

[Read the latest updates](#)No images? [Click here](#)

One Housing

Part of
Riverside

One Voice

Welcome to our latest news round up for residents.



Aiming high

With the ongoing cost-of-living pressures continuing, these are challenging times for organisations and individual households alike. At One Housing, we along with other social housing providers, have been working under the Government's Social Housing Regulation Act, recently passed by Parliament.

The Act is good news for tenants as it strengthens the regulatory regime overseeing all social housing, with regular inspections, revised standards and the implementation of new tenant satisfaction measures all expected to help drive up standards.

Benefitting from the ongoing integration of One Housing and Riverside, we are confident that we will be able to deliver better service for our residents, as well as develop much-needed, affordable new homes across London and the South-East.

Welcome Jehan

We're pleased to announce that Jehan Weerasinghe has been appointed as the new Managing Director of One

Housing Group (part of The Riverside Group), following the departure of former Chief Executive, Richard Hill.

Jehan, will join us in September, was previously with the Wheatley Group, where he was Managing Director of its largest subsidiary, Wheatley Homes Glasgow, Scotland's largest social landlord.



Working with you, working for you



Listening to our residents and ensuring your voice is at the heart of decision-making is very important to us.

Whether you're looking for more ways to be involved in your local community or want to help us shape our services, there are many ways in which we can work together.

Do you live in West London or Berkshire? If so, please consider joining our West Resident Panel

At One Housing, we value our residents' insights and local expertise, and we understand that nobody knows more

about what's best for a community than the people who form it.

As a Resident Panel Member, you'll have the opportunity to influence how we improve our services by giving a voice to your community, ensuring we are aware of residents' concerns and overseeing local improvements.

You'll also hold us to account, provide welcome scrutiny and help us to develop new and revised policies.

If you're selected as a Panel Member, you'll be fully supported in getting used to the systems we use and how our Resident Panels work. You'll get to spend time with fellow Panel Members and the One Housing officers supporting their work, forming important community relationships and working together to achieve good outcomes.

To apply, please submit your CV as well as a cover letter to residentengagements@onehousing.co.uk. In your letter, please tell us a little bit about your motivation for applying and any skills or experience you think would be useful in the role.

[Learn more about Resident Panels](#)

Resident scrutiny panel

Our new Scrutiny Panel has begun its work. The resident-led body scrutinizes One Housing services with the aim of improving the experience of all residents. The current focus is on Ask (our Customer Service Contact Centre), and in future will expand the focus to other departments that have a direct impact on resident experience.

With the support of the Resident Engagement Team, the Panel recently conducted a survey to gather feedback on residents' experience with Ask and received over 1,000 responses – and a big thank you to everyone who participated.

This project is very important for improving customer services. Findings, reports, and recommendations will be fed back to all residents once available. Next, the panel are planning a focus group to expand their work and empower more residents to get involved.

If you have any comments or questions for the Resident Scrutiny Panel, you can contact

scrutinypanel@onehousinggroup.co.uk or
residentengagements@onehousinggroup.co.uk.



Songs and Smiles

Roseberry Mansions in King's Cross is one of our care and support services, providing independent living flats with support and personal care services to adults over 55 years old.

When it opened in 2013, residents would often stay in their own flats. Some had only occasional visitors, and many didn't even know their neighbours. Staff set about tackling this social isolation by initiating all kinds of regular activities and social gatherings, among them Songs and Smiles.

Described as an intergenerational music activity for babies and toddlers up to 4 years old, Songs and Smiles is run by staff in collaboration with the Together Project, a registered charity.

"The residents really look forward to it," says Dementia and Activity Coordinator Angela Batten. "The parents interact with the residents, and we all sing along with the nursery rhymes. Everyone has a lovely time, and at the end of the session we ask residents and parents if there are any birthdays – another excuse for a singsong!"

General Manager Shola Giwa-Ipibghe adds: *"One resident often asks if it's Tuesday yet, because that's 'when the babies come'. The sessions have helped residents reflect on and share their own childhood memories."*

We all know how life-enhancing the company of young children can be, yet opportunities for inter-generational socialising can diminish as we get older, so it's perhaps no surprise that this simple idea delivers joy all round.

Money matters



To help ease the financial pressures during the rising cost of living, millions of households across the UK will automatically receive support from the Government in the form of Cost-of-Living Payments worth £900 over the year 2023/2024.

