



THE NEWSLETTER FOR RESIDENTS OF WOMEN'S PIONEER HOUSING

Happy Holidays from Women's Pioneer!



Pioneer Way residents enacting the "Bohemian Toast" a poem traditionally recited at New Year in Latin American Households" (find out more on page 2)

“Our team, including staff and board members, would like to thank all the residents, who worked with us this year to continuously improve our homes and services.

Customer Satisfaction

Our customer satisfaction surveys, our consultations with you and the hard work of the resident engagement and scrutiny panel have helped us prioritise the things you would most like us to do better. Over the past year, with your help, we have introduced a new customer service standard and a new homes standard, revised our allocations and lettings and our anti-social behaviour policies and introduced a more extensive

kitchen and bathroom refurbishment programme. We have also begun an extensive drive to reduce costs including retendering our estates, repairs and maintenance services. Customer satisfaction with our service is currently at 77%. This puts us in the top quartile of housing associations in London. We know that we still do not get everything right, and perhaps that is an unrealistic ambition, but with your help we hope to continue to improve.

Developing more homes

We are also continuing to develop new properties. Thank you again to

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all those who joined our consultation meetings about our new Wood Lane project. Your input helps us to build new homes better designed to meet resident's needs.

Residents Involvement

Thank you also to everyone who attended the events we held this year. Founders day and Columbus Day were particular highlights. These events gave us an opportunity to celebrate together, learn more about our history and appreciate the talent of our residents.

In 2020 we will be celebrating our centenary. The need for affordable housing for women in London is as great today as it was in 1920 so we will be continuing to campaign to raise awareness of these issues and to encourage other housing associations and councils to take action.

With so much more to come in 2020, we end 2019 wishing you all a Merry Christmas and a wonderful New Year!
Denise Fowler, Chief Executive

If you would like to become involved in campaigning or in helping us to improve homes and services (e.g. by joining the RESP) please contact us: info@womenspioneer.co.uk

MERGER DECISION

We will be continuing to work together with Housing for Women to raise awareness of the importance of safe, secure, truly affordable housing for women.

Thank you to everyone who took part in the consultation meetings on the potential merger of Women's Pioneer Housing and Housing for Women.

We want to retain Women's Pioneer's ethos

These were very lively and interesting discussions. The key themes from these discussions, including the desire to retain Women's Pioneer's ethos, concerns about the potential of the merger to distract staff from some of our existing priorities and positive thoughts about what a larger organisation could do to improve homes and services, were fed into the Board's consideration of the potential merger.

We will focus on our priorities

After very careful consideration, the Board decided that the full benefits of

merger could not be realised at this time. We and Housing for Women have therefore agreed not to progress the plans to merge. Instead we will each focus on our priorities.

Women's Pioneer's key priority is to deliver more high quality homes and services for women in London, including our flagship development at Wood Lane.

We will be celebrating 100 years in 2020

We look forward to celebrating our centenary in 2020 and continuing to fulfil the vision of our founders.

We will be continuing to work together with Housing for Women to raise awareness of the importance of safe, secure, truly affordable housing for women across the housing sector.

COLUMBUS DAY

Residents, friends and staff attended a very lively event to celebrate Columbus Day.

Latin America Celebration

This commemorates the day when Christopher Columbus arrived in the Americas. Many Latin American countries celebrate as do parts of North America. Columbia is the only country in the world with a name

originated from Columbus himself, so Colombian residents welcome the opportunity to celebrate and to reflect on the richness that ethnical diversity has brought to the culture. The event was open to all residents in Patch 1.

Columbus Day

Columbus Day occurred on October 14th, but as this was a Sunday we celebrated on Friday 12th at Brickfields Hall. The residents

decorated the room in traditional Colombian colours. There was Poetry reading with an enactment of a very poignant story and traditional Columbia dancing. The residents provided traditional food and drink including some very popular sangria! Diana Galvis and Francisco Velazquez Ruiz, Estate Services Officers, took the lead in organising the event.



