



WINTER 2020

Pioneer Press



THE NEWSLETTER FOR RESIDENTS OF WOMEN'S PIONEER HOUSING

Happy Holidays from Women's Pioneer!



As we look forward to 2021, looking back on 2020, we inevitably reflect on how the Coronavirus pandemic has affected all our lives. Many of us have felt isolated and have missed our friends and families. Some of us have lost loved ones. The festivities will be joyous for some and very hard for others.

The Muslim festivals of Eid al-Fitr and Eid al-Adha, the Jewish holy days of Passover, Rosh Hashanah (the Jewish New Year) and Yom Kippur, and Diwali festival of lights celebrated by Hindus, Sikhs and Jains were among those hit by lockdown restrictions, with people forbidden to worship

together or join family and friends to mark the occasions. Easter was also affected last spring.

Even with the partial relaxation of the rules from 23rd to 28th December, Christmas and New Year will not be the same for most of us this year. It is OK to feel low about this, but it is also clear that many people are trying to make the best of a difficult situation and to preserve the essence of the holidays.

This year sending words of thanks and keeping in touch with our loved ones by sending cards or using technology

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are more important than ever. Many people have put up decorations or a Christmas tree early this year and will be gathering virtually with family and friends to celebrate the festivities. It helps us all to stay positive by getting excited about all the things we can still do and putting our energy into them.

The pandemic also encouraged many of us to pursue former interests, take up new ones and devote more time to hobbies and skills. The holidays may be a time to fine-tune these skills and reward yourself for mastering them! This is an opportunity to get creative and to make different memories. All the baking practice may mean that this year's food is more delicious than ever. We all deserve to indulge ourselves with the types of food we enjoy the most.

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However you decide to observe this festive holiday, we, at Women's Pioneer Housing, wish you a safe, joyful Christmas and a Happy New Year.



APPLYING FOR A TRANSFER

When the allocations and lettings process was reviewed in 2019, residents said that internal transfers should be given priority for vacant properties.

Fifty per cent of our flats must be allocated to local councils, for women in urgent housing need. However, whenever a property becomes available, we offer it to women on our transfer list first. The flat a resident leaves may then be offered to the council. This ensures that residents have the best chance of moving to the most popular properties, e.g. ground floor flats.

Applying for a transfer is very simple. As long as you have completed your starter tenancy, you apply by downloading a form from our website (www.womenspioneer.co.uk/housing-opportunities/transfers/). If this is not possible, you can also email us to ask for one (info@womenspioneer.co.uk) or call us on 020 8749 7112.

The form asks you to confirm what size property you are looking for, and what areas you would be happy to move to, as well as asking if you

are looking for sheltered housing. The more options you put on this form, the better your chance of being offered a new home.

If there is a medical need for you to move, you can send us a separate medical form which is independently assessed.

Different levels of priority

Your place on the list for that property is based firstly on your priority level, and then on how long you have been registered for a transfer. If you have an urgent medical or safety-based need to move, for example, you will have a higher level of priority.

Property availability

The majority of our properties are either studios or one-bedroom, which means that these properties are more likely to be offered as transfers.

If you are looking to transfer to a two or three-bed property, it will likely take a very long time for a suitable property to become available, so please get in touch so we can talk to you about other options.



Brook House building

Resident Engagement & Scrutiny Panel

Formed in 2016, the Resident Engagement and Scrutiny Panel (RESP) is a group of residents who meet to scrutinise our performance, work with us to engage with a broader range of residents and carry out in-depth reviews on the services we provide.

In 2020 RESP carried out an in-depth review into the communications around Responsive Repairs and Planned Maintenance Services.

The Review looked at:

- How WPH and the contractors communicate with residents who have reported a repair or are undergoing planned maintenance works.
- What was working well, and what was not working well.
- How WPH monitor communications about responsive repairs and planned maintenance with residents and contractors.

