

INDUSTRIAL DWELLINGS SOCIETY

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Keeping calm & carrying on

A message from Suzanne Wolfe, Chief Executive

Writing to you with Britain - along with most of the world - in lockdown, much has changed in our daily lives in a matter of weeks. We are writing to tell you about the changes we at the Industrial Dwellings Society have made to adapt to this crisis in order to keep you, our tenants, as safe as possible – as well as protecting the wellbeing of our team.

We have adjusted the way we work in line with the Government's instructions that those who can, must work from home. Despite this, we have been able to continue delivering essential services, such as our Estate Services, who are giving special attention to cleaning those areas which pose the greatest risk to health through contamination such as lift control

panels and handrails. Regular vital safety checks to communal areas as well as annual gas safety visits have also continued; these are some of the practical ways we can help keep you and your families safe and sound.

Importantly, we are keeping in touch with those residents who are most in need of our help. All our sheltered scheme tenants who have not opted out already receive a daily welfare telephone call. We have extended this offer to others over 65 or with support needs during the lockdown. Please get in touch if you have concerns about you or anyone you know and we will be happy to offer them contact and support.

Please read on to find out more about the arrangements we've put in place.

My team sends you our best wishes during this very difficult time – and please stay safe.

We're still listening!

Despite the lockdown, we are still keen to know your views about current services and the future.

With this in mind we are about to launch the Industrial Dwellings Society Sounding Board, which is the perfect way to keep in touch during the lockdown and beyond.

So that we can talk with you about everything that is important to you as an IDS resident, and make sure you have a voice that is heard and has real influence, we are planning to use the internet to keep in touch.

If you would like to know more about the Sounding Board, please send your details to governance@ids.org.uk and we'll be in touch.

It's business as usual

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A big thank you

For putting our ideas into action!
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Domestic violence – speak up

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Essential gas safety checks

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A sad loss

IDS were saddened to hear of the passing of one of our ex staff members, Michael O'Sullivan, who lived with his family at Coronation Avenue. Michael worked as a Porter, as they were known then, for IDS for over 20 years and was a valued and well liked member of the team. Our thoughts are with his wife, Kathleen and his children, David and Fiona at this sad time. Due to government guidelines, his funeral will be a small private affair.

It's business as usual – as far as possible

Since the start of the Government lockdown, the IDS team has worked to keep as many of our services running as normally as possible. In many cases, it has been possible to stay in touch for those who need us and to keep you informed of the changes made. Here is a recap of our current service arrangements:

Working from home wherever possible

In line with the Government's instructions that only those who have to travel to work should do so, our main office is closed. Our team members have the same access to our computer systems as before and office phone lines have been diverted to them.

When calling you can use the usual IDS telephone numbers and get through to the same teams.

Prioritising what is important and listening

Our top priority is keeping our tenants safe and well. Our Estate Services Team are continuing to clean and disinfect our estates, paying particular attention to high contact areas like handrails and lift control panels. We are also continuing all regular Health & Safety checks, Gas Servicing as well as essential repairs inside and outside your homes. We are proud of these team members - they are our very own key workers.

Keeping in touch and helping out

We currently telephone Sheltered Scheme residents daily to see how they are. During the lockdown we have extended this offer to other tenants who need it. We know people's personal circumstances can change very quickly

in times like these. Please let us know if you could benefit from a check in call but are not currently receiving one.

We would really like residents to let us know if they are having issues paying their rent or difficulties with getting the food or support they need as we may be able to help or to point you in the direction of somebody that can. You can ring us on 020 8800 9606 and select option 2 for Rents Team or ask to be put through to your Resident Services Co-ordinator.

Thank you for working with us during these times. Please continue to do your bit by following Government advice and maintaining social distancing at all times.

Stay safe and well – and get in touch if we can help you.

Simon Walton
Operations Director



A big thank you

We have seen a very positive response to our recent campaign asking you to help us keep communal areas clear and safe. Ensuring that refuse is properly disposed of and communal areas are free from combustible material and trip hazards makes our buildings safer for tenants, visitors and staff alike.

Every year we commission specialist consultants to carry out Fire Risk Assessments. They inspect all of our buildings and make recommendations based on current legislation, good practice and government guidance.

This year they have advised us to go further and ask residents to remove all personal items from communal areas that present any risk of trips or slips in the event of fire. Firefighters are at particular risk from unseen items where high levels of smoke are present.

We are therefore asking that **ALL DOORMATS, POTTED PLANTS AND OTHER ITEMS** are removed and taken inside your property.

Thank you again for helping to keep your home **CLEAR, CLEAN AND SAFE**.



