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One Housing

Part of
Riverside

One Voice

Welcome to our latest news round up for residents.



Meet our new Chief Executive

As the retirement of Riverside's Carol Matthews' approaches, Paul Dolan has been appointed the new Chief Executive of The Riverside Group, of which One Housing is now an integral part.



Paul, who will be joining the organisation in May, is an energetic and seasoned Chief Executive, having led three housing associations over the past 13 years, including

Sadeh Lok Housing Group, Johnnie Johnson Housing Trust, and most recently the Accent Group. Accent has an extensive footprint, working in more 70 local authority areas in the North, East and South East of England.

Knowledgeable and passionate about the housing sector, Paul has worked to shape policy with the Government, the Regulator of Social Housing, and other sector-interest groups. During the pandemic, he led “More Than Homes”, a national campaign that raised nearly £500k for the food poverty charity The Trussell Trust.

Welcome, Paul, and we wish Carol Matthews all the very best for the future.

An all-round view

I’m Tracy Thomas, a One Housing tenant in London and the Riverside/One Housing Customer Experience Committee resident member. I’ve been a One Housing resident for over forty years, from when the association was called Community Housing. My upbringing and career in public service have helped develop my passion for service improvement.



I was appointed to the OHG Board and the Customer Service Committee (CSC) in July 2022 following encouragement from family and neighbours. These appointments have placed me at the heart of the

organisation, enabling me to share a lived experience towards decision making.

I have experienced change over the years that sometimes felt like residents were not always being considered. What I have witnessed over the past 18 months, makes me believe that OHG has the best interests of residents at heart, including with the Riverside merger. There are weaknesses, room for improvement and external factors that are outside of OHG control, which can present challenges to delivering good standards of service. I have recently joined the G15 Involved Resident Group, which provide further evidence that these challenges are not unique to OHG. The new Customer Experience Strategy has a clear focus on the improvements needed.

My involvement has enabled me to provide in-depth insight to decision making that impacts residents, understands the challenges/ opportunities and the opportunity to provide a resident's view throughout. However, I'm aware that I'm unable to speak for everyone in their individual circumstances.

The CSC merged with Riverside Customer Experience Committee (CEC) on the 1st January 2024. My Board position ceased along with the OHG Board on the 31st March 2024. The Riverside Board now represents the interests of all One Housing customers as well.

The remit of the CSC has been picked up by the CEC, which includes the Tenant Satisfaction Measures (TSM). TSMs form part of the Government's commitment to more robust Consumer Standards supported by the Social Housing Regulation Act. The Act contains a set of measures to improve standards for people living in social housing by strengthening the accountability of landlords to provide safe homes, quality services and treat residents with respect. The Regulator will carry out regular inspections of social housing landlords to ensure compliance with the new standards.

I am proud of where I live and will continue to help make positive change. Anyone who is thinking of becoming an involved resident, I would encourage you to do so, take the first step and contact the Resident Engagement Team at residentengagements@onehousing.co.uk and let's help to improve the standard of service and the places in which we live.

More on the Tenant Satisfaction Measures

Money matters

To help ease the financial pressures during the rising cost of living, millions of households across the UK received support from the Government as part of a cost-of-living payments package worth £900 over the year 2023/2024. The final payment of £299 was paid in February.

This payment applied 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. The payments will have been paid automatically into the accounts of those eligible.

Local authority support

Remember, it is worth keeping an eye on your local authority's website, as they have also been offering support to low-income households at this difficult time. Each local authority is different, so please check the website of yours for details of what's on offer.

Helping Hand Fund

One Housing/Riverside has also established a 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 online [MyOneHousing](#) account.

Welfare Benefit Advice

Our Welfare Benefits Advisors can help you understand what benefits you're entitled to and they are here to help. They can assist in helping you understand the welfare benefits you may be entitled to.

