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# One Housing

Part of  
**Riverside**

## One Voice

Welcome to our latest news round up for residents.



### Moving forward

I joined One Housing as Managing Director in September and have been busy getting to know the organisation, the staff and our residents. Coming from a resident engagement background, I am keen to see us communicate with and involve our residents in improving our services, and am pleased to introduce my first newsletter.



Meanwhile, the process of merging One Housing with the Riverside Group has continued with the reviewing of our

IT. This is a complex process expected to be fully completed by March 2025. Throughout the process we aim for a smooth transition, ensuring there is no interruption to, or adverse effects on, the services we deliver to our customers. We look ahead with optimism, as we bring employee teams together to deliver better and more cost-effective services.

Residents from Riverside and One Housing have begun to be involved in helping us shape integrated services and there will be more consultation to come. We look forward to the coming year and the positive changes our partnership with Riverside will bring. I hope you all enjoy a wonderful holiday period with friends and family and a healthy and happy new year!

**Jehan Weerasinghe**

Managing Director of One Housing Group

**Social Housing Regulation Act – new consumer standards on the way**

The recently passed Social Housing Regulation Act 2023 may sound like a dry subject, but its significance for residents should not be underestimated.

The Act gives more powers to the Regulator of Social Housing in relation to inspections and emergency works. It seeks to ensure greater cooperation between the regulator and the Housing Ombudsman, and it demands greater professionalism from housing providers, both in terms of the qualifications required of its employees, and the levels of scrutiny their services receive.

You can expect its focus on proactive consumer regulation and professionalism to drive up standards, including greater opportunities for resident engagement.

Public consultation on the new Consumer Standards has just been completed and the Regulator intends to feed back about what they look like in early 2024.

**Money matters**

To help ease the financial pressures during the rising cost of living, millions of households across the UK continue to receive support from the Government as part of a cost-of-living payments package worth £900 over the year 2023/2024.

**The payment schedule:**

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

This applies 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.

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

**Local authority support**

Local authorities have also been offering support to low-income households at this difficult time. Each authority is different, so please check the website of your local authority for details of what's on offer.

For example, Waltham Forest has a comprehensive package of support, with all residents in the borough able to get tailored support depending on their circumstances, from energy saving advice, to free home improvements that could provide annual savings of between £100 and £1,800.

Waltham Forest residents can enquire at their local library, Family Hub, via Citizens Advice, or directly via the [Council's website](#).

**Helping Hand Fund**

One

Housing/Riverside has also established a £500k Helping Hand Fund to support residents in need.

If you have financial difficulties, struggle to pay your bills or need help to replace household appliances, we are here to help. We can provide small grants and other practical short-term support for households up to £500. Please call us on 0300 123 9966 or complete a self-referral form via your [MyOneHousing](#) account.

#### Register for MyOneHousing



#### Money management course

We have recently been exploring the possibility of working with the Money Charity to offer financial wellbeing workshops to residents. This charity, with 25 years' experience, believes that all adults can achieve financial wellbeing by managing their money well.

Before finalising any arrangements, we need to first to gauge how much interest there is among residents for workshops of this kind.

The workshops will offer unbiased, professional advice and support around managing money, savings, understanding credit and investments, and managing debts.

If this sounds like something you would like to attend, please register your interest by emailing [residentengagements@onehousinggroup.co.uk](mailto:residentengagements@onehousinggroup.co.uk).

Please include whether you'd like to attend online or in person, as well as your address (for in person event planning).

## Home contents

### insurance

Residents sometime assume that One Housing's own insurance would cover all their losses in the event of an accident or incident such as a fire, flood or theft. Sadly, this is not the case, and in these circumstances, you could struggle to replace your lost, stolen or damaged items.

That's why, on the recommendation of the National Housing Federation, we suggest residents give consideration to the My Home Contents Insurance (MHCI) product available via the [National Housing Federation website](#).

For just a few pounds a month the My Home Contents Insurance Scheme offers protection to residents so that in the event of an incident, you're able to cover and replace belongings within your home.

The supplier, [Thistle Tenant Risks](#), provides benefits to help support you with any home contents insurance queries that you may have.

If you would like to find out more about the My Home Contents Insurance Scheme, visit the National Housing Federation website and search 'Home contents insurance'.

## Working together

### Residents' scrutiny report drives new changes to OH services

The new Residents' Scrutiny Panel (made up entirely of residents, not OH employees) has been investigating the Call Centre/ASK for its first report. So many of you took the trouble to fill this out in such detail – your input really made a difference and provided the compelling evidence for the changes that residents want.