The payment schedule:

- First payment of £301 made between 25 April and 17 May 2023
- Second payment of £300 will be made in the Autumn of 2023
- Third payment of £299 will be made in the Spring of 2024

This will apply to people on means-tested benefits: Universal Credit, Pension Credit, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA), Income Support, and tax credits: Child Tax Credit, and Working Tax Credit.

Please don't contact DWP or HMRC or apply for the payment – it will be made automatically into the accounts of those eligible.

Campaigning on energy bills

We recently joined 33 other leading housing associations to call on the Government to reopen the Energy Bill Support Scheme Alternative Funding as well as protect the hundreds of thousands of people struggling with their energy bills this winter.

Specifically, we are calling for more targeted support this winter, the expansion of eligibility for the Warm Homes Discount to those who do not have a direct relationship with an electricity supplier, and an application deadline extension for the Energy Bill Support Scheme.

[Read the letter](#)

For more information, including latest updates, please go to the [Cost of Living Payment](#) page on gov.uk.

Helping Hand Fund

One Housing/Riverside has also established a £500k Helping Hand Fund to support residents in need. To apply, please call us on 0300 123 9966 or complete a self-referral form via your [MyOneHousing account](#).

Register for MyOneHousing

Stronger together

Residents that work together in tenant and residents' associations (TRAs) or other recognised groups can apply for support with community initiatives through our offer of several additional sources of funding, including:



Environmental Improvement Bid

This fund supports ideas to improve the community environment for our residents.

Every year each region is awarded a fixed sum of money to use for environmental improvement bids. The aim is to give our Resident Panels, housing teams and residents the ability to make changes to the local neighbourhood to improve the area. Resident Panels approve the bids regularly so there's always lots of work going on.

Case study: Isle of Dogs

Recently, successful bids have included several on the Isle of Dogs, including a rooftop garden at Explorers Court, a community garden at Virginia Quay and the refurbishment and maintenance of an allotment at Phoenix Heights.

In their application, the Phoenix Heights TRA Chair wrote that residents had maintained the allotment with their own funds since 2010. It was now time to refurbish and replant, and they would like support to achieve this. The project would especially benefit retired residents providing them with something to engage in and feel good about. The application was successful and Phoenix

Heights TRA was awarded £1490 from this year's Environmental Improvement budget.

If you have an idea to make your neighbourhood an even better place to live, submitting a bid is a great way to make it happen.

Submit your application

Community Fund

If you run a TRA, community group or know of any small organisation that supports our residents, this Fund could be for you.

This year, we have made £275,000 available to help fund projects that promote opportunities and wellbeing and tackle poverty in our communities.

Case study: Local food Co-op

Earlier this year, residents from the Hillview Estate in North London teamed up with The Felix Project and Cooperation Town to initiate their own local food co-op, with support from our Community Fund. A food co-op is a neighbourhood buying group, where members pay a small fee and in return get quality items at very affordable prices.

Chris Reeves, Chair of Hillview's Residents Association says: *"The Hillview Food Co-op has been very successful. We order wholesale fruit and veg on Tuesdays, collect these, plus free supermarket surplus and other food from the Co-operation Town Hub in Gospel Oak on Wednesdays, and then box and distribute the food on Thursdays."*

If you have an idea that could make a difference, we want to hear from you. There is no closing date and will come back to you as soon as we have assessed your application.

Submit your application

Looking after your home and neighbourhood



New repairs policy

On 1 August, Riverside and One Housing's new repairs policy went live. The new policy sets out how we catalogue and prioritise repairs, using three categories: emergency, urgent and routine. There is an increased focus on damp and mould, with our attention to these issues subject to monitoring, and it incorporates greater flexibility concerning the availability of evening and weekend attendance to repairs when necessary.

Our new video provides a brief and clear summary of the new policy, showing how you can best report a repair, and the service you can expect from us.

Watch our video

Since our last newsletter we have scored

 81% for satisfaction with last repair	 80% Queries resolved at first contact (70% target)	 92% First Time Fix rate (85% target)
 96% Stage 1 complaints responded to in 10 working days	81% Satisfaction with ASB case handling	



Noise nuisance

Noise nuisance from neighbours often features among the complaints we receive. But what is too much noise?