FOUNDERS DAY

“The women in this room are amazing. We are still pioneers and we should start recording our own histories. This organisation is special”

Thanks to everyone who braved the storms and transport disruption to celebrate our Founders Day this year. As we approach our centenary, this is a perfect moment to reflect on the ambitions of our founders, how Women’s Pioneer has met them, their relevance today and how we are continuing to change to meet the needs of women.

Our Heritage Project

The focus of Founders Day this year was on our National Heritage Lottery funded project Pioneering Courage: Housing and the new working woman 1919-1939. This project looks at our history and the impact our association had on women’s ability to live independent lives and to work in the first half of the twentieth century.

Our Association was founded by suffragists and suffragettes and their supporters. They believed passionately in equality and saw housing as a way

to help address the disadvantages women faced in society. As we know so many of those issues remain today.

Our first property was purchased in Holland Park Avenue in 1921. By 1935 we had 55 properties. Today we have just over a thousand properties.

Our founders were amazing

Sue Kirby our project lead and our volunteer researchers Anne Sharpley, Jennifer Taylor, Ann Sainsbury and Bonnie Emmet, showed the film developed by the project, and then spoke about some of their research. It was fascinating. Our founders including the driving force behind Women’s Pioneer, the irrepressible Etheldred Browning and so many of our early tenants were amazing. Strong independent women who were pioneers in their fields. We will be publishing the research on the website in 2020 and running a series of events.



Residents and Staffs dancing on Founders Day

We will keep you updated through Pioneer Press.

In the meantime, huge thanks are due in particular to the researchers who have put so much time and effort into exploring the history of our association and the women who worked and lived here before the Second World War.

Challenges and changes

After the history presentation we discussed our current plans. The real challenge for our association is whether we can be as radical, as innovative and determined as our founders.

At Founders Day we discussed the changes being implemented at Women’s Pioneer. Real change takes time. We do not yet get everything right. We probably never will, no organisation ever does, but by working together, staff and residents, we agreed we can make a really positive difference to women’s lives. There was a vote of thanks to the Resident Engagement and Scrutiny Panel who work hard all year to involve residents across WPH to help staff to improve our homes and services.

Dancing

The evening ended with dancing to the Mangrove Steel Band. The wine flowed and we all had a fantastic time. As one tenant said “The women in this room are amazing. We are still pioneers and we should start recording our own histories. This organisation is special”.



Founders Day 2019. Our project lead and volunteers talking about the Heritage Project

Useful tips: Keeping Safe at Christmas

We want all our residents to have a great Christmas and thought that a few tips on keeping safe in the home over the festive season may be useful:

- * If you discover a fire or hear the alarm, leave your flat immediately. Please observe the instruction notices in the communal areas.
- * If you have Christmas lights, please make sure that they are in good condition with no exposed wires. If they are too old, then it would be safer to replace them with new and modern lights.
- * Give yourself plenty of time when cooking, so that you do not need to rush and avoid accidents with hot fat, boiling water or sharp knives.
- * Wipe up any spills quickly.
- * Please don't use candles.
- * Keep decorations and cards away from any heat sources, such as
- * Have scissors handy to open packaging rather than using a knife.
- * If you are planning on going away for a period, please let your neighbour know and ideally leave a key with them in case there is need to access your flat in an emergency.
- * If it gets icy, take extra care on any steps entering or leaving your building.
- * You will be aware that there have been problems associated with some electrical appliances. If you have an electrical appliance that you are unsure about, contact your local trading standards.



FIRE ALARM

Please make sure you evacuate from your flat if you hear the fire alarm. If you would have difficulty doing so, please speak to your Estate Services Officer, or your Scheme Manager if you live in sheltered housing.



A fire broke out in August

Early in the morning on August 29 this year, a fire broke out in 26/29 Stanley Gardens, our sheltered housing scheme in Notting Hill.