The Review looked at survey responses from residents, engaged with WPH staff and reviewed performance information to get a good insight.

What the Review Found

What was good?

- The satisfaction survey responses were 96.2% in the last twelve months.
- WPH was achieving 89.83% right-first-time repairs.
- Repairs completed on time were at a rolling average of 98.07%.
- Positive comments from our survey included that the repairs service was often quickly delivered.

What needs to improve?

- Listening – residents need to feel listened to when they call to report a repair so that everyone is clear about the repair required.
- Feedback - staff should always call residents back when they say they will.
- Communication from contractors to residents needs to improve.

Key recommendations from the Review

- Refresher staff training on taking

- repair calls.
- All contractors should let the resident know when the repair can be carried out.
- We should be clearer when residents can expect to have new bathrooms and kitchens fitted.
- We should be clear about when a repair is WPH responsibility and when it is the resident's responsibility.

RESP members presented their report to the WPH Board on the first of December. WPH Board accepted the recommendations and are implementing them to ensure residents receive a better service around repairs and planned maintenance.

If you would like to help us to improve homes and services (e.g. by joining the RESP) please contact us:
HousingManagement@womenspioneer.co.uk

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Residents Email Group

We need your views

Would you like to get more involved in scrutinising how WPH services are performing and input into new services but cannot spare the time or commit to attending meetings?

At WPH, we are keen for residents to shape the development of services and hear how you think our existing services are working. We know that not everyone has the time or desire to attend formal meetings but would

like their views to be heard and feed into improvements to make a real difference to residents.

We are inviting residents to join our email consultation group.

How will this work?

We will email you and ask for your feedback on a range of issues, services and any suggested improvements that may have a positive impact on residents. Your feedback is very



important and will be used to help shape our approach and could make a difference in how we approach an issue or deliver a service.

If you are interested in joining the email consultation group or want to know more, then please email
HousingManagement@womenspioneer.co.uk.

DOMESTIC ABUSE



We speak to Domestic Abuse Commissioner, Nicole Jacobs about her role, the rate of domestic abuse and the impact of Covid-19

Can you tell us a little about your role of Domestic Abuse Commissioner?

I was appointed as the Designate Domestic Abuse Commissioner in September 2019. My job was created as part of the Domestic Abuse Bill, which is due to go back to the House of Lords in the next couple of months. My focus is to stand up for victims and survivors, raise public awareness and to hold both agencies and government to account in tackling domestic abuse.

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One of the first things that my office is doing is mapping what services there are across England and Wales to ensure that domestic abuse victims can get the same support and help wherever they are living. At the moment, it can be a bit of a “postcode lottery.”

Can you tell us about the rate of domestic abuse?

We know that last year domestic abuse affected 2.4 million adults and that one in five children were living with domestic abuse, but we expect that figure to rise quite significantly this year because of the impact of the Covid-19 pandemic on domestic abuse victims.

Data gathered by the organisation Counting Dead Women suggests that

the number of domestic abuse killings increased during the first lockdown. The project found that in the first three weeks of lockdown (March 23rd to April 12th), there were fourteen women killed by men. This is the highest rate for at least eleven years.

How can people seek help if they are experiencing domestic abuse?

There is a lot of support for people who are seeking domestic abuse (a good starting point is the **National Domestic Abuse Helpline on 0808 2000 247** but sometimes taking that first step can be incredibly difficult which is why it is really

important that we make preventing and ending domestic abuse everyone's business. We know that for people experiencing domestic abuse, particularly during Covid, the home is often the most dangerous place - on average, two women are killed by their partner or ex-partner every week in England and Wales, and 75 per cent are killed in their own home. The housing sector has an absolutely critical role to play in tackling this issue, and we know that this is something that WPH is already focused on with its Domestic Abuse Housing Alliance (DAHA) accreditation.



Nicole Jacobs - Domestic Abuse Commissioner

What about the lockdown and domestic abuse – Nicole could you tell us about what support is available in lockdown.

