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Domestic Abuse Services

For over 40 years, Housing for Women has been supporting women and children in London escaping domestic violence and abuse.

Housing for Women appears in ITV Documentary about domestic abuse

Housing for Women was pleased to be featured in an ITV documentary on domestic abuse, led by HRH Queen Camilla. The programme, which aired on ITV and ITVX on 11th November, highlighted the voices of survivors and advocates working to end this crisis.

During her visit to one of our refuges, Queen Camilla met with a survivor who was rebuilding her life with the organisation's support. The Queen also spoke with our team about the vital services they delivered to help women escape violence and abuse.

Zaiba Qureshi, Chief Executive of Housing for Women, said: **"We were very pleased to contribute to this crucial conversation and to have HM Queen Camilla visit our refuge services. Domestic abuse is an issue that affects many, and it was essential that survivor voices were amplified and given a platform to be heard. We hoped this documentary would raise awareness and give courage to those experiencing abuse to seek help."**

You can still catch the documentary on ITVX.



Her Majesty The Queen met with a survivor of domestic abuse at one of our refuges (ITV/Love Monday)

RECONNECT+

ReConnect+ opens second house!

Great news! Our ReConnect+ team opened the project's second house earlier this year.



Lorraine Edwards,
Deputy Manager at
Reconnect+, said:

“Opening our second house is a significant step for ReConnect+. It enables us to support even more women on their release from

prison, providing a safe and stable environment as they rebuild their lives and work towards a brighter future. We're committed to empowering women and reduce their reoffending through holistic support and a supportive home.”



For more information or to make a referral for ReConnect+, please call **020 7501 6120** or email **customer.service@h4w.co.uk**.

One year on: how Touchstone Property Services has supported our residents



As part of our commitment to providing reliable and efficient services to our customers, Housing for Women partnered with Touchstone Property Services in December 2023 to manage our rental income. We're pleased to share that after a year of working together, we've seen great results in supporting our residents and managing rental income.

Here's what we've achieved together:



Better rent collection

Since December 2023, the number of tenants in arrears has dropped by **41**, and arrears have been reduced by **£93,000**. This is thanks to Touchstone's proactive support for our tenants.



Growing the team

Touchstone has added an Income Officer, Lucy Turner, to help provide even more support to residents. If you have any questions about your account, you can call Lucy directly on **01225 259274**. You can also email **h4w@touchstoneresi.co.uk**.



Staying connected

Touchstone has responded to **4,840** contacts from residents and made **7,158** calls, texts, and emails to offer help, reminders, and support for timely rent payments.

Ethel Fosu, Head of Housing, said:



We're proud of partnership with Touchstone and the positive

impact it has made for our customers and our team. Together, we're working to keep homes safe and affordable for women in need. If you have any questions or need help, please reach out to Touchstone or our Housing Team.



You said, we did!

At Housing for Women, we take your feedback very seriously. Here's how we have acted on it.



YOU TOLD US

That anti-social behaviour at one of our properties was disruptive and upsetting for tenants and neighbours.

OUR ACTION

We heard your concerns about anti-social behaviour at one of our properties, which included issues such as drug dealing, prostitution, and excessive noise.

In response, we acted quickly, working with the Police and residents in the property to manage the situation. Together, we gathered the evidence needed to take the matter to court.

In November, we were granted possession of the flat in question. This means the anti-social behaviour has stopped and we can now re-let the flat to someone

in need of a home, giving them the chance to contribute positively to the community.

This outcome was only possible thanks to the fantastic joint working between residents, our team, and the police. It shows what we can achieve when we all work together in partnership.

If you want to give us feedback or let us know what we are doing well, please call our Customer Service Team on 020 7501 6120. You can also email us at customer.service@h4w.co.uk.



Ealing team's One-Stop-Shop success

In November, our Ealing Domestic Violence and Abuse team hosted another fantastic One-Stop-Shop event, offering advice and support to women in the local area. The session welcomed a spokesperson from FORWARD, an African women-led women's rights organisation working to end violence against women and girls.