The fire started in one of the ground floor flats, and London Fire Brigade (LFB) have since confirmed it was caused by a cigarette that had not been properly put out.

The fire quickly spread within the flat, but thanks to a combination of our alarm system, Scheme Manager Eileen Remmer, and of course fire fighters from LFB, it was extinguished before it could spread any further.

Thankfully, no-one was hurt in the fire, and the resident of the flat where it took place was not at home. In addition, there was no damage caused to any part of the building apart from the affected flat.

Women's Pioneer would like to thank all of the residents at 26/29 Stanley Gardens who evacuated when the alarm went off – some of whom even went so far as to make cups of tea for the fire fighters!

Age UK: Handyperson Service!



Age UK is a free service provided by local volunteers for tenants over the age of 50.

To find out what services they provide please contact them on the number below corresponding with your borough:

Age UK Kensington and Chelsea
☎ 020 8969 9105

Age UK Hammersmith and Fulham
☎ 020 7386 9085

Age UK Camden
☎ 020 7239 0400

Age UK Ealing
☎ 020 8567 8017

Age UK Hillingdon
☎ 020 8756 3040

Age UK Harrow
☎ 020 8861 7980

Age UK Wandsworth
☎ 020 8877 8940

Age UK Westminster
☎ 020 3004 5610

We have tried to find a Handyperson service that can serve all general needs tenants but have so far not been able to find a cost effective contractor.

We will happily investigate any recommendations that tenants may have, please contact the repairs team with any recommendations on:

repairsresponseteam@womenspioneer.co.uk

WHAT DO YOU WANT TO KNOW ABOUT WELFARE BENEFITS?



READ SOME OF OUR ADVICE TO HELP YOU

Angela Okwesa, our Financial Inclusion Officer, will give you some useful tips on Welfare Benefits

Here are a few tips:

Have you recently made a claim for Universal Credit?

If you will have little or no money until your first payment comes through, you can request an advance payment.

You will have to pay this money back within 12 months and the first repayment is usually taken from your first Universal Credit payment.

Don't go to bed hungry!

Using a food bank is easy. Did you know Women's Pioneer Housing can issue food vouchers? If you need one, please contact me.

Carers Allowance

If you are you looking after someone who is ill or disabled you may be entitled to receive a carers allowance.

Discretionary housing payment

If Housing Benefit or Universal Credit does not cover all your rent and you need more money, you could make

a claim for a discretionary housing payment (DHP). A DHP is extra money from your local council that helps to pay your rent.

Personal Independence Payment

If you need extra help because of an illness, disability or mental health condition you could get Personal Independence Payment (PIP) or Disability Living Allowance (DLA). You do not need to have worked or paid National Insurance to qualify for PIP/DLA. You also qualify independently of your income, if you have any savings or you re working.

If you do not have enough to live on, check what else you can do to increase your monthly income. You could get help with your debts or paying bills.

Feel free to contact Angela for extra help and advice:

☎ 0208 749 7112



Some ideas to help you save this Christmas

Budgeting

Add up how much money you have coming in i.e. wages, state benefits pensions etc.

Take off your home expenses i.e. your rent, council tax, gas, electricity, water, TV license, contents insurance, phone, internet, food, cigarettes etc.

What you have left is what you can spend on any extras or, put some away towards your savings!

THANK YOU TO OUR RESP MEMBERS



For the last three years **Laura Hardin, Jacqueline Anda** and **Gwennola Orio-Glaunec** have helped shape and improve WPH's services as part of the Resident Engagement and Scrutiny Panel. They are now stepping down to make way for new members.

Laura has been the chair of the panel for the last year and has helped us recruit new members and hold WPH to account on delivering the outcome of our service reviews.

Jacqueline's passion for improving the business has been palpable and she has committed much time, knowledge and experience to the cause.