We can provide support with:

- All aspects of welfare benefit advice.
- Budgeting and income maximisation.
- Universal Credit (UC), Housing Benefit (HB), and other state benefits.
- Appeal unsuccessful benefit claims.
- Assistance with rent arrears – Discretionary Housing Payment (DHP) and grants.
- Cost of Living

Universal credit migration

As you may be aware, from April 2024 Housing Benefit and other legacy benefits are coming to an end. Any person who is of working age will be migrated from Housing Benefit to Universal Credit, this means your housing benefit will stop and you will be moved over to Universal Credit. Please let us know if:

- your Housing Benefit stops
- you receive a UC migration notice from Department of Work and Pensions (DWP)
- you have a change of circumstance(s)

Please feel free to contact us on the number below should you require any assistance or support as we are here to help. Telephone: 0300 123 9966 Email: ask@onehousing.co.uk

Working together



Feel excluded?

Hi, my name is Brooke, and I'm the Projects Manager for the Resident Engagement Team. This year, we are working to promote Digital Inclusion for our residents, and we want to hear from you!

As services and resources are increasingly shifting to online platforms, we recognise that some of our One Housing/Riverside communities may struggle to connect in this way. Our team want to identify the needs our residents have and create supportive solutions to help.

If you, your family members, or your neighbours find accessing digital resources difficult, or you just want to improve the digital skills you already have, please fill out our short survey at the link below. This will help identify the preferences and types of difficulties residents are facing so we can provide the right kind of support.

Complete our short survey

Scrutiny Panel update

Late last year, the Resident Scrutiny Panel completed the first scrutiny project around the Customer Service Centre (Ask) before compiling their findings into a final report.

The Scrutiny Panel members write:

The Resident Scrutiny Panel has given its report about the Call Centre/ASK to One Housing including our recommendations. We have been working with senior staff to confirm the actions One Housing is going to take to address our recommendations to improve their Customer Service Centre and repair reporting service. Now we have their response, a summary of the report will be available to residents on request by emailing:

residentengagements@onehousinggroup.co.uk

For our next Scrutiny review we were intending to look at the Responsive Repairs Service but this is already being reviewed by One Housing/Riverside with a view to some reorganisation. Instead, we are going to look at how One Housing engages with residents and gets feedback to help improve services and to give the residents a clearer voice through the Tenants and Resident Associations. This will link with new Transparency, Influence and Accountability Consumer Standard regulation which went live on 1 April 2024.

Homeowner Forum update

Thank you to all of those who applied to be part of this new forum.

We have now completed recruitment and are planning a first meeting to discuss the Terms of Reference for the forum and future agenda items.

The forum is made up of leaseholders and shared owners and will provide a dedicated space for the specific issues and concerns of these residents, such as service charges, maintenance and repairs, communication, and communal areas etc.

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

Our services

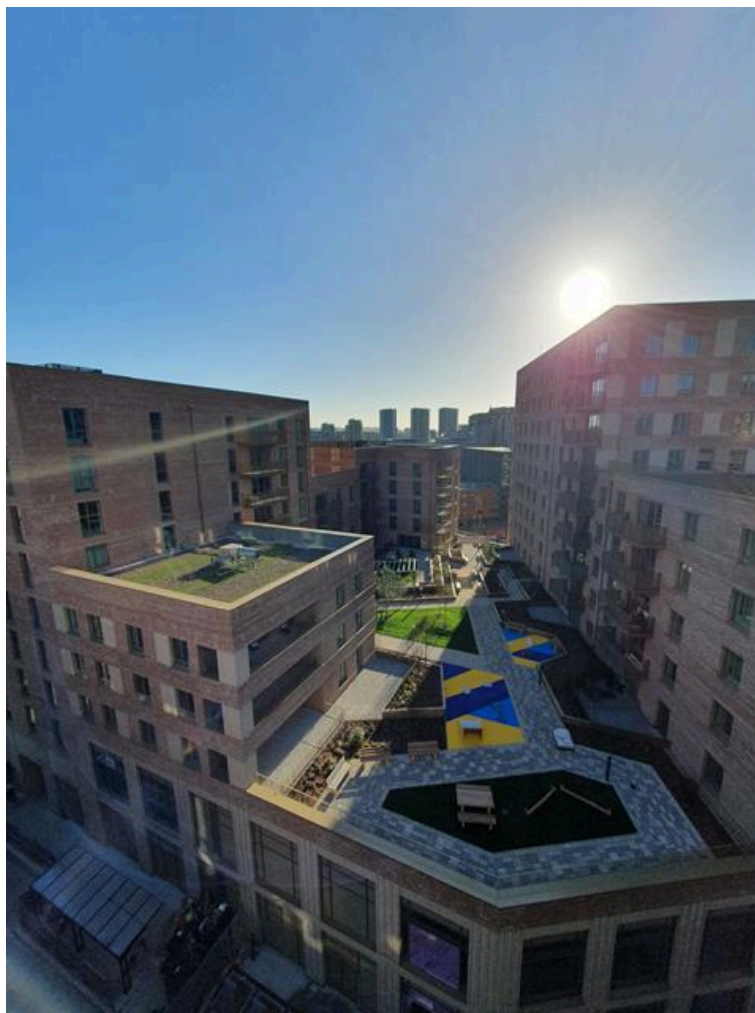
Our work on improving our services continues with good progress on the actions we agreed for the first year of our new Group wide Customer Experience Strategy. Thank you for those that helped us co- create the new Strategy. We will be providing an update to the next round of Resident Panels at their meeting in May.