This was a resident-led investigation, we interviewed staff, gathered resident feedback and then made recommendations for changing key areas. We were challenging but fair and as a result the Directors and the Customer Services Committee have responded to all our recommendations and hopefully, we will be seeing improvements in the way OH deal with our enquiries through the Contact Centre.

We are currently working with OH to agree actions to implement our recommendations, and when complete, a summary of our inspection will be available to you via the website, or you can request a paper copy. We'll be monitoring to make sure these changes are made and will update you to see if you think the changes have improved the service.

The Scrutiny Panel was set up following consultation by Resident Engagement – residents wanted to be able to challenge OH and hold them to account, to be listened to, and to influence change. We hope our first investigation has done this. In the new year, we will be looking at the Repairs Service so we will again be asking for your help – so watch this space!



## Homeowners Forum

As a part of our Resident Engagement Strategy, and in line with resident feedback, we are looking to form a new Homeowner's Forum.

This group will be made up of leaseholders and shared owners and will provide a dedicated space for the specific issues and concerns of these residents. Recruitment will begin in the coming weeks with the aim of finalising the group early in the new year.

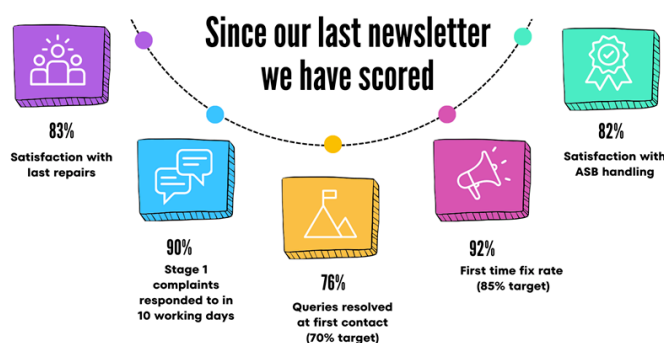
Our tentative plan is for this group to meet twice yearly online via Teams, with the potential for in-person meetings provided the location is accessible for all forum members.

This space will provide the opportunity for homeowners to focus on improving services for all homeowners and act as a consultative group on relevant policies and strategies. Please note that individual issues will not be addressed in this forum and should continue to be reported through the correct channels to ensure logging and monitoring of such issues.

As with your Tenant and Resident Associations, the Homeowners' Forum will be supported by a member of the Resident Engagement Team to ensure the needs of the group are met.

We look forward to the opportunity to improve communication and better support our homeowners with this new group. If you are interested in the Homeowners' Forum and want more information, please contact the Resident Engagement Team at [residentengagements@onehousing.co.uk](mailto:residentengagements@onehousing.co.uk).

## Our services



### **Looking for employment?**

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 bound to have something that's right for you.

### **Back to Work**

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

These workshops provide inspiration and that much-needed confidence boost that will help you fulfil your potential, find work, and perhaps even discover your career.

### **Skill Up to Get Ahead Information Days**

Your chance to explore the options ahead as you decide on your next step. For details of upcoming sessions, email [employmentandtrainingteam@onehousing.co.uk](mailto:employmentandtrainingteam@onehousing.co.uk) or call 07791 210 141 / 07854266366.

### **Back to Work Employability workshops**

To register your interest please text or email the words 'Back to work' on:

Tel: 07791 210 141 / M: 07854 266 366 Email: [smiller@onehousing.co.uk](mailto:smiller@onehousing.co.uk)

Email: [noshowilliams@onehousing.co.uk](mailto:noshowilliams@onehousing.co.uk)



**Your New Year's resolution?**

Also coming up, we are running a series of accredited courses on the Isle of Dogs early in the new year. These will include one and two-day course in Paediatrics First Aid, Basic Nutrition, and Introduction to Mental Health, as well as longer courses in Maths and English.

All these courses will be at Island House Community Centre, E14. To register your interest, please email: [employmentandtrainingteam@onehousinggroup.co.uk](mailto:employmentandtrainingteam@onehousinggroup.co.uk)

**Tutors United**

Our partnership with Tutors United continues to flourish. We offer free tuition for students in years 4, 5, and 6 both online and in person and at some of our community centres. If you think your child could benefit, visit the Tutors United website for more information.

The in-person hubs are located at the following community centre: Samuda on Mondays, Virginia Quays on Tuesdays Hillview on Wednesdays, and Flower & Dean on Fridays, all with sessions at 4pm and 5pm. If sessions are running at full capacity, your name will be added to the waiting list. Meanwhile, online hubs run throughout the week, and these currently have vacancies.

