



Our journey to excellent customer service

We're committed to providing our customers with excellent service. But what exactly does 'excellent service' mean? Here at One Housing it means that putting you first is the focus for every single colleague. From the Chief Executive and managers, to officers and staff on the frontline, we understand that what we do and how we do it has an impact on your experience as a One Housing customer.

Last year we launched a new five-year corporate plan and vision. These were shaped with your input, which has helped us focus on the improvements we need to make in order to deliver services in ways that

you tell us are important to you. The overwhelming majority of you (over 85%) want to engage with us digitally and 78% tell us you have to wait too long to get through on the phone.

Our first step, therefore, has been to increase the number of advisers in our customer service centre and provide them with extra training and resources.

The new advisers have joined us from front-line teams across One Housing, including former housing officers, which means we can benefit from their knowledge, experience and expertise to resolve your queries more quickly and effectively.



Find out more about what we're doing to improve the services we provide on page 2.

Island to benefit from your ideas

Regeneration can only ever be successful if residents play a fundamental role in deciding what improvements are delivered – and we've talked before in previous editions of Island News about how we're working with residents living in a number of areas across the Island on possible changes in the future.

But that doesn't mean we aren't committed to delivering improvements in other areas across the Island as well.

We have teams on the ground whose job it is to maintain a safe and pleasant environment (see page 3 for how you

can also get involved by joining our regular estate walkabouts) but we know that many of you will also have your own ideas about small changes that could make a big difference; it could be improving estate signage, fixing a section of uneven paving, or maybe making bin stores a little more appealing. The more ideas you come up with the better so please do get your thinking caps on! We're aiming to turn the winning ideas into reality later this autumn.

We already have one suggestion that we're going to move ahead with and that's a revamp of the Barkantine



estate sign, which is in need of some TLC as it looks more than a little unloved.

If you're a keen artist or have creative ideas to share, we'd love to hear from you. To find out more about how to give us your ideas, please see page 5.

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We also have several specialist teams on hand to deal with more complex queries. At the same time we have introduced new technology which is enabling us to manage queries more efficiently, whether they come in via phone, email or social media.

Help us to help you

To help us manage and resolve your queries as quickly and effectively as possible, please get in touch with us via the following contact details:

-Call us on 0300 123 9966

-Email us on ask@onehousing.co.uk

-Tweet us on [@AskOneHousing](https://twitter.com/AskOneHousing)

Commitment to maintaining homes

We know that the quality and safety of your homes, as well as a responsive, effective and consistent repairs and maintenance service, are important to you. They are also a key priority for us. Having taken your feedback on board, we have introduced a number of changes to the way we deliver repairs and maintenance and are increasing the number of colleagues dedicated

to delivering these essential services. We have also created a new team of property managers. The managers have a number of properties allocated to them and are responsible for ensuring all homes within their portfolio are safe, secure and well maintained.

More improvements to come...

This isn't the end of the improvements we're introducing, however. We're also developing the functionality of our online portal as many of you tell us that you want to manage contact with us online because it's more convenient and suits your lifestyle better. We've involved residents in making sure the portal works in ways that are clear and simple and, once the enhanced functionality is available in the coming months, you'll be able to simply log on and carry out a whole range of transactions. We'll keep you posted as these improved features are introduced.

We also recognise the importance of creating an environment that will enable our teams to work together more collaboratively and effectively. Later this year we are therefore planning to relocate our current Chalk Farm and Mile End

offices to a new office in the heart of Camden. At the same time we anticipate having more staff based on the Island, with a strong focus on delivering excellent services and maintaining our properties. You will still be able to make appointments to visit us at the Island office which means we'll be able to maintain the close relationships we've been building with residents living on the estates we're proposing to regenerate.

Be part of our journey

We believe that carrying on the conversation with you is the best way to make sure we continue to improve the wide range of services that we deliver. There are lots of opportunities to have your say, whether via your local Tenants and Residents Association, your regional Residents' Panel, or by sending your comments and feedback directly to us (please use contact details provided) so please do get involved!



And... ACTION! Kids take over

In the spring edition of Island News we launched a competition in search of creative and charismatic young hosts to present a promotional film about our youth services. Fast forward to April and nearly all of our Island youth clubbers got involved, which meant we had a tough job whittling down all the entries to a final three!

Our trio of wonderful winners (Miley aged 10, and Taylor aged 15 pictured top right, and Daisy, 13, pictured right with youth worker, Nathan) took to the mic like real pro's when the cameras started rolling at Phoenix Heights Community Centre during the Easter holiday programme. They all did a great

job, presenting a breakdown of the week's activities and interviewing our youth workers, Nathan and Kayode, as well as their excitable peers. We'll be sharing footage later this year via social media so please keep your eyes peeled and don't forget to follow our youth services Instagram page: onehousing.

