



## Welcome to our autumn newsletter

It's been a busy year here with lots of changes. Being keen to hear what you think, we have been out and about - meeting lots of you at the popular local Chips & Chats and other events.

In September, our Resident Champion, Fran Jefcoate led a series of estate based 'Together With Tenants' events.

We brought away some real insights which will help prioritise future investment in services and community activities. We were delighted when, having been shortlisted in 24Housing's awards under the 'Tenants Champion' category, Fran's work to encourage resident engagement was highly commended by the judges.

Residents at Stoke Newington Estate attending 'Together With Tenants' came up with an excellent idea - why not start a series of pop up consultation events on estates where residents can meet the team? We loved this and are planning the first round of pop ups for later this year. Look out for more details!

Our Estate Services Team Leader, Andres Taborda, is very keen to hear from any resident willing to accompany him on joint estate inspections. These are a real opportunity to get involved in making your estate a better place to live. If you're interested, please contact Andres by e mail at [ataborda@ids.org.uk](mailto:ataborda@ids.org.uk) or by calling our Head Office on 020 8800 9606 and selecting option 5.

## You said, we did

How we are putting your ideas into action! See page 2.

## Partnering up to strengthen communities

We recognise that together we are stronger and as such, are keen to work in partnership with organisations who can support our communities. See page 3.

## Going digital together

A recent IDS survey showed a large proportion of residents - of all ages - use digital communication every day. See page 4.



# A clean sweep!

We've made a great investment in buying our own sweeper to clean the communal areas on our estates. This has made us more efficient and given an even better result for residents.



Stickers highlighting items that have to go

# Caring is sharing in communal areas

Caring is sharing in communal areas

Living harmoniously and safely is important to us all.

It is up to us – and you – to keep shared areas safe.

To keep you safe, we will:

- Regularly inspect shared areas and escape routes
- Remove clutter and stored items
- Make sure fire doors, emergency lighting and smoke detectors are working
- Insist mobility scooters are not kept in shared areas because they release large amounts of smoke and heat in a fire

We expect you to:

- Dispose of rubbish responsibly
- Store items away from communal areas
- Prevent slips and trips by keeping areas clear
- Reduce fire risks by keeping emergency exits and fire doors clear

We want to work together to create cleaner, safer spaces. To report communal area issues call **Estate Services on: 020 8800 9606 and select option 5.**

# Are we barking mad?

Following serious complaints about strangers being inside one of our blocks we hired a man and his dog to help patrol the areas, gather evidence for us and help keep residents safe. This helped deal swiftly with the issue while we sort out a longer-term solution.

# Find your green fingers

We are looking for interested tenants of all ages to get involved with future gardening projects on our estates. If you love gardening and have some ideas to share, contact Andres by email at [ataborda@ids.org.uk](mailto:ataborda@ids.org.uk) or by calling our Head Office on 020 8800 9606 choosing option 5.

# You said, we did

This year we asked over 700 tenants for their views. A whopping 84% of you told us that our Estate Operatives are doing a great job!

You asked for more activities for young people. As a result, we are supporting Hackney Wick Academy (4th Quadrant Coaching), an organisation offering life coaching and mentoring to young people through football. Our Estates Services Supervisor Neil Thompson, a volunteer at the football club said:

“I am really pleased IDS has linked up with Hackney Wick, as they do great things teaching life skills to local boys and girls through football.”

Local pop up events are in the pipeline, following a recent ‘Together with Tenants’. Look out for our new pop up tent on your estate.

A big thank you to everyone who came along to our ‘Together with Tenants’ meetings. You’ve given us some great ideas on our services. Look out for updates in future newsletters.



## Fran Jefcoate on the importance of listening to tenants

Resident engagement volunteer Fran Jefcoate knows from her own experience that resident involvement isn't all about the landlord.

She says: "Before I got involved, I thought being a tenant was about paying rent, keeping a roof over my head and the odd repair.

"13 years down the line, I want to spread the message of 'Together with Tenants' as I know how empowering it is to understand how your home is managed.

"I got involved when Poplar HARCA - my landlord - took over my estate during a stock transfer.

Then I completed an 'Excellence in Governance in the Public Sector' qualification with Open College Network and saw a different way of doing things."