Essential gas safety checks keep you safe

Gas safety checks are vital in ensuring people's homes are safe.

Every year IDS, by law, has to carry out gas safety checks to all gas boilers and associated gas installations.

The Government's latest guidance says all landlords must continue doing gas safety checks during the COVID-19 lockdown so we are asking for your continued help, support and co-operation during this difficult time.

If you receive a letter or a phone call from IDS about a gas safety check appointment, please do not ignore it. You need to arrange to be at home to let our engineer gain access or contact us on the number provided.

When our operatives turn up for an appointment please check their ID and let them have access to do their work, but remember the importance of keeping social distance. You may prefer to stay in different room while they carry out the inspection.

If you are currently self isolating please let us know by calling 0208 800 9606 so that we can arrange a new appointment after your isolation period ends.

All of our operatives and contractors have been issued with PPE and have been trained to follow good hygiene and social distancing practices.

Domestic violence – speak up

With lockdown in full swing, anxiety and insecurity around domestic abuse for survivors may be heightened - particularly with concern around supporting agencies withdrawing services. If you have any concerns that you would like to discuss with us at IDS, we are here to take your call or email.

If you do not wish to talk to us, below are some national contact details for services there to provide support should you need it:

Women's Aid are still operating a webchat and email support for victims and Refuge have contingency plans to keep refuges and community-based services running.

The National Domestic Abuse Helpline
0808 2000 247

Men's Advice Line (for male victims)
0808 801 0327

Galop (LGBT+ community)
0800 999 5428

The Survivors Forum (24/7 online support for victims) www.survivorsforum.womensaid.org.uk

If you are concerned that you, or someone you know, may be an abuser, there is support available from Respect. Respect is an anonymous helpline for men or women who are or are at risk of harming their partners and families:

Respect (for abusers)
0808 802 4040

If you are in immediate danger, call 999

Once connected, if talking may worsen your situation, press 55 and the control room will track your location from your mobile and notify the local police as an emergency.

Managing condensation and mould

Condensation and mould are problems which may crop up in the home during colder months. Several things can cause this, for example:

- Lots of things making moisture, such as drying wet washing
- Lack of ventilation resulting from closed or blocked vents
- Not enough heating.

If you find small areas of mould in your home, it is easy to wipe these out using appropriate cleaning products available from supermarkets. If it's a bigger problem, please let us know so we can investigate further and take steps to help you solve it. If this is the case, please contact our Repairs Team on 020 8800 9606 so we can investigate and help you further.

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 Please include a photo of the problem if possible.

To make a rent payment or discuss your rent: telephone 020 8800 9606 and select option 2.

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

Can we help?

We are maintaining regular contact with our older and vulnerable tenants. IDS works in partnership with organisations such as foodbanks,

SafeToNet INDUSTRIAL DWELLINGS SOCIETY 1885

BOREDOM LEADS TO TAKING RISKS.

Keep your children safer during isolation

#StayAtHome #StaySafeToNet

SafeToNet, your child's safeguarding and digital wellbeing assistant. Keeping them safer in-the-moment, whilst always respecting their privacy.

Find out more www.SafeToNet.com

Keep your children safer during isolation

The internet is now part of normal life. If you would like to take part in an online webinar on keeping children safe online, contact scastro@safetonet.com

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 Taborda 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

Temporary suspension of planned works

Due to the current lockdown, all planned works are currently deferred as non-essential. However IDS is preparing to re-instate planned programmes once we are able to do so. Meanwhile we are continue to carry out essential repairs in order to maintain properties to a safe and secure standard.

Ways to pay your rent

We offer a choice of ways to pay:

Internet payments – You can make secure online payments at any time at www.allpayments.net using your Payment Reference Number (PRN) and your bank card. If you don't know what you PRN is, please contact the Rents Team on 020 8800 9606 and select option 2.

Telephone payments on 0844 557 8321. You will need your PRN and bank card again. Please note all calls to 0844 numbers will be charged at 7p per minute plus your phone company's access charge, which may vary depending on provider.

Mobile App – The AllPay App is available on both Apple and Android devices. This secure App can easily be set up with a bank card to make payments on a regular basis after a simple registration.

Text payments – even without a smartphone, tenants can make payments after registering online at www.allpayments.net/textpay. You can pay your rent anytime, any place, any where. You will need your phone and PRN to register. This service is available 24 hours a day, 7 days a week.

Has your income been affected by the COVID-19 ?

If you are experiencing financial difficulties due to COVID-19 please let us know. Call our Income Team on 020 8800 9606 and select option 2; they can help to check whether you are receiving the support that's out there and make a plan with you to pay your rent. In if doubt, reach out!