You should keep any form of noise to a minimum between the hours of 11pm and 7am. In fact, you may have agreed to follow this rule in your tenancy agreement.

While we won't investigate household noise made during daytime, it's still important you're extra considerate at all times of the day.

Also, we ask you to be patient and tolerant of your neighbours if they're creating noise that is bothering you. They're probably not being loud on purpose. It can often be hard to tell if you're making too much noise and if your neighbours can hear you.

It's good to talk

If you're planning on doing any loud DIY work in your home that could make a lot of noise, you might want to let your neighbours know in advance.

Your neighbours will appreciate you letting them know, and they can tell you if there's a time that doesn't work for them. This may be because they have a work meeting scheduled for a certain time, or a regular baby nap time. Who knows, they could even be NHS workers who need to sleep after a nightshift at your local hospital.

You could also use our dear neighbour card or pop a note under the door or give them a heads-up over the phone if you've exchanged numbers.

If you have speakers in your home, make sure they aren't resting against a wall or placed directly on the floor. You might not have your speakers set to a high volume or bass setting, but the vibrations can easily run through these surfaces and disturb your neighbour.

When moving around your home, especially at night, be aware of your footsteps and try to tread lightly if you can.

Could you use handles to close doors, instead of slamming them shut? Not only does slamming damage

the door, it can also give your neighbours an unpleasant shock.

If you have them, place rugs in the parts of your home that you walk around the most during the night.

It's amazing what a rug can do to dull the sound of your movements, helping keep unnecessary noise to a minimum and saving your neighbours from a sleepless night.

If you need to report a noise issue

You should always try and speak to your neighbour before reporting any noise nuisance to us. Most of time, your neighbours have no idea they're disturbing you.

If talking with your neighbour (via phone, note under the door or from a distance) doesn't work, there's guidance on how to report a noise issue on our website. There's also guidance on what we will and won't investigate as antisocial behaviour.

Community safety

Two recent case studies illustrate some of the ways in which our Community Safety Team work to support vulnerable residents.

“Cuckooed”

One Housing were alerted by neighbouring residents that a property had been “Cuckooed” and our resident was reported as missing.

Cuckooing is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for county lines drug trafficking.

Initial checks were carried out and the Community Safety Team, Locksmith, and police officers attended the property. It was found that the property had indeed been taken over by drug users and dealers.

The police removed the non-residents from the property, and one was arrested for drug offences.

Writing after this incident, a resident said:

“I just wanted to take this opportunity to thank you, for dealing with and solving the problem we had with unauthorised people in a neighbouring property.

“You all dealt with the whole situation very professionally and swiftly. Thank you for getting them removed and changing the locks on the doors for us. My elderly mother, and I appreciate all your hard work and efforts and as a result of what you have done, we feel safe now.

“I'd also like to thank the three police officers and locksmith that attend... Thank you all ever so much for all your help.”

One Housing continued to support the resident who had been the victim of Cuckooing. The resident was moved to a safer location. The Safeguarding Team liaised with the police throughout and thanks to our swift actions those responsible were sentenced to 3 years in prison.

Making the right move

A vulnerable tenant with Parkinson's was living in an unsuitable flat on the sixth floor of a block. Mostly wheelchair bound, there were times when he was simply unable to move due to his condition.

The man's mother and carers were concerned about him being safe during the night.

We worked with social services to safeguard the tenant and with their support made representations to the Allocations Team to make an offer of appropriate accommodation.

Due to this joint work, the tenant was offered and accepted a fully wheelchair-adapted ground floor two bed flat as well as the assistance of overnight carers. At the time of his move, the tenant was reported to be very excited.

We are committed to providing safe homes in safe communities

If you or a resident you know has additional needs and is struggling to sustain their tenancy, speak to a member of the team. Please email us at ask@onehousing.co.uk.

Helping your child get to the top of the class

We know that our younger residents can face a range of pressures. This is why we're delighted to work with Tutors United to provide free weekly lessons in Maths and English to school children aged between 8-11 years old to support their learning.

Tutors United deliver confidence-boosting, attainment raising tutorials. There is a mixture of online and face-to-face sessions available so please do apply regardless of where you live.

Please note that spaces are limited – if your child doesn't receive a space straight away, they will be put on the waiting list and you will be contacted as soon as one becomes available.