**Register today**



### Community Safety Team

Anti-social behaviour (ASB) is deeply corrosive of communities, as well as being a blight on the lives of those directly affected by it. Our Community Safety Team is here to support all those affected by ASB.

If you wish to report incidents of ASB you can do so via [ask@onehousing.co.uk](mailto:ask@onehousing.co.uk) or by calling 03001239966 or by emailing [communitysafety@onehousing.co.uk](mailto:communitysafety@onehousing.co.uk) directly. We ask you to please provide times and dates of incidents so that we can review CCTV to establish if a resident is responsible. Please also advise the resident to report any ASB/crime/non residents gaining access to the police on 101 or 999 if applicable. In an emergency or if there is danger, always call 999 first.

**One Housing**  
Part of  
Riverside

**CUSTOMER  
FIRST**

Customers are at the heart of all that we do, and getting customer experience right is our core objective.

We aim to deliver consistently good services to everyone, ensuring every interaction is a positive one.

Contact us at:  
[ask@onehousing.co.uk](mailto:ask@onehousing.co.uk)

Phone: 0300 123 9966

## Making a complaint

We do our best to get things right first time but recognise that sometimes things can go wrong. Where this happens, do contact us so that we can fix the problem right away.

If you remain unhappy you may wish to make a complaint. Every complaint is treated professionally, with support provided throughout the process.

If we are unable to resolve the situation, you can ask the Housing Ombudsman Service to review your complaint. We will co-operate fully with the Ombudsman Service during any investigation and comply with the resulting decision, which will be binding on us.

Access our complaints procedure – and so much more – via MyOneHousing. [Register here.](#)



## Thinks... Customer First

Customers are at the heart of all that we do, and our Customer Experience Strategy has been developed with insight from our customers. You've told us what matters most to you and we've also used data from our customer surveys and from our complaints to make sure that we're focusing on the most important things to you.

Our aim is straightforward: to deliver consistently good services to everyone, whatever your circumstances, ensuring every interaction is a positive one.

### This means:

- 1) Get it Right the First Time
- 2) Listen Act and Feedback
- 3) Keep our Promises

And yet sometimes we get things wrong. When we do, we will work with you to resolve your complaints quickly and

fairly.

Every complaint is treated professionally, with support provided throughout the process. If we are unable to resolve the situation, you can ask the Housing Ombudsman Service to review your complaint. We will co-operate fully with the relevant Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.

You can access our complaints procedure – and so much more – via MyOneHousing.

**MyOneHousing**

**One Housing** Part of Riverside

First name  
First name

Last name  
Last name

Date of birth  
DD MM YYYY

Email address  
Email address

Confirm email address  
Confirm email address

I accept the Privacy Notice and Cookie Policy

**Register now**

Having difficulty registering? Please get in touch on [myonehousing@onehousing.co.uk](mailto:myonehousing@onehousing.co.uk)

Already registered? **Let's chat** Write Online

What can I do on MyOneHousing?

**SCAN ME**

I can:

- View and manage my account details
- View my rent and service charges
- Make a secure payment 24 hours a day
- Report and track repairs for my home and communal areas
- Report concerns such as anti-social behaviour, suspected tenancy fraud, safeguarding etc

## MyOneHousing

A reminder that our customer self-service portal, MyOneHousing, enables you to make payments and access information and services around the clock, 365 days a year. Register with MyOneHousing today.

## Introducing Swale

In addition to the One Housing Gas engineers, we would like to introduce Swale who also carry out both gas servicing and heating and hot water repairs in periods of high demand. They will be working with us on the gas servicing of most of our homes, so you may receive a call or a letter from them when you are next due a gas service.

If you are ever concerned about the validity of any contact you receive in relation to the maintenance of your home, you can always call the customer service centre to check.

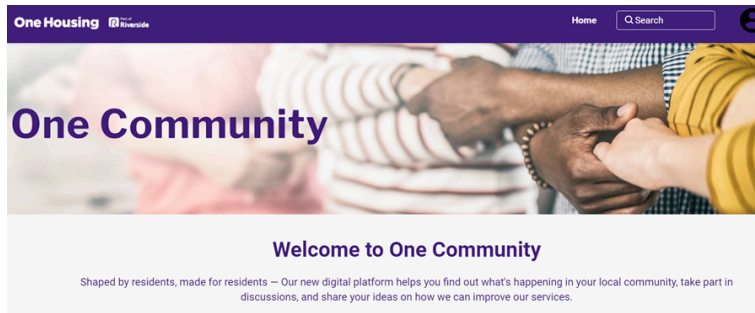
**Annual Report** Our Annual Report for 2022-23 is now available on our website. Every year, we look back at our achievements to review how well we've performed against our aim to provide high quality homes, deliver excellent customer service, and keep our promises.