Carolyn McCarthy, Team Leader at Ealing DVLA said



It was fantastic to host another One-Stop-Shop event, offering local women vital advice and support. These events are always incredibly popular, showing the demand for accessible, community-focused services. We were honoured to have FORWARD with us, sharing their important work with everyone who attended."



Thank you to everyone who attended! For more information about the service, please visit www.ealingdva.org.uk.

Christmas and winter tips

Our Christmas opening hours

Our offices will close at 1pm on Tuesday, 24 December, and reopen at 9am on Friday, 27 December.

We'll also close at 4pm on Wednesday, 31 December, and reopen at 9am on Thursday, 2 January.

If you need to report a repair or have an urgent issue while we're closed, please call us on **0207 501 6120**.

**WE WISH
ALL OUR
CUSTOMERS,
PARTNERS, AND
STAKEHOLDERS
SEASON'S
GREETINGS!**

Managing your finances during the Festive Season

We understand that the festive season can be an expensive time for everyone. With the extra demands on your budget, it's important to plan ahead and ensure you can pay your rent and service charge on time. Missing your rent payments could result in added costs and even legal action, which no one wants to face in the New Year.

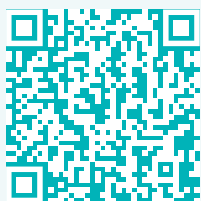
Paying by direct debit can be a simple and reliable choice, but you can also choose other methods such as standing order, online banking, or PayPoint.

For more information on how to pay your rent, visit our website by scanning the QR code below.



Money-saving tips for Christmas

The festive season is here, and we know how important it is to make the most of your money. We've gathered some easy, practical tips to help you enjoy a joyful Christmas without breaking the bank – from thoughtful gifts to energy-saving ideas. Let's make this Christmas extra special, together!



Read the full article on our website:

Look after your mental wellbeing this winter

Winter can feel tough at times, but remember, you're not alone. We've put together some helpful advice on how to keep your spirits up and stay connected with others through the dark and cold months.



Read the full article on our website:

Stay Safe at Home this Christmas

This time of year is about staying cosy and safe with those who matter most. Our simple tips will help ensure your home is warm, safe, and ready for the festive season, so you can enjoy a worry-free Christmas.



Read the full article on our website:

Christmas: a time for togetherness, but support is here if you need it

Christmas is a time we often associate with joy, celebration, and spending time with loved ones. But for many, the festive season can also bring added pressures. The strain of managing finances, expectations, and family dynamics can feel overwhelming. Sadly, for some people, this time of year becomes even more challenging due to the risk of domestic violence and abuse.

We often see an increase in women and children reaching out for support during the festive period.

If you or someone you know needs help, please don't hesitate to reach out. For more information, call our Ealing Referral and Advice line on **020 4513 9678** or email referrals_edva@h4w.co.uk. You can also contact our Greenwich team on **020 8317 8273** or email info_gdva@h4w.co.uk. Visit our websites at www.ealingdva.org.uk or www.gdva.org.uk for more details.

If you can't reach us, call the free Refuge 24-hour National Domestic Abuse Helpline on **0808 2000 247**.