The graphic features the logos for Tutors United and One Housing (a part of Riverside) at the top. The main text reads 'FREE Maths and English Tuition for Years 4, 5 and 6'. Below this are four benefit boxes: 'Fully-trained tutors' (pink), 'Small class sizes' (green), 'Supports school work' (yellow), and 'Weekly pupil feedback' (blue). A grey box specifies '1-Hour Weekly Online Classes 4pm or 5pm'. At the bottom, there is a photo of two children, a QR code, and a call to action: 'Scan the QR code to join or visit www.tutorsunited.org'.

Register today

Learning and development

Looking for a job?

Our Employment and Training Team is available to support all residents so you can take the next steps in finding the right job or career path for you.

We work with a number of employers who can offer vacancies to our residents – the current list includes opportunities in catering and hospitality, care, operational and environmental services.

Throughout the year, we organise training programmes, often in partnership with other organisations, some face-to-face and some online.

There are opportunities both for those with and without qualifications and experience, so we're abound to have something that's right for you.

Back to Work

In coming weeks, we are offering Women into Work and Back into Work three-day employability training courses, as well as sector specific training for jobs in construction, security stewarding, hospitality and much else.

Our "Back into Work" workshops provides inspiration and that much-need confidence boost that will help you fulfil your potential, find work, and perhaps even discover your career.



One Housing

Part of
Riverside

Back into Work

Looking to get back into work?
Join our **FREE** three-day
employability course to get
started!

- ✓ Boost your confidence and chances of getting a job
- ✓ Produce a refreshed CV to stand out from the crowd
- ✓ Get help with job applications and interview preparation
- ✓ Attend a job fair to take the next step towards a new career

Dates: Tuesday 1st August, Wednesday 2nd August and Thursday 3rd August

Time: 10:00am - 2:30pm

Venue: 220 Arlington Road, London, NW1 7HE

Please note we will offer a £10 gift card to contribute towards lunch expenses if you are attending morning and afternoon sessions

Contact:
Shirley Miller
020 88215228
07791 210 141
smiller@onehousing.co.uk

Tulio's story

Tulio Althoff attended a recent session where, among other things, he practiced interview techniques. He explained that he had often got stuck on the "tell me about a weakness" question. After practising that and other tricky questions, he soon after he went on to apply for and get a job. With new-found confidence, he had successfully answered all the interview questions – even the tricky ones!

Other workshop attendees said:

"Thank you very much for the help that day. It was great I could throw all my self-doubts and insecurities away, it did help a lot."

"Yes, the information was tremendous in supporting me with my CV and job prospects."

New opportunities are appearing all the time. If you're interested in finding out what's coming up, please contact our Employment and Training team via

employmentandtrainingteam@onehousing.co.uk. One of our advisors will be in touch with more details.



Digital Wings

Exciting news! We've partnered with Barclays to provide an innovative online platform to help all our customers improve their digital skills.

The Barclays Digital Wings portal has over 75 courses available, covering an array of topics that are designed to give you practical digital skills in bite sized chunks.

Among the courses available, you can learn:

- How to keep you and your children safe online
- How to get the most out of your smart device

So, whether you're completely new to the digital world or already a bit tech savvy, there's something for everyone.

[Sign up here](#)

Are you tech savvy?

If being a bit of whizz on the computer means you have no need for Digital Wings, it may still be worth your while registering.

That's because the Resident Engagement Team are looking for anyone interested in developing tutoring skills, supporting their community, and boosting their CVs with volunteering experience.



If you enjoy helping others get to grips with technology, the Digital Champion programme partnership with Barclay's could be your next great opportunity.

The programme uses virtual sessions alongside online learning modules to create an environment for Digital Champions to develop skills and confidence to help others on their learning journey.

Digital Champions training is free, CPD accredited, and available to everyone.

If you complete the Digital Champions training and are interested in volunteering your time to helping fellow One Housing/Riverside residents in your community, please email residentengagements@onehousinggroup.co.uk for more information on how to get started.

*Remember to sign up to Digital Wings before registering to become a Digital Champion.

One Housing | Atelier House | 64 Pratt Street | London NW1 0DL

You're receiving this email because you're a One Housing customer.

[Preferences](#) | [Unsubscribe](#)