



Latest news and views from around the estate - from Industrial Dwellings Society (IDS)

INDUSTRIAL
DWELLINGS
SOCIETY
EST 1885

Evelyn Court - Estate Office, Opening Times.



- Monday 9am to 12pm - 2pm - 4pm
- Tuesday 9am to 12pm - 2pm - 4pm
- Wednesday 9am to 12pm - [Afternoon Closed](#).
- Thursday. 9am to 12pm - 2pm - 4pm
- Friday 9am to 12pm - [Afternoon Closed](#)

Dates for your diary



Monthly Estate Walkabout

Meet outside Estate Office on the 24th April at 1pm - 2pm With Gareth Brown - Head of Contract Management.

Resident Meeting

Tuesday 4th June 2024 at 6pm

New faces

Some new faces to IDS you may spot around EC



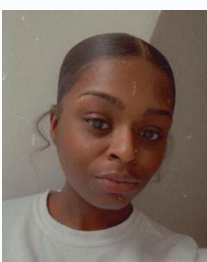
Kris Egan **Programme Manager**

Kris will be overseeing all our major work projects including Willow House and the kitchen and bathroom programme.



Wayne Burroughs **Head of Asset and Compliance**

Wayne joins us to manage all our major works and compliance teams.



Terri Alexis **Housing Assistant**

Terri has joined us to work alongside Reah supporting our Estate Managers.

In March we held our third in a series of Estate Walkabouts. This was led by Kim Ward.

The items discussed included:

Moss – we have some chemicals that can be used but cannot get into water so needs to be timed and we are looking into some eco-friendly solutions.

Drainage – Between 8-12th April the contractors was on site surveying the full estate and clearing areas. A full report is due within 2 weeks identifying any issues which will be actioned.

Curbs and road surface– surveyor has looked at all broken areas, we will make safe any trip hazards and create a plan to reinstate the remainder.

EVO Performance

Below is a table around EVO performance, please continue to raise repairs via their app or 020 8691 9293



	JAN	FEB	MAR
No Orders completed	169	193	178
FTF (%) First Time Fix	72.77	79.96	84.72
Average days to complete (Repairs)	6.4	5.9	5.61

Contents insurance

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen.

To help you decide whether home contents insurance is right for you, IDS have teamed up with Thistle Tenant Risks, and Great Lakes Insurance UK Limited who provide the My Home Contents Insurance Scheme, a Tenants Contents Insurance policy designed for tenants living in social housing.

The My Home Contents Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

How do you get further information?

o Call Thistle Tenant Risks on 0345 450 7288

o Alternatively, please visit the www.thistlemyhome.co.uk for more information or to request a call back.



Need to make a complaint to IDS?

Sometimes we make mistakes, and we encourage residents to complain to us if we have not done what we have said we will do. You can do this by calling our main number on 020 8800 9606, emailing housing@ids.org.uk or any staff members directly, writing in, logging it on the residents portal or speaking to staff. You can expect an acknowledgement of your complaint and a full written response within 10 working days.

In the Loop - a residents' newsletter from Industrial Dwellings Society 020 8800 9606 www.ids.org.uk

IDS is a registered provider of social housing, Regulator of Social Housing number L0266.

The Industrial Dwellings Society (1885) Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 (Registered No 14044R).