# Residents Annual Report

As our merger with Riverside nears completion, this will be our last One Housing review. If you would like to read it, please [visit our website](#). You can also read Riverside's Annual Report for 2022-23 on its [website](#).

## Supporting your community



## Join our digital platform today!

Shaped by residents, made for residents, our new digital platform helps you find out what's happening in your local community, take part in discussions, and share your ideas on how we can improve our services.

Over the last year, we sent some of you invitations to join the platform. Now we are opening it up to all our residents.

Joining One Community is simple. You just need to:

Sign in to **MyOneHousing**

Click the **One Community** button

Click the **Start now** button

Click the **Join us** button

**Register** your details... and you're in!

Then you will be able to view the news and discussion areas, and post comments and questions.

Panel and forum members will have access to their own dedicated pages, and many of you will have access to pages especially designed for where you live.

If we haven't yet created a page dedicated to your locality, estate or block, and you would like us to, let us know by emailing [residentengagements@onehousing.co.uk](mailto:residentengagements@onehousing.co.uk)

## Recycling - let's all do our bit

Most of us know recycling is a good idea – we all need to help conserve natural resources, reduce demand for raw materials, save energy,

cut carbon omissions and so on. But how to – that's the question.

Recycling arrangements differ from one local authority to the next, but every local authority details its arrangements on its website. That's a good place to start if you need reminding how things work where you live.

**If in doubt remember the three Rs: reduce, reuse, recycle.**

It's especially important that each household plays their part, especially in settings such as many of our estates and blocks where dozens, sometimes hundreds of households share the same recycling amenities.

**1. Reduce Waste Generation:** One of the most effective ways to ease the burden on the council's collection services is by generating less waste in the first place. Consider reducing single-use items, practicing mindful shopping, and opting for products with minimal packaging.

**2. Recycle Responsibly:** Recycling is a key component of waste reduction. Please continue to separate your recyclables from your regular waste and place them in the designated bins. Remember to rinse containers and remove any non-recyclable materials.

**3. Spread the Word:** Encourage your neighbours and friends to do their bit. The more residents participate in waste reduction and proper recycling, the more we can collectively contribute to a cleaner and greener community.

Finally, the [recyclenow.com](https://www.recyclenow.com) website has lots of clear and useful advice to offer. It allows you to search your postcode, providing tailored advice on how to recycle where you live, how to recycle food waste, and understanding recycling symbols.

## Windrush 75

As the Windrush 75 anniversary year comes to an end, a note to say that Black culture continues to be celebrated at the Black Cultural Archives based in Brixton. Their two current exhibitions are: Challenging the Narrative: Black Resistance to Scientific Bias, and Brilliant Black History.

Both these exhibitions are free entry, and you can find out more information on exhibitions and upcoming events by following the link below:

[EVENTS — Black Cultural Archives](#)



### Poetry Together

At Lorenzo House, One Housing's retirement housing complex in Tottenham, students from the local Sixth Form College and older people came together recently for 'Poetry Together', part of an intergenerational project begun by British writer, producer, and poetry enthusiast, Gyles Brandreth.

Entering its fifth year, Poetry Together has brought thousands of under 18s and the over-70s together to write poetry based on the theme 'happiness'.

At Lorenzo House, old and the young collaborated on and performed a poem exploring the many ways we experience happiness. One resident, Peter, reflected on his love of nature, and the many species of birds he spots from his Lorenzo House balcony.

### Grants from One Housing

A reminder that One Housing has two grant-providing programmes designed to support residents to work together in their communities, for the benefit of the community.

### Environmental Improvement Budget

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.

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.

For more information about the Community Fund, please visit: [www.onehousing.co.uk/getting-involved/community-fund](http://www.onehousing.co.uk/getting-involved/community-fund) or contact your local Resident Engagement and Partnerships Officer at [residentengagements@onehousing.co.uk](mailto:residentengagements@onehousing.co.uk). Please include '**Community Fund**' in the subject line.

One Housing | Arlington, 220 Arlington Road, Camden, London, NW1 7HE

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