More on our lucky winners

Miley is a performing arts enthusiast who's no stranger to being on stage or in front of the camera. Another lover of acting is Taylor, who's taking his drama GCSE. Last but not least is Daisy who recited a self-penned poem about why she's "thankful" for our youth club.



Dates for your diary

If you'd like to 1) get out in the sun*, 2) enjoy a bit of gentle exercise and 3) help us make sure your local area is well maintained, our summer estate walkabouts sound right up your street. Colleagues from different teams take part and they're keen for you to join them and help identify where action might be needed. The walkabouts start at 10:30am and take around 60-90 minutes - please do join us!

* We can't guarantee sunshine ;-)

Island Estate Walkabouts

ESTATE	DATE	MEETING PLACE
Barkantine	15 August	12 The Quarterdeck (local office)
Samuda	20 August	Club 55
St John's	21 August	17 Castalia Square (local office)
Kingsbridge	28 August	By the playground

(please look out for posters in case of any change)

Virginia Quays womenhop on board

Members of the Virginia Quays women's group, which meets every Tuesday from 10am-1pm, and their children recently enjoyed a boat trip along the Thames. Despite the rather grey and drizzly weather, everyone said they really enjoyed themselves.



Help to Save

A new government saving scheme was launched recently to support working people who receive tax credits or Universal Credit build their savings. With 'Help to Save' you get a 50% bonus on your savings, which means you can earn 50p for every £1 you save. You can save from as little as £1 per calendar month, up to a maximum of £50 - although you don't need to pay

in every month if you'd rather not - and after two years you get a 50% tax-free bonus on your savings.

If you're currently working and receive tax credits or Universal Credit why not check if it's something that might work for you? You can download the HMRC app, or go to www.gov.uk/helptosave or call 0300 322 7093 to find out more.



Get inspired this summer

Summer means happy times and sunny weather (we live in hope!). It's a season where anything feels possible and we want to make the possible 'real' by inspiring you through our One Academy training programme. The One Academy team are passionate about providing high quality

learning that is informative, inspiring and fun and there really is something for everyone. The courses, which are designed to help you realise your potential and achieve your personal or career goals, are all FREE for One Housing residents and delivered at Phoenix Heights community

centre, 140a Byng Street, London E14 9AR. Why not step out into the fresh air – and outside your comfort zone - and take a chance on at least one of our brilliant courses on offer. Some of the best memories are made in the summertime, so let's make this one count!



Your summer training programme

COURSE	DATE	TIME	CODE
Dementia awareness	Tuesday 2 July	10am-4pm	L
Introduction to leadership and management	Wednesday 10 July	10am-4pm	WoW
How to manage your utility bills	Thursday 11 July	2pm-4pm	L
Introduction to customer experience	Wednesday 17 July	10am-4pm	WoW
Breaditation (making bread as a de-stresser)	Monday 22 July	12pm-3pm	H&L
Understanding Universal Credit	Thursday 25 July	10am-2pm	L
How to complete a work capability	Thursday 1 August	10am-1pm	L
Jewellery making	Friday 2 August	1.30pm-4pm	CF
Emergency First Aid at Work	Thursday 8 August	10am-4pm	WoW
Mental Health First Aid	Friday 16 August	10am-4pm	L
Cupcake decorating	Tuesday 27 August	12pm - 4pm	CF
Wallet making	Tuesday 3 September	11am-2pm	CF
How to make hand tied bouquets and posies	Friday 6 September	1pm-3pm	CF
How to identify and manage stress	Wednesday 18 September	10am-4pm	H&L
Safeguarding adults and children	Thursday 19 September	10am-4pm	WoW

* Code: **L**: Lifestyle; **WoW**: World of work; **H&L**: Health & wellbeing; **CF**: Creative fun.

Easter holiday eggstravaganza

This Easter's action-packed school holiday programme saw local youngsters joining in loads of exciting activities.

There were creative days, with cooking and arts 'n' crafts, trips to the cinema to see blockbuster hits "Shazam!" and "Captain Marvel" and a pizza-making party at Italian restaurant, Bella Italia. Other highlights included a visit to an escape room and - of course - a choctastic Easter egg hunt!

And whilst adults might be feeling fed up of politics and the never-ending Brexit discussions, our young people showed that they can hold their own when it comes to political discussions! They made the most of a unique "pizza and politics" session where



special guest, Jim Fitzpatrick, local Labour MP (back row, second left), took questions from the inquisitive audience. Topics ranged from the environment, housing and knife crime, to how soon they can expect a McDonald's in the area!

We all know that affordable activities for children and young people are hard to come by - and with the start of the long school summer holidays

looming next month, parents will no doubt be considering what options they have to keep their children entertained.