Gwennola has particularly supported us in the last year at merger consultation meetings and Wood Lane design exhibitions.

We would like to say a big thankyou to all three members for their commitment.

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If you would like to join RESP, we are recruiting for new members. Get in touch with Farha to find out more:

farha.din

@womenspioneer.co.uk
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Residents Engagement and Scrutiny Panel
Members board

WOMEN'S PIONEER HOUSING

Calling all our resident artists!

ART EXHIBITION

Whether you have been painting for years, or have never picked up a paintbrush, we want to showcase your work at our art exhibition. These can be paintings, sculptures, sketches, drawings anything that you consider to be art.

Calling all our resident artists!

VENUE: MARY SMITH COURT-17-21 TREBOVIR ROAD- SW5 9NF

TUESDAY 17TH DECEMBER 4.30-7PM

For further information please contact Farha on:
farha.din@womenspioneer.co.uk

MATILDA'S STORY

Matilda is the name given to the woman who appears on the Women's Pioneer 'logo'

SUE KIRBY & ANNE SHARPLEY TELL US MORE ABOUT IT'S STORY

Until recently we did not know who had designed the logo although I had noticed the name 'N Balfour' on the very bottom of the RHS of the drawing. I set out to see if I could identify the artist. As we did not know the artist's first name and could not assume that she was a woman. There were a few false starts but after a day looking at the records I was confident that Nina Balfour was our woman. My colleague, Anne Sharpley was able to confirm this and to complete the research.

What was her connection to Women's Pioneer Housing?

Nina Balfour was a first cousin of Etheldred Browning, WPH's founder. Two of Nina's sisters, Gertrude Russell (Hon Mrs Rollo Russell) and Maud Joachim, the well-known suffragette, were early investors in WPH.

What have we found out about Nina Balfour?

She was born Nina Mary Joachim,

the youngest child of a retired wool merchant from Hungary, Henry Joachim (1822 - 1897) and his wife Ellen Margaret Smart (1842-1925) in 1876. In 1881 Nina (aged four) and her three older sisters, all described as scholars, were living with their parents in Chelsea.

In 1897 Nina's father died; After her husband's death Ellen moved to Bournemouth with Nina and her sister.

Nina married Maxwell [Max] Balfour (1874-1914) in Kensington in 1904. He was working as an artist and illustrator by the time that he married Nina. From 1901 he lived at 118-119 Cheyne Walk where Nina joined him after their marriage. Nina and Max had two children.

1908 the family address is given as 'Highlands', Grayswood, near Haslemere, Surrey, a property owned by Nina's mother in 1904. Ill health forced Max to cease painting and in 1909 he (and probably Nina and the



Matilda, art created by Nina Balfour: Women's Pioneer logo

children) moved to France. At the time of the 1911 Nina was staying with her mother and sister Dorothy in Kensington. Neither Max nor the children are recorded in the census, presumably because they were in France. At the outbreak of World War I they moved back to England and Max died a few weeks later in Tooting of tuberculosis.

Although nothing is known of any art training or any exhibitions that she may have had, Nina M. Balfour was active as an artist between c.1917 and 1922. Her painting *The Plastic Department of the S.R.A.* (the S.R.A. is the Surgical Requisites Association) was illustrated in the July 1918 issue of *Colour Magazine* and a watercolour drawing by her is illustrated in the December 1922 issue of *The Studio*.

Her drawing of a WPH tenant (nicknamed 'Matilda') relaxing in her own home, signed N. Balfour, was first used by WPH in 1924 on a Prospectus. It is not clear exactly when it was revived for use but it is still in use today as the WPH logo and has been for several decades. Nina died at the age of 52 on 5th October 1928 at her home, 85 Bradford Gardens, Campden Hill.