Lockdown has been unbearable for many victims living with abusers and in many cases accessing help has been more complicated because the victim is not able to get away from the perpetrator. It is essential to know that domestic abuse services have largely remained open throughout the whole of the COVID period.

In response to lockdown, we have seen the way services are offered changed so that more organisations are offering virtual meetings, refuges have put in place COVID safety measure and helplines have started

to offer live chats online; helpline services have also been extended.

I chair a regular call attended by all domestic abuse-related helplines and services in England and Wales as well as representatives from policing, government departments and local government. In my last meeting, call volumes into national helplines continued to exceed pre-Covid levels, with the National Domestic Abuse Helpline for England run by Refuge reporting demand is approximately 50% higher than pre-Covid averages.

What do you enjoy most about your role?

Having worked in domestic abuse prevention and services for over

twenty years, it is a privilege and an honour to be appointed as the Domestic Abuse Commissioner. Because I care so deeply, I have enormous ambitions for this role, and

I want to ensure the reality of those subject to domestic abuse informs decision making on all levels. I want to see exceptional practice become standard practice. What I most enjoy about this role is the independence and ability to work towards these aims every day. I am also inspired to see initiatives like those we see in housing concerning domestic abuse go from strength to strength. Thank you WPH for your leadership and the commitment you demonstrate to ending domestic abuse and violence against women and girls.

If you need to talk to someone, we are here to help. Our staff are trained to recognise and respond to domestic abuse.

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

📞 0208 749 7112 select option 2

<https://www.womenspioneer.co.uk/residents/domestic-abuse/>

If you want to access support from specialist agencies over the phone, you can call:

National Domestic Abuse Helpline:

📞 0808 2000 247 – www.nationaldahelpline.org.uk/ (run by Refuge)

The Men's Advice Line, for male domestic abuse survivors:

📞 0808 801 0327 (run by Respect)

The Mix, free information and support for under 25s in the UK:

📞 0808 808 4994

National LGBT+ Domestic Abuse Helpline:

📞 0800 999 5428 (run by Galop)

Samaritans (24/7 service):

📞 116 123

HOW TO BUDGET BETTER AT CHRISTMAS



Feeling out of control when it comes to money can be scary, especially if you don't know whether you've got enough to live on. Getting a single monthly Universal Credit payment might be making you even more nervous about keeping your head above water. The only way to manage your money is to draw up a household budget.

Budget:

- Drawing up a budget of all your household income and outgoings is a must if you want to make sure you can pay all your bills and manage until the end of the month.
- Even if you're already budgeting, changes to the benefits system will probably mean you need to make some changes to the way you go about it.
- Four in five people who set a

budget will stick to it most of the time. Keeping to a budget gives you peace of mind and helps you to stay in control of your money.

Christmas Bonus:

- You might qualify for a Christmas bonus. A Christmas Bonus is an extra payment given to people who claim specific benefits.
- It's worth £10 and is usually paid in the first full week of December.
- The payment won't affect any other benefits that you get.

Food banks:

Please remember, Food Banks are very active during the festive period, and most are offering lots of Christmas food.

Charitable Payments:

Charities and benevolent funds may be

able to help you if you are unable to get support from elsewhere. Grants from charities can range from small amounts for food vouchers to large amounts for buying domestic goods, such as a washing machine or cooker.

It is a sad fact that most people die in the winter than at any other time of the year. So it's worth knowing that if you are on Universal Credit (or some other benefits) and have a death in the family to deal with, you could be eligible for a funeral support Payment from the DWP.