That's why we run a full range of school holiday and term-time clubs and activities that are either totally free of charge, or involve minimal cost.

If you have children aged 8-16, why not register them at our weekly youth club or find out more about our summer holiday programme of activities?

You can find out more by contacting Ruth Stanger on 0300 123 9966 or emailing her at rstanger@onehousing.co.uk.

Local heroes recognised in national awards



Congratulations to local residents Maggie Phillips (pictured above) and George Pye (pictured right with his wife Linda), who were both shortlisted for the 'Lifetime Achievement' award at the 2019 Diversity in Housing Awards. These are national awards, which makes it all the more

astounding that our very own Island had TWO shortlisted nominees!

Hosted this year by comedian, Patrick Monahan, at Aston Villa football club in Birmingham, the awards recognise the work people up and down the country are doing to help change people's lives.

Maggie has lived on the St Johns estate since 1968 and will be familiar to many as chair of the local TRA. She was nominated for her tireless work on behalf of Island residents, young and old. She's been instrumental in securing funding for all

sorts of activities, including football training, dance and active classes for the over 50's and classes for local youngsters.

George has been campaigning to improve people's lives his whole adult life. As a stevedore in the London docks, he worked ceaselessly to tackle the dangerous conditions that fellow workers experienced, which resulted in improved working conditions and welfare.

Since the 1950's he has campaigned for local facilities for residents on



the Island and is heavily involved in the running of the St Johns community centre, welcoming people from different faith and interest groups.

Your Island - Your Ideas

To help us focus our resources on improvements that are important to you, we are asking for your suggestions. We're working closely with your tenant and resident associations to agree the improvements to be made so please let your local reps know if you have any ideas or, even better, come along to the upcoming resident meetings where we'll be discussing your ideas (keep a look-out for posters

advertising when and where the meetings will be held).

You can also call Rhys Jones, resident services manager, on 020 8821 4470 or email him at rjones@onehousing.co.uk to share your thoughts and suggestions. We'll keep you updated on the suggestions we receive, and when we anticipate being able to deliver the agreed programme of work in the coming months.



Help us brighten up the Barkantine sign. More details on page 1.



What's On Across The Island

Barkantine Community Centre

12 The Quarterdeck, E14 8SH.

Craft Club

Thursday, 6pm-9pm,
Share and try new skills, like
knitting, drawing or card
making Thursdays, 6-9pm.

Phoenix Heights Community Centre

140a Byng Street, E14 9AR

Youth Club for 8-16 year-olds,
with sports, art, cooking - and
lots more!

Wednesdays,
4.30-7.30pm

Yoga and Pilates

Samuda (Club 55)

55 Stewart Street, E14 3JH

Samuda Estate Bengali Association

Mondays, 7-8.30pm

Women-only Zumba class

(run by 'Communities driving
change NHS')

Tuesdays, 9.30-10.30am

Tower Hamlets Youth Services Team

Tuesdays, 5.30-8.30pm

Martial Arts Classes

Thursdays, 6-7.30pm and
Saturdays, 10.30am-12pm

Samuda Bengali Women's Group Arabic Classes

Thursdays, 10am-12pm

St John's

37-43 Glengall Grove, E14 3NE

Over 50s

Monday, 2pm-4pm

Tuesday, 8.45am-3.15pm

Dance classes

Mondays, 2-4pm and

Tuesdays, 8.45am-3.15pm

Dance class for 4-8 year-olds
(ballet and modern)

Tuesday, 4.45-6.45pm

Bengali Women & Children Group

Wednesday, 10.30am-12.30pm

Baby group

Thursdays, 9am-4pm

St John's TRA football training

Professional coaching for
boys aged 8-18, Saturdays,
10am-12pm

St John's Leaseholders meeting

Second Monday of the
month, 7pm

St John's TRA meeting

Third Monday of the
month, 7pm

Strafford Street Friendship Club

40 Strafford Street, E14 8LT

Lunches and activities for
Island pensioners; Monday,
Wednesday, Thursday
& Friday.

For more information, email
Islandfriends1@hotmail.com

Virginia Quays Youth Club

27-35 Sexton Court,
Newport Avenue, E14 2DU

Every Monday, 4.30pm-
7.30pm

Youth Club for 8-16 year-olds,
with sports, art, cooking - and
lots more!

Virginia Quays Women's Group

Tuesday, 10am-1pm;

Virginia Quays men's group

Tuesday, 10am-1pm;

Friday Jumma Prayers (Men)

12-2pm



Contact Us



Telephone: 0300 123 9966

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Our local offices:

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London E14 3PQ

Translation

This document is also available in other languages, larger print and audio format on request. For more information please call our Customer Contact Centre on 0300 123 9966

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