New Homes

We are pleased to announce the completion of 663 new homes over the last year:

- 342 new homes at Hallsville Quarter Canning Town, including a 50 Extra Care Scheme and 47 Affordable Rent homes
- 53 new homes at Calthorpe Street, 33 of which are Affordable Rent homes



- 131 new homes at Royal Eden Docks including 79 Affordable Rent homes
- 26 new homes at Granville Road
- 22 new homes at Phoenix Place, 12 of which are Affordable Rent
- 8 GLA Move on funded units for ex-homeless, handed over in phases across the year
- 37 homes at Greenwich Millenium Village, 27 of which are Affordable Rent homes, handed over in phases across the year

So that's 198 Affordable/Social Rented new homes, plus 58 for Supported Housing; the remaining homes are for Intermediate Rent and Shared Ownership.

We send out new home satisfaction surveys so if you receive one, please let us know what you think of your new build home!

The Housing Ombudsman Complaint Handling Code

The updated Complaint Handling Code became statutory on 1 April 2024, meaning that landlords are obliged by law to follow its requirements. The Code aims to achieve best practice in complaint handling and ultimately to provide a better service to residents. We will be publishing our updated self -assessment against the updated Code by 30 June 2024 in line with the new requirements. For more information, [please visit the website](#).

Our Resident panels

Our resident panels help scrutinise our services, consider new strategies and policies, suggest improvements to our services, and tackle local issues. They give residents a voice and ensure we are aware of residents' concerns. They also decide what is important for the local areas and oversee local improvements through Environmental Improvement Bids.

At the last round of meetings in February, the Panel members reviewed the Anyday Tenancy Policy and the Ombudsman Complaint Handling Code.

We have four Residents Panels which cover these areas: East, North, West and Island.

If you're interested in becoming a member, please contact us via residentengagement@onehousing.co.uk. Please put 'RP Member' in the subject line. We would love to hear from you.

Just the 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 range of employers who can offer vacancies to our residents. Throughout the year, we organise training programmes, often in partnership with other organisations, some face-to-face and some online.

Personal development

Taking a holistic approach to personal development, we also host opportunities such as our recent Mental Health Awareness Training Level 1 course at Phoenix Heights Community Centre on the Isle of Dogs. Courses like this one provide inspiration and that much-needed confidence boost that will help you fulfil your potential, both in and beyond work.



“I learnt a lot from the course. Because of this, I would like to further my knowledge and training within this area and hopefully gain employment within the mental health field in the future.” – M Williams

“Good course! It was very helpful in learning about how to control my own mental health with positive thinking and actions. Positive training, I really enjoyed it.” - C Zarate

To find out more about all our courses: Tel: 07791 210 141 / M: 07854 266 366

Email: smiller@onehousing.co.uk

Email: Nadia.Osho-Williams@riverside.org.uk



Homes for heroes

As One Housing and Riverside merge, the strengths of each can be enjoyed by all our customers. Riverside, for example, has a strong reputation for its work with veterans, in particular tackling veteran homelessness.

Riverside Director of Operations for our Care and Supported Housing service, Lee Buss-Blair, himself an ex-serviceman, recently helped organise the Parliamentary launch of an important piece of research titled 'A Roadmap to End Homelessness Amongst Veterans'.