If you have any questions, need help or assistance in applying for any state benefit you can claim or are just not sure what to do about any benefit issues. Contact Angela on 07900 605246 or send an email to Housing-Management@womenspioneer.co.uk

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Useful tips: Energy saving at Christmas

As many people are spending more time at home during the lockdown, the efficient use of energy has become more critical. Below are a few tips to try and help to keep those bills down

- * Check that you are on the best tariff for you and if not, switch with your energy supplier to obtain the best deals.
- * Pay by direct debit if you can and opt for paperless bills.
- * Check your meters monthly and submit the readings to ensure that you are not overcharged.
- * Turn down the thermostat. A 1-degree reduction can save money.
- * Make the best use of natural light so that you don't need to have your lights on.
- * Replace bulbs with low energy ones. They are a little more expensive to buy, but save money in the long run.
- * Turn off lights in rooms when you don't need them.
- * Don't boil water in a pan for cooking – use the kettle as it is more efficient.
- * When you are cooking with a pan – keep the lid on.
- * If you have a washing machine, wash whatever you can on 30 degrees. Occasionally, however, wash at a high temperature to disinfect it. If there is anybody in your household who has coronavirus, you may want to wash their clothes and bed linen separately. Always fill the machine to its designed capacity for optimum performance.
- * Do not put warm food in your fridge or freezer. Apart from the health implications, it takes more energy for the refrigerator or freezer to reduce the temperature.
- * Make sure that your fridge operates efficiently by cleaning dust from the coils at the back. Be careful, though.
- * Please do not leave the fridge door or oven door (when it is on) open for longer than is necessary.
- * Do not wash up under running water, fill a bowl. If you have a dishwasher, make sure that it is full before turning on.
- * If you are planning to buy a new appliance, purchase the most efficient model that you can afford.
- * Do not leave electrical equipment on stand-by if you can avoid it. They still use energy when in this mode.
- * Try to hang thick curtains to keep the heat in at night.

PLENTIFIC: a new approach to repairs

We are moving to a new online platform for placing works orders called Plentific. The new system will give us access to more contractors and reduce costs. Repairs should be done faster.

Initial trial

Since the beginning of October, we have been trialling Plentific for repairs to common parts, and now we will start using Plentific for repairs to individual flats. This will not apply to repairs and estates services where we have long term contracts in place such as cleaning, gutter clearance, gas or fire safety contracts.

Contractors will bid for work through the online platform. We will choose the most suitable and let you know who has won the bid. They will then contact you to make an appointment. This means it is crucial that we have the correct contact numbers for all our residents and that you inform

us as soon as your phone number or email address change.

All contractors are required to carry ID and are required to work following our Code of Conduct. At present, all contractors working in flats and common parts are required to wear personal protective equipment. If you have any concerns about operatives on-site you can call our repairs line **0208 749 7112 option 1 or 0208 743 4422**

Six Months review

We will be reviewing the use of Plentific midway through 2021. Your feedback in the months to come will be crucial in helping us make the decision to continue with this platform. We are excited about the opportunities that will come with the on whether the use of Plentific and hope that you will join with us in efforts to continue to improve the service you receive.



Stay safe this Christmas

As we all start to celebrate the festive period, we must consider our safety and the safety of others.

Here are some tips which we can all follow to make sure you stay safe this Christmas.

- Never place candles near your Christmas tree or furnishings and do not leave them burning unattended.
- Decorations can burn quickly - Do not attach them to lights, near to or on your heater.
- Always switch Christmas lights off and unplug them before you go to bed.
- Most fires start in the kitchen, so don't leave cooking unattended.
- If you smoke, make sure that your smoking material is extinguished before you go to bed.
- Don't overload plug sockets.
- Keep heaters away from soft furnishings and decorations.
- Please also familiarise yourself with the Fire Evacuation Plan for your building; which can be found on the noticeboard.

If you have any concerns over fire safety or any other safety matter, please get in touch.

Do not look now: Answer to our 2020 Quiz

1. Manchester United.
2. Matt Lucas.
3. Chief Medical Officer.
4. Kamala Harris.
5. Captain Tom Moore.
6. Jacinda Ardern.
7. Parastee.
8. Mary Wollstonecraft.
9. Ed Davy.
10. Barnard Castle.