Fran has visited five IDS estates recently to spread the message of tenant involvement. She says:

"I would say to anyone who might be interested, the only requirement is a passion for where you live. It's not going to be for everybody, but there will be lots of opportunities to get involved and we can help find the right one for you."

Fran has been highly commended by 24 Housing for Tenant Involvement at a national awards ceremony in recognition of the work she does for IDS. We are all absolutely delighted for her personally and by what she brings to IDS.

To find out more about how to get involved with your community, email Fran on [fjefcoate@ids.org.uk](mailto:fjefcoate@ids.org.uk)



## Partnering up to strengthen communities

We recognise that together we are stronger and as such, are keen to work in partnership with organisations who can support our communities.

This summer, mental health providers Jami moved to a permanent home at Industrial Dwelling Society's community centre in Stoke Newington. For 30 years Jami has delivered mental health services for the Jewish Community, offering education and training, as well as bespoke recovery support plans.

25% of us experience a diagnosable mental health problem each year. Jami helps over 1,300 people annually and enables people to lead meaningful lives despite mental ill health.

Partnership pioneer Suzanne Wolfe, Chief Executive at Industrial Dwellings Society, says:

"We have long understood partnership working to be a means of enabling great outcomes for our communities. By collaborating with Jami we are helping kick-start an innovative and holistic approach to mental wellbeing for neighbourhoods."



Joint estate inspections are a great way to get involved

## Get a smoke alarm – it's easy!

No need to spend Saturday fitting a smoke alarm. If you don't have one, get yours for free by calling 08000 28 44 28. The London Fire Brigade also offer a free home fire safety check which takes around 15 minutes.

## Going digital together

A recent IDS survey showed a large proportion of residents - of all ages - use digital communication every day. But some of you told us you don't feel confident getting online.

To help, IDS will be offering digital training workshops, in partnership with Jewish Care.

The training will be piloted at Charlotte Court and Ajax House, and if successful, rolled out to other residents. We can help you to use your device and troubleshoot; and will be on hand to answer any questions you may have on things like Skype, online banking and staying safe online.

Keep an eye on the IDS website too. We are working on a new tenant portal, so you can view your rent balance, pay your rent and request a repair more easily.

## Repairs and improvements

This year we invested just over £2m in improving our homes in 2018/19. We have prioritised improving fire safety by replacing front doors to flats. This on-going programme will remain a priority until it is completed. For our sheltered schemes at Navarino Mansions and Charlotte Court, we have also invested in heating and hot water improvements, making sure we are as energy efficient as possible.

Each year we are called out to over 4,000 repairs, roughly three per property. We meet this demand by using both in-house and external contractors.



## Window cleaning

We have started cleaning the windows on a small number of blocks for the first time. As with most things in life it has been a learning curve but we (more importantly our residents), are starting to be really pleased with the results! We will let you know in advanced if we are coming.

## What you said about us . . .

We commissioned an independent researcher to go out and about asking for your opinion. They asked over 700 IDS tenants how they felt about their community and also to say which three words best described us. The results were put into this word cloud. The more commonly a word was used, the larger the font size.



## Get in touch

We've made it easier to contact us and have dedicated phone lines, as shown below, for all of our services.

This means that, during office hours, there will always be someone here to help you.

**To report a repair**, follow up a repair or discuss gas servicing: telephone 020 8800 9606 and select option 1. Or you can email [repairs@ids.org.uk](mailto:repairs@ids.org.uk) (please include a photo of the problem if possible) or report the repair by logging in to SeeMyData on via website.

**To make a rent payment or discuss your rent**: telephone 020 8800 9606 and select option 2 or log in to SeeMyData to check your balance.

**To discuss rehousing or transfers**: telephone 020 8800 9606 and select option 3.

**To discuss the payment of an invoice**: telephone 020 8800 9606 and select option 4.

Our Estate Services are delivered by our dedicated team of Estate Operatives, ensuring communal areas are kept fresh and tidy. If you have a question about Estate Services, please contact Andres Tabora by calling 020 8800 9606 and select option 5.

**To discuss a housing tenancy issue (for example, ASB, succession or any other housing related issues)**: telephone 020 8800 9606 and select option 6

Our OUT OF HOURS emergency repairs contacts have not changed, please phone: **Gilmartins** 0800 849 9082, or **MNM Property Services** 020 8523 6689