For this edition, we focus on the benefits of gardening on mental health and wellbeing. If you don't have your own garden, look out for community plots available on some of our larger estates or local volunteering opportunities.

Gardening connects us with nature

In our increasingly urbanised and technologically driven world, reconnecting with nature can hugely impact mental health. Studies have found that spending time in green spaces helps people to destress and relax.

Gardening is therapeutic

Instead of worrying about the everyday stresses of life, our minds are focused on the task at hand – whether that's repotting, chopping, or weeding. Concentrating hard on a physical task gives our minds



a break from those things that might be getting us down.

Growing plants gives us responsibility

Having a living plant to care for gives us a sense of responsibility – if we don't care for the plant properly, it may die. This responsibility is beneficial for us all as it gives us purpose and a sense of worth.

Gardening is great for exercise

Research has found that a three-to-four-hour session of gardening can burn as many calories as an hour at the gym. Exercise releases endorphins – the 'happy hormone' which makes people feel satisfied and relaxed. Regular exercise has proven to be beneficial for a wide range of mental health issues and can contribute to improving other aspects of our lives, sleep, weight loss, and self-esteem.

17 plants that thrive in the winter

As soon as spring rolls around, gardeners everywhere head outside ready with new tools and bulbs in hand. But gardening doesn't have to be a warm weather activity, there are several plants that thrive in colder weather. Here is a list of 17 flowers you can start your gardening journey with this winter, both indoors and outdoors.

- | | |
|-------------------|-----------------------|
| 1. Pansies | 10. Cyclamens |
| 2. Snowdrops | 11. Witch Hazel |
| 3. Daffodils | 12. English Primroses |
| 4. Hellebores | 13. Camellias |
| 5. Black Tulip | 14. Glory of the snow |
| 6. Winterberries | 15. Pussy Willow |
| 7. Winter Jasmine | 16. Leucojum |
| 8. Pieris | 17. Mahonias |
| 9. Winter Aconite | |



Family fun during the Christmas holidays

December can be an expensive time of the year, but it doesn't have to be. Check out these cheap and festive ways to enjoy the holidays with your loved ones.


1) See the London Christmas lights

London's various Christmas light displays have been switched on since November, and they're free to visit. Wander round Regent Street, Oxford Street, Covent Garden, Carnaby Street and other areas in the dark to see London at its twinkly, festive best.

2) Wander around London's Christmas markets

There are several Christmas markets and fairs in London, and many of them are free admission.





Top of the list is Southbank Centre's Winter Market which closes on Boxing Day and has a cute collection of wooden chalets decked in sparkling lights, right next to the river.

3) Enjoy the Aldgate in Winter Festival

Watch lanterns parade through east London at the Aldgate in Winter Festival 2022. After the event, an exhibition of the lanterns used in the parade, which are made by local artists, schoolchildren and community groups, is available to the public.

4) See the snow fall in Covent Garden

A white Christmas is a rare occurrence in London these days — except in Covent Garden, where snow showers are part of the Christmas in Covent Garden festivities, along with lights and a Christmas tree.

5) Visit Hyde Park Winter Wonderland

Entry fees to Hyde Park Winter Wonderland were introduced but if you can go off-peak (an early weekday morning in December), entry remains free, though you need to book in advance.

Once you get inside Winter Wonderland, there are many, many ways to part with your money (especially if you've got kids in tow), from funfair rides and theatre shows to food and drink, and Christmas market stalls. Wandering around and soaking up the atmosphere, though? That's free, off-peak.

Free, off-peak entry tickets are available at selected times between 31 December-2 January.

6) Watch the Peter Pan Cup

What'll you be doing at 9am on Christmas Day? One hardy group of swimmers takes to the waters of The Serpentine in Hyde Park for the Peter Pan Cup, a traditional race dating back to 1903. The race itself isn't open to the general public — so you're off the hook for a chilly festive dip — but it is free to watch, with spectators welcome around the lake's edge. Just remember there's no public transport in London on Christmas Day to get you there.