FUN STUFF



This new section was created by Siddiqua Akhatar, who is a WPH tenant. We hope this section can make you laugh and relax even during difficult times.

Aries

Yours is the first sign of the zodiac and always seen to be the youngest sign of the zodiac. Today



your vocabulary will increase by seven words, and you will understand just how well you have been toilet trained, whilst out when no public amenities are to be found. Arians born between 21st to the 31st of March will not throw a tantrum because the ice cream fell off their cone.

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Taurus

Romantic and stubborn. You'll pick up the cheque for dinner and insist the roses you are sending arrive on time, to the minute. Romantically stubborn. But there's a line you must not cross this month. It's called stalking.



Gemini

This month you will be filled with your usual state of cognitive dissonance. You'll be asking yourself, "Should I stay in?", "Should I go out?". Jupiter, transitioning through your sign, is currently ruled by the government, which answers "Yes".



Cancer

A good month for Cancerians. Your work life will ease, leaving you with plenty of time on your hands to attend to all the jobs you've been meaning to do but haven't. It'll be fun.



Leo

A poor month for the Leonine. Your work life will ease, leaving you with plenty of time on your hands to attend to all the jobs you've been meaning to do but haven't. It won't be fun.



Virgo

When fate comes calling this month, make sure the doorbell is fixed. Fate will not climb through the window nor is it to be confused with Father Christmas. Fate will, under no circumstances, climb down your chimney stack.



Libra

The most balanced and judicious sign of the zodiac. This month it will come to light that in the original story of Snow White, when the wicked stepmother asked the Magic Mirror, "Mirror, mirror on the wall, who's the fairest of them all?" The answer was, and always has been: "Librans". Mirrors don't lie.



Scorpio

The Scorpion propensity for challenging and overcoming danger is to be avoided this month. Despite what your mother told you it's called the European Union and it's not as dangerous as some would have you believe.



Sagittarius

One for being true to yourself, as a sterling Sagittarian, today you will let a bit more of yourself slip out than usual, leading to awkwardness. Check all hooks, buttons and zips on bras, shirts and pants.



Capricorn

Surefooted and steady Capricorns today will find lightness in their step this month. The tango and foxtrot are to be avoided. Stick with what you do best, waltz your way through this month.



Aquarius

This month some Aquarians will find their head in the clouds. Those easyjet fares were just too tempting. Make sure you continue to wear your masks.



Pisces

Seen to be the oldest sign of the zodiac, you are wise, absorbing your experience in the more accepting and reverent ways of those over the age of seventy, but your feelings are telling you that you are young at heart. This month, don't believe them. Feelings lie.



A Tribute to Mary Wollstonecraft- Or Was It?

After a hard-fought campaign and a massive fundraising effort, the world's first memorial sculpture to Mary Wollstonecraft was welcomed on Newington Green in north London on Tuesday 10th November.

The statue is far from traditional and has attracted controversy and criticism.

But who was Mary Wollstonecraft, and how is she relevant to WPH?

Mary Wollstonecraft (1759-1797) was an educational pioneer and an early champion of human rights. Her advocates and admirers refer to her as the 'foremother of feminism'. In 1792 she wrote "A Vindication of the Rights of Woman". This was a century before the campaign for women's suffrage. It received a mixed reception but is now recognised as a critical feminist text. Millicent Fawcett even described her as "the leader in that battle." From Mary Wollstonecraft to Etheldred Browning to Women's Pioneer Housing!

Mary on the Green campaign

In 2010 a small group of volunteers formed the Mary on the Green campaign. Their aim was for Wollstonecraft's legacy to be recognised on London's Newington Green, close to the site where she lived and worked. In 2018, one of Britain's most distinguished contemporary artists, Maggi Hambling, was selected to design the memorial sculpture. Maggi Hambling said "This sculpture encourages a visual conversation with the obstacles Wollstonecraft overcame, the ideals she strived for, and what she made happen. A vital contemporary discourse for all that is still to be achieved."