Remember, always dial **999** in an emergency or if someone's life is at risk



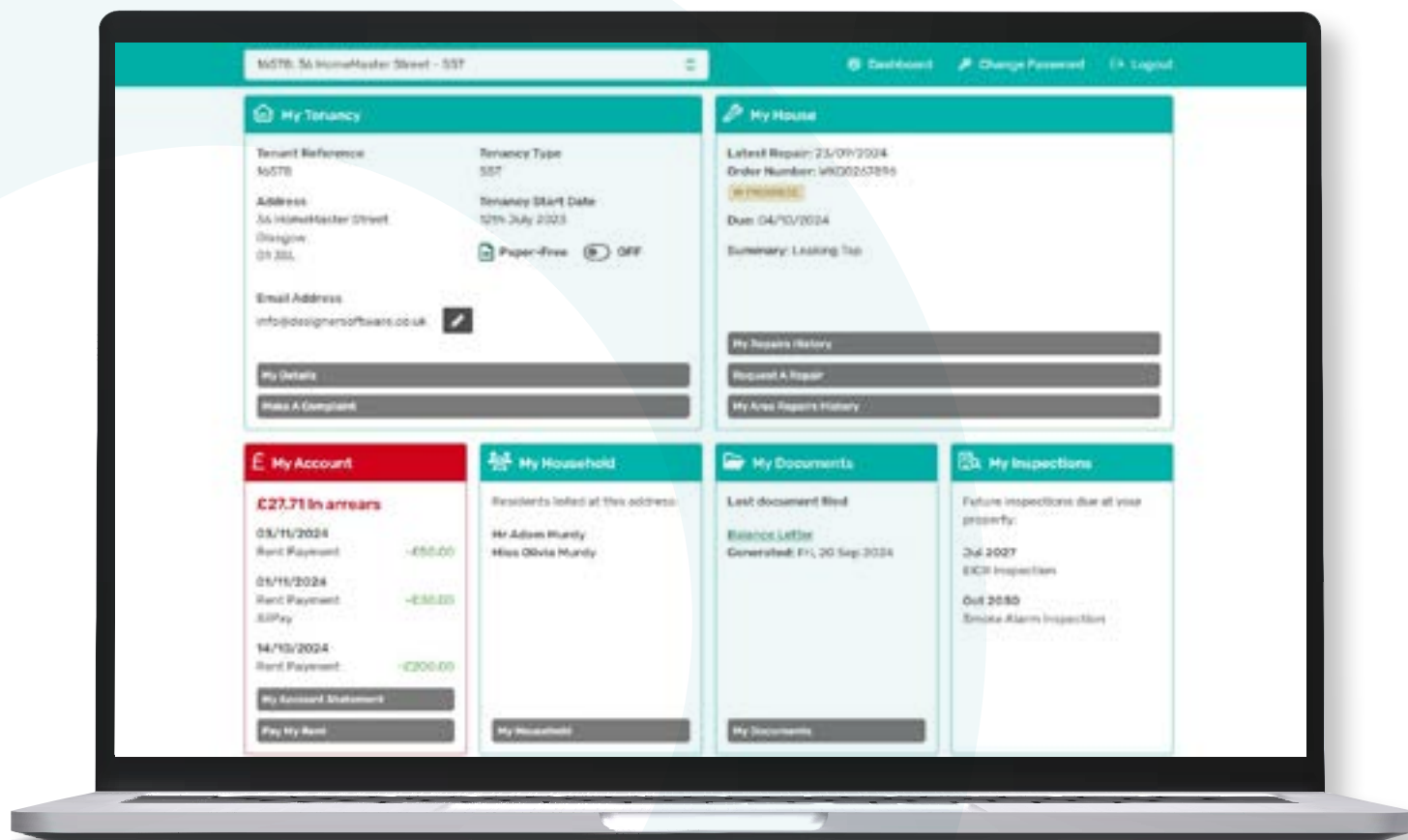
Resident engagement and updates

Our New Tenant Portal is Coming in 2025!

We're pleased to share that our new Tenant Portal will be launching in early 2025! This exciting development is designed to make life easier for our residents, while helping us provide an even better service.

The portal will offer a smoother and more modern experience, making it quicker and easier to connect with us, access key services, and manage your tenancy. At Housing for Women, we're always looking for ways to improve, and this upgrade

is a big step towards a more efficient, forward-thinking way of working together. Keep a look out for further updates next year. We'll share more information via our website, Connect newsletter, and social media channels.





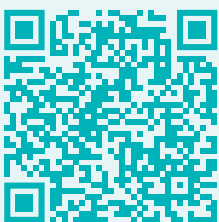
Reminder to check our FAQs about your service charges

This autumn, we sent out letters about your service charge increase. If you haven't received yours, please contact us as soon as possible.

If you have questions about your service charges and want to understand them better, please visit our website and check the FAQs section. It provides answers to common questions and explains how the charges are calculated.

If the FAQs don't address your specific query, our Customer Service Team is here to help. You can reach us by calling **0207 501 6120** or emailing **customerservice@h4w.co.uk**.