Sue Kirby- Heritage Project Lead and Women's Pioneer History Researcher

Kitchen & Bathroom Replacement Programme

In January 2020, Women's Pioneer Housing will commence a programme of kitchen and bathroom replacements across its portfolio. Around 385 kitchens and 270 bathrooms have been identified for renewal. The work will take place over the next 6 years.

A resident group participated in the specification and colour scheme choices to be offered to residents. This includes kitchen unit colours for worktop, doors and draw fronts, as well as choice of handles.

In addition, residents will be offered a choice of different colours for floor vinyl, wall tiles and paint. In the bathroom a similar choice will be given. Walk in showers will become the norm, unless a resident prefers a bath.

The comprehensive tendering process has been carried out to select a high calibre contractor. The process has been thorough to ensure Women's Pioneer Housing partners with a company that not only offers value for money, but importantly is able to support residents during the works.

A dedicated Resident Liaison Officer (RLO) will be appointed by the contractor to coordinate, communicate, assist and support residents during the replacement works. Above all, Women's Pioneer Housing aims to minimise the disruption to residents.

Treating your home with courtesy and respect, at the end of each working day the contractors will ensure



running water, toilet and temporary cooking facilities are available. Health and safety will always be our top priority.

In the next Pioneer Press, a series of Frequently Asked Questions will be published.

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In the meantime, if you have any questions please contact the Repairs team: repairsresponse-team@womenspioneer.co.uk
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UPDATES ON CLEANING CONTRACTS

In the last edition of Pioneer Press we informed you that we would be ending the contract for the communal cleaning with ECSS with effect from Friday 15th November 2019.

Based on our Estate Services Officers' (ESOs) and Scheme Managers' records and residents' feedback we have reviewed ECSS' invoices. Where ECSS did not do the work we will not pay for it.

We have also revised our cleaning specification to reflect your feedback and have awarded the new contracts

to companies who worked with us previously, Superclean (Patch 1) and Primex (Patches 2 and 3). The contracts started on Monday 18th November. The managers of both Superclean and Primex have confirmed that they are very pleased to work with us again.

The ESOs and Sheltered Scheme Managers will monitor contract performance against this specification.

Should you have any comments on the communal cleaning, or would like a copy of the contract specification please contact your ESO or Scheme Manager in the first instance. The specification is also available to view on our website.



WELCOME TO OUR NEW STAFF

We are welcoming five new members of staff since the last issue. This is a brief introduction to their duties. New staff members this year are Alice Worrall, Angela Okwesa, Farah Din, Inajara Schuaber and Patsy Adewale.



Alice is our new Property Service Support Officer. She handles tenant feedback for repairs, monitors our performance as a team and also deals with repair calls.



Angela has joined as our Financial Inclusion officer. She provides support, advice and guidance to our tenants to help them avoid financial difficulties and to maximise their incomes.



Farha is our new Housing Assistant. She supports the Housing Officers, in particular focusing on allocations, lettings and resident involvement.



Inajara is our new Communication Officer. She is responsible for creating, writing and distributing key information about WPH. She produces our Pioneer Press, website and news.



Patsy has also joined as a Housing Officer. She works with anti-social behaviour policies, mutual exchanges, rent arrears, tenancy sign up, annual home visits and tenancy home visits.

Don't look now:
Answer to our 2019
Events Quiz

1. The UK did not leave the EU (these were dates when Brexit was scheduled to take place in 2019).
2. Julian Assange.
3. Olivia Colman.
4. The Cricket World Cup.
5. The Testaments.
6. Greta Thunberg.
7. Judith Kerr.
8. England and Germany.
9. Brazil.
10. Star Wars.

TEST YOUR 2019 KNOWLEDGE: WINTER QUIZ

What do you remember from 2019 events? Try your memory with this Quiz prepared by Aidan McCarthy.