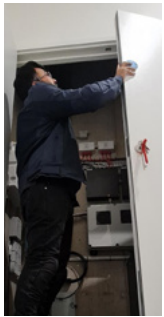


A day in the life of a building safety manager

We are continuing our series in which we sneak a peek at several roles in the organisation. Today, we look at a typical day in the life of building safety manager Amir. This is a newly created role within the organisation as we increase our focus on building safety measures in our homes.

Why and when did you join Notting Hill Genesis?

I joined in 2010 as a housing officer. I grew up in social housing and wanted to contribute towards building better communities. I felt housing was the sector in which I would like to build my career as I enjoy working with people and being supportive to resolve hardships and issues.



What is your role?

I am currently a building safety manager. I manage high-rise buildings and support the organisation's implementation

of the Building Safety Bill, which government introduced earlier this year.

What can a typical day look like?

My typical day has been quite different for the past year or so as I was piloting the first building safety manager role. I helped develop

the role for Notting Hill Genesis, including contributing towards developing our first building safety case draft, carrying out several inspections and creating checklists and audit reports in preparation for recruitment of future building safety managers.

Now, a typical day involves inspecting our high-rise buildings to ensure their safety, reviewing compliance documents and resident engagement to ensure an open dialogue between myself and residents so they can raise any issue with me.

In recent years, how have conditions changed your job with regard to building safety?

The housing industry has changed in a positive manner. The introduction of the Building Safety Bill has provided a layer of safeguarding for our residents in the form of accountability. The bill holds senior people to account and ensures all high-rise blocks are inspected,

from external cladding to internal elements such as fireproofing works and structural inspection. This is followed up by remedial works, where required, to ensure our buildings are compliant.

What do you find the most rewarding?

The most rewarding factor of working in housing is the contribution I make, which has a positive impact on the lives of individuals and communities. I like listening to their concerns and supporting them to find solutions to problems. From my experience, you can see the difference you can make. That is by far the most rewarding aspect to me.

What are the frustrations?

Sometimes progress can be slow which is quite frustrating. For instance, requests for information can sometimes take time to receive.

What do you do in your spare time?

I spend most of my time with my wife and two young daughters, guiding them, upskilling and supporting them in their passion. I am also a fish keeper, looking after a semi-self-sustained ecosystem aquarium. I am a hands-on person that generally thrives on finding faults and solutions, from tinkering with my motorcycle (when finance permits) to technology and problem-solving.

Is there a situation that you were able to resolve that stayed with you?

Yes, one case was rehousing minors who had been abandoned by their parents, who had amassed a large amount of arrears. I involved experts in child protection and rehoused the children in suitable accommodation with guardianship.

One thing you would like residents to know about building safety managers?

“
 • The role is
 • fairly new, but
 • we are working
 • toward creating
 • a robust role
 • that protects
 • our residents
 • and the places
 • they live.
 ”

What is the funniest thing a customer has said to you?

‘I am not shouting at you, I am shouting at the organisation you represent.’ (We actually had a great relationship when we stopped talking about work).

My Account is the new way to get things done

Contact your housing officer, raise and track repairs,
ask questions, check statements, make payments
– all in ONE place!






Safe, secure and up-to-date.
Make **My Account** work for you.

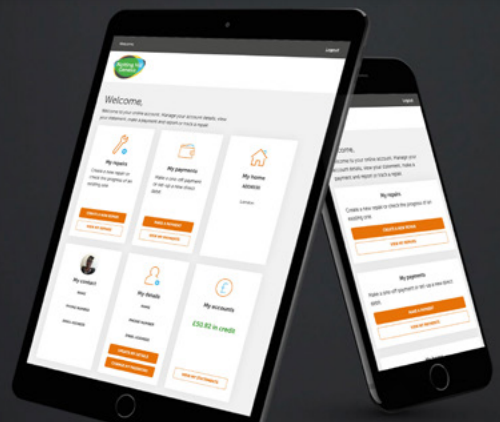
Activate now and
**make My Account
work for you!**



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