Lead author of the research Lisa O'Malley, an ex-Riverside resident with experience of homelessness as a veteran, was also present at the event hosted by the Forces in Mind Trust, which commissioned the research.

The research identified 83 recommendations for the Ministry of Defence, the Office for Veterans' Affairs, local authorities, and the veterans' charity sector.

The hope is that all parties will push for these recommendations over the next few years.

[Read more about the research](#)





**CREATIVE SPACE
ANNUAL EXHIBITION**

OPENING EVENTS:

EVENING THURSDAY	5 - 7:30 PM 29th FEB
OPEN	28th FEB to 2nd MAR 11 AM - 6 PM

**LIVE MUSIC
FROM
THE ARLINGTONES**

CAMDEN IMAGE GALLERY

**174 ROYAL COLLEGE STREET
LONDON NW1 0SP**

Picture this

The Mayor of Camden Councillor Nazma Rahman (centre) attends the opening reception for the Arlington Annual Art Exhibition in February, showcasing art created by Camden Pathway Hostel residents as part of the art workshop programme delivered in partnership between One Housing and Creative Space. It was a fantastic evening with some great artwork showcased on the night.

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. Places on these have recently been increased and there are currently vacancies.

[Sign up to Tutors United](#)

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.

[MyOneHousing](#)

Supporting your community

Community Safety Team

Maria Phillips, Tenancy Intervention Officer, writes:

I'd like to tell you about a vulnerable older resident I work with. David* is registered blind (partially sighted) and receiving end of life support.

Referred to me a year ago during a hospital stay, David had previously been befriended and taken advantage of. In a meeting with David's social worker, his GP and hospital staff, we discussed how we might facilitate him coming home to live the rest of his life. But on visiting David it was clear this would not be straightforward.

There were a range of issues to resolve, including cleaning and repairs. The gas boiler needed its annual service and David needed some new household goods and furnishings.

With the help of the social worker and a grant from our Helping Hand Fund, we were able to provide white goods, bed linen, crockery and some fitted curtains. With service and delivery slots from 7am to 12 noon, to facilitate this meant many early morning visits to David's home.

With the end of his long hospital stay in sight, and with a support package in place, David was finally able to visit his home recently. Excited and overwhelmed when we went inside, he could not believe what a transformation we had made. He was so very thankful and cried with tears of joy.

The last year has been difficult and challenging for this gentleman. At the same time, it has been a pleasure to support him, the most rewarding moment, of course, David's face on finally coming home.

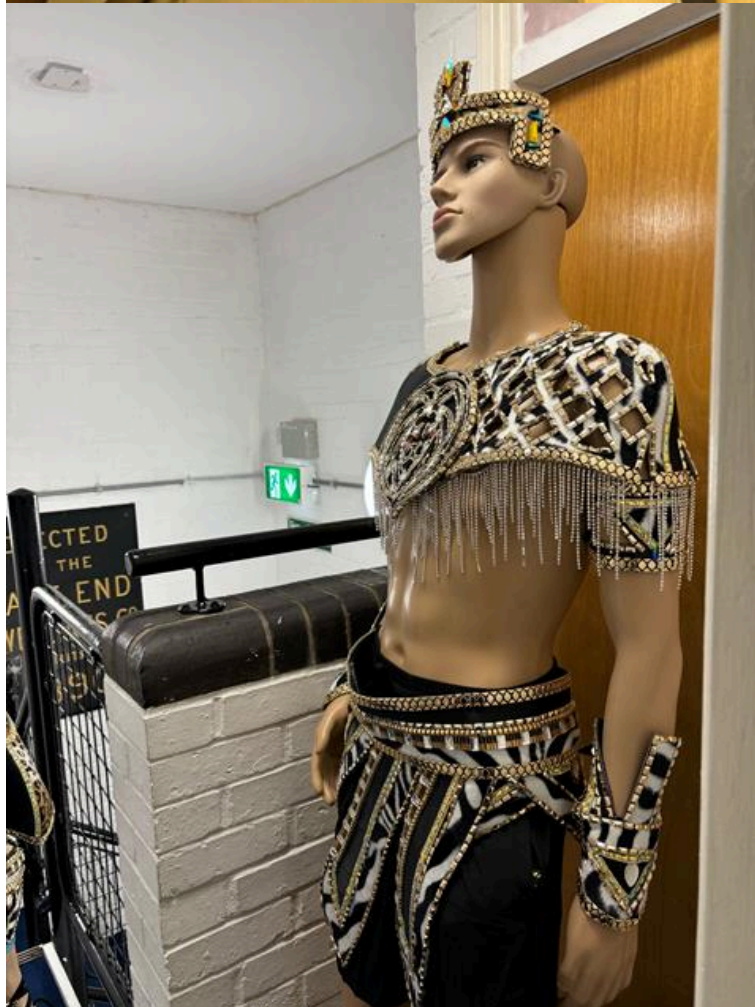
**Name has been changed to protect identity.*