- 1** Politically speaking, what didn't happen on 29 March, 12 April and 31 October this year?
.....
- 2** Who was arrested at the Ecuadorean embassy on April 11?
.....
- 3** Which British actor won an Oscar this year for her role as Queen Anne in The Favourite?
.....
- 4** The English men's team won what sporting competition on July 14?
.....
- 5** What was the name of Margaret Atwood's sequel to The Handmaid's Tale, published this year?
.....
- 6** Who is the 16 year old Swedish environmental activist who travelled to America on a solar-powered yacht in August?
.....
- 7** What was the name of the author of The Tiger Who Came To Tea, who died this year at the age of 95?
.....
- 8** 77,768 people watched which two women's football teams play at Wembley on 9 November this year?
.....
- 9** Jair Bolsonaro became president of which country in January?
.....
- 10** Due to be released in December, The Rise Of Skywalker is the latest instalment in which series of films?
.....

INTO THE KITCHEN AT FORK-POINT



FRENCH CHICKEN AND COURGETTE CARPACCIO

created by our resident Christine Phillips



INGREDIENTS

- 4 chicken breasts
- Olive oil
- 1 lemon
- 3 courgettes
- Parmesan Cheese
- Basil
- Dried tarragon
- Paprika
- Salt
- Pepper

COOKING METHOD

1. Brush four chicken breasts (skin on) with olive oil

2. Squeeze over fresh lemon juice
Sprinkle with dried tarragon and paprika
3. Roast at 180c (uncovered for about 30 mins)
4. Peel long strips of yellow and green courgettes
5. Plate and dress with equal parts lemon juice and extra virgin olive.
6. Top with shaved parmesan, fresh basil, salt, and pepper

Increase or decrease chicken and courgette accordingly to family size.
Serves one breast per person!

Free events December to February

From 09 to 24 December CHRISTMAS CAROLS IN TRAFALGAR SQUARE

Trafalgar Square, WC2N 5DN. Daily from 2 to 7pm.

Hear festive songs and carols ring out across central London in the countdown to Christmas with Christmas carols in. Don't miss the lighting of the world's most famous Christmas tree, which takes place on 5 December 2019 at 6pm. The 25-metre high tree is a gift from the people of Norway to London, in thanks for Britain's support in World War II. This historic tradition has happened every year since 1947 and signals the countdown to Christmas in London.

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25 December 2019

THE PETER PAN CUP

Hyde Park, W2 2UH. From 9am. Watch one of the more unusual London events in December, as brave outdoor swimmers compete in the icy waters of the Serpentine Lake in Hyde Park at the annual Christmas Day race.

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**Wednesday 1 January
LONDON'S NEW YEAR'S
DAY PARADE**

Piccadilly to Parliament Square, W1J 9DZ. From 12pm to 3.30pm. London's much cherished turn-of-year tradition sees 8,000 performers from around the World entertain more than 500,000 spectators on the streets of the West End.

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**Until Sunday 5 January
SCIENCE
PHOTOGRAPHER OF
THE YEAR**

Science Museum, Exhibition Road, SW7 2DD. Daily from 10am to 6pm. This exhibition celebrates the wonders of the scientific world with everything from space to the human body.

Until Sunday 5 January HYDE PARK WINTER WONDERLAND

Hyde Park, SW1X 7LY, 10am to 10pm daily - The festival has become a landmark event for Londoners and tourists alike. With humble beginnings as an open-air Christmas market in Hyde Park, Winter Wonderland has since grown into an extravaganza with ice skating, shows, roller coaster rides, street food stalls, festive bars and live music.

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**Until Monday 6 January
WINTERFEST**

Wembley Park, Wembley, HA9 0FR. All day
This winter festival will see the neighbourhood transformed into an immersive winter playground, through a trail of specially commissioned, site-responsive and touring light and sound installations.

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**Until Saturday 11 January
CHROMOTHERAPY
CHRISTMAS**

Eccleston Yards, Eccleston Place, Belgravia, SW1W 9AZ. From 10am to 8pm.
TheWave's installation will offer visitors an interactive light and voice experience that explores the wonders of colourful illuminations, taking inspiration from the ancient healing concept of Chromotherapy.