For more guidance on paying your rent and service charges, please visit our website for more information



Volunteer with us!

At Housing for Women, volunteers are crucial to our work. They help us provide essential services to vulnerable women and children. Our volunteers take on various roles, from office tasks in Finance, Neighbourhood Services, Customer Services, and Communications to hands-on support for our service users. For instance, our Refuge volunteers, who must be female, directly assist women and children escaping domestic abuse, offering practical help and a safe haven.

We also partner with universities to offer student placements, giving students valuable real-world experience. Volunteering with us brings many benefits. You'll learn new skills, boost

your confidence, improve your employability, and form meaningful connections. It's also a chance to make a real difference by supporting some of society's most vulnerable individuals. We provide thorough training and regular supervision to ensure our volunteers feel confident and supported in their roles. If you're passionate about making a positive impact and want to join a supportive community, consider volunteering with us. Your time and dedication can change lives.

For more information on getting involved, please contact our Customer Service Team at **0207 501 6120**. You can also email **customer.service@h4w.co.uk**

Tenant Satisfaction Survey

We recently ran a Tenant Satisfaction Survey in partnership with Acuity, an independent research company. Thank you for taking the time to share your feedback! We'll publish the results in the spring edition of Connect and on our website early in the New Year.



Customer Panel update

We're excited to share that we're recruiting tenants for our Customer Panel! We've received 12 applications so far, which we're currently reviewing. Our goal is to have the panel members in place by the end of January 2025.

We'll share more details soon, including how you can get in touch with your Customer Panel. Thank you for your interest and support!

Practical support for tenants

Let us help with damp and mould

Your home should be a safe and comfortable space, and we're here to help if you're dealing with issues like damp or mould. If you've noticed damp or mould in your home that you're unable to tackle yourself, please don't hesitate to get in touch.

Our team is here to support you and can give the advice or help you need to resolve the issue. The sooner we know, the sooner we can help.

To report damp or mould, please contact us on **020 7501 6120** or email **customer.service@h4w.co.uk** and we'll work with you to make sure your home stays healthy and comfortable.





Stay connected with Housing for Women

We love keeping in touch with our community, and now it's easier than ever to stay updated with all the latest news and information from Housing for Women.

Follow us on Facebook and Instagram for updates, key announcements, and useful tips designed to help you make the most of your home and community. Whether it's advice on managing your tenancy, news about upcoming events, or support services you might need, you'll find it all there.

We're here to keep you informed, connected, and supported—so come and join the conversation! You'll find us at:



Facebook



Instagram

KEEPING YOU INFORMED

We always want to ensure we deliver great homes and services for you; in fact, it is one of our key goals. An important way we do this is how we communicate with you. This includes giving you essential information and keeping you up to date.

Newsletter

Each quarter, we publish our Residents Newsletter, 'Connect'. A link to the digital newsletter will be posted on social media. It will also be emailed to you. We no longer print the newsletter because we want to be more environmentally friendly. If you want a printed copy, please get in touch with our Communications Team at communications@h4w.co.uk or call our Customer Services Team on 0207 501 6120.

Annual Review

We publish our Annual Review every year, setting out what we have achieved in the previous twelve months.

We'll look at some of the highlights from our year, share experiences from some of our tenants and service users, and publish figures showing our impact while delivering value for money for our customers. The next edition is due in March. We will let you know when it's published.



Our website

Our website has a lot of helpful information about what it is like to live with us. It's also a great resource, from getting involved with your housing association and neighbourhoods to accessing your housing services on our Customer Portal to the latest news.

Social media

You can stay updated with community information, Housing for Women updates, and news from the housing sector on our social media pages. We're on Instagram and Facebook. To better understand how you use social media and how we can reach you, we will be conducting a survey in 2025. Stay tuned for more information.

What is 'Connect'?

'Connect' is designed for you, and so if you have anything you would like us to cover in future issues or you have a comment to make, please do let us know by writing to: Connect Editor, Housing for Women, Sixth Floor, Blue Star House, 234 Stockwell Road, London SW9 9SP or emailing customerservice@h4w.co.uk.

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Housing4Women

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