Maria's story illustrates one of the ways the Community Safety Team support residents with additional needs or who are struggling to sustain their tenancy. To contact a member of the team, email ask@onehousing.co.uk.

Heritage Roadshow

With the arrival of Spring, all things colourful come naturally to life, and this is never more so than at the workshops of the Heritage Roadshow Social Arts and Dance Group.

The Heritage Roadshow is a prize-winning combined arts organisation based in Tower Hamlets. Established in 2004, the group founding members include One Housing residents residing at Suttons Wharf estate.





The group provide free workshops for One Housing residents and the wider community in arts craft, sewing, textiles dance and media productions.

Workshops take place at the Flower and Dean Community Centre, often several evening a week, and everyone is welcome to join in.

“I have always dreamt of going to the famous Notting Hill Carnival. I am so happy that not only did I experience going I was made an actual costume to take part. Looking forward to next year.” Roberta

The aim of creating elaborate and beautiful costumes for the world-famous Notting Hill Carnival. Workshops take place at the Flower and Dean Community Centre, often several evening a week throughout the summer. Everyone is welcome to join in.

If you would like to get involved, project leader Kevin Antoine will be delighted to hear from you.

Email Kevin at arene8@aol.com

Heritage Roadshow's website



Your local community centre

Did you know that One Housing manages numerous community centres on or around the sites where our homes are, and that these are available for hire to residents and the community at large?

Managed by our Charitable Services Team, they vary from the classic larger community centres, like Phoenix Heights on the Isle of Dogs and Ladderswood in Enfield, to those more embedded within our estates, such as Hillview, Gray's Inn and Eden House.

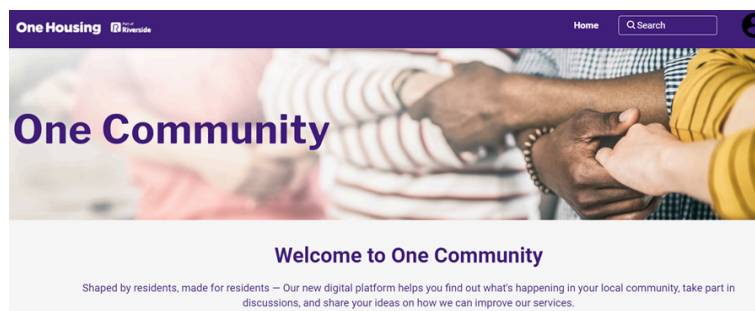
Some, such as at the 50p Club, the Strafford Friendship Club and St John's on the Isle of Dogs, are run by community groups. Where this is the case, we aim to liaise effectively to ensure they thrive and bring benefit to the community.

Activities at these centres include children's birthday parties, dance classes, yoga, wellness workshops and other events. Some One Housing activities, including employment and training workshops and Tutors United sessions also take place at the centres.

Pricing is cost-effective, with [preferential rates for One Housing residents](#).

Our ambition is for our community centres to be well used and responsive to the needs of our communities, with activities providing something for everyone.

More about our Community Centres



Join our digital platform today!

Shaped by residents, made for residents, our 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 on **One Community**

Click on **Start now**

Click on **Join us**

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



Grants from One Housing

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.

[Apply here](#)

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 or contact your local Resident Engagement and Partnerships Officer at 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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