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**Until Wednesday 15 January
PORTRAIT OF A
LONDON ROAD: 1904,
1975, 2019.**

London College of Communication, Elephant & Castle, SE1 6SB. Mondays to Wednesdays 11am to 4pm.
An exhibition of photography documenting Elephant and Castle's London Road at three points in its history – revealing not just a road but a community facing change.

Until Saturday 25 January WINTER LIGHTS

Throughout Canary Wharf, E14 4QS. From 4pm to 10pm.
Canary Wharf will be transformed by over 25 spectacular installations, leaving the dark winter evenings aglow.

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**Until Sunday 26 January
SWARM: ARTISTS
RESPOND TO THE
POLLINATOR CRISIS**

Vestry House Museum, Vestry Road, E17 9NH. Wednesday to Sunday 10am to 5pm.
Artists respond to the crisis with new work that draws on the latest research into the causes of the alarming decline of pollinators.

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**Until Saturday 1 February
SEVEN SECRETS OF
SEVEN DIALS**

Seven Dials, WC2. From 4pm to 9pm.
A wealth of intriguing history will be revealed to visitors through a series of illustrated videos, guiding guests to a number of hidden locations.

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**Until Saturday 27 June
COSTUME**

National Theatre, Upper Ground, South Bank, SE1 9PX. Monday to Saturday 9.30am to 11pm.
This exhibition invites you into the world of the National Theatre's Costume department – unique in the UK for being housed almost entirely on-site. The exhibition features costumes from Follies, Antony & Cleopatra, Ma Rainey's Black Bottom, wonder.land, Dara and War Horse, amongst other NT productions. The exhibition visits each part of the production process; from design to construction, sourcing and alterations.

Emergency out of hours numbers

Ordering repairs

CHRISTMAS OFFICE CLOSURE

Our offices close at 1pm on Tuesday 24 December and re-open on Thursday 2 January 2020 at 9.30am.

Staff at Women's Pioneer wish you a happy festive holiday!

If you have an emergency repair when our office is closed, details of who to contact for the different types of repairs can be found below. Our repairs line 020 8743 4422 provides a recorded announcement of our emergency contractors and their telephone numbers. You will not be able to report a repair if you dial this number, but you will be able to listen to an audio recording of who to call.

Building Maintenance

(roofing, windows, carpentry, plumbing and electrical):

24 Hour Solutions Ltd -

0845 544 2842

Confirm when calling that you are a WPH tenant

Locksmiths

Hagan Locksmiths

0800 865 4808

Power cut to the whole house:

UK Power Network

0800 056 6341 or 0333 32 32 105

Gas leak:

National Grid

0800 111 999

Lift breakdown:

Specialist Lift Services

01732 455 771

Warden Call systems:

S.E.A

01322 619 155

Communal Heating

(Heating and hot water system for all flats in your property):

Daynight

07860 234899

Please leave your full name, telephone number and address when calling Daynight. They will be able to contact you back as soon as possible.

Individual boilers, radiators and heating controls:

Daynight

07860 234 899

Faulty fire alarm in a shared part of your building:

Chameleon

01757 244 511.

Call the team directly Monday to Friday between 9.30am and 5.30pm:

☎ 020 8743 4422.

The emergency numbers to the left are only to be used for a situation that cannot wait until our office reopens.

Contact us

Our Wood Lane office is open from Monday to Friday, 9.30am to 5.30pm.

Call in or write to:

227 Wood Lane, London, W12 0EX.

Phone us: ☎ 020 8749 7112

Email: info@womenspioneer.co.uk

Feedback: feedback@womenspioneer.co.uk

Twitter: [@womenspioneer](https://twitter.com/womenspioneer)

Interested in joining the **Pioneer Press editorial panel?**

Email: inajara.shuaber@womenspioneer.co.uk