The sculpture

It is cast in silvered bronze, and the sculpture combines female forms which commingle and rise together as if one, culminating in the figure of a woman standing free. She is portrayed as Everywoman, her own person, ready to confront the world, as opposed to traditional male heroic statuary, the free-standing woman has evolved organically from, is supported by, and does not forget, all her predecessors who advocated, campaigned and sacrificed themselves for women's emancipation. However, many have said that no pioneering man would be presented in this way. Whatever your opinion, we can draw a parallel with WPH's centenary year as we celebrate the remarkable achievements of our founders and former tenants.

If you would like to visit the sculpture, the address is 57 Newington Green, London N16 9PX. Mary Wollstonecraft is buried in St. Pancras Old Church Gardens, Pancras Road.



Mary Wollstonecraft tribute sculpture

WELCOME TO OUR NEW STAFF

We are welcoming two new members of staff since the last issue. This is a brief introduction to them and their roles. New staff members are Fay Milner and Michael Phillips

Fay Milner – has joined as our Housing Assistant supporting the team to provide a high quality housing service to existing and prospective residents acting as a point of contact for residents. Fay will also promote women led housing in her role supporting applicants to our housing, through our stakeholder relationships with referral agencies, local authorities and other sources.



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Michael Phillips – has joined as our Health, Safety and Compliance Manager. Michael will manage the programmes of inspections, risks assessments and works relating to health and safety to ensure we stay compliant with our legal and regulatory responsibilities. Some of you may know Michael, who previously supported our work as a consultant Health and Safety Manager.



TEST YOUR 2020 KNOWLEDGE: WINTER QUIZ

What do you remember from 2020 events? Try your memory with this Quiz prepared by Aidan McCarthy.



- 1** What team does Marcus Rashford, famed for his role in campaigning for free school meals, play football for?
.....
- 2** Who replaced Sandi Toksvig this year as co-host of The Great British Bake-Off?
.....
- 3** What official role is currently held in England by Chris Whitty?
.....
- 4** Who was elected this year as Vice-President of the USA, the first woman to hold the role?
.....
- 5** Can you name the British soldier who raised over £30 million for NHS charities this year while walking around his garden?
.....
- 6** Who was elected this year for her second term as Prime Minister of New Zealand?
.....
- 7** What was the name of the film that won Best Picture at this year's Academy Awards, the first film not in the English language to do so?
.....
- 8** A controversial statue dedicated to which pioneer of feminism was unveiled in Newington Green this November?
.....
- 9** Who was elected as leader of the Liberal Democrats this year, defeating Layla Moran?
.....
- 10** Which town did Dominic Cummings drive to in order to test his eyesight earlier this year?
.....

INTO THE KITCHEN AT FORK-POINT

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CREAMY TURKEY CURRY

This is a great recipe for left-over turkey that also works well with chicken. It has a fairly mild curry flavour but you can make it hotter by adding a little more curry powder. If you are on a New Year health kick, leave out the cream, it will still be tasty!



INGREDIENTS

1lb (450g) cooked turkey cut into 1 inch (2.5 cm) pieces
2 tablespoons groundnut oil
1 large onion, roughly chopped
2 celery stalks, chopped
1 large green pepper, de-seeded and chopped
1 heaped tablespoon of plain flour
1 rounded teaspoon curry powder
1 level teaspoon ground ginger
1 level teaspoon turmeric
1 clove garlic, crushed
1 pint chicken stock (stock cubes work well but avoid Chicken Oxo or Bovril)
2 tablespoons double cream
Salt and black pepper

COOKING METHOD

In a large flameproof casserole heat up the oil and soften the onion in it for five minutes, then add the

chopped celery and green pepper and soften these for 5 minutes more. Next add the turkey pieces and toss around with the other ingredients.

Stir in the flour, curry powder, spices and crushed garlic and continue to stir to soak up the juices. Next, gradually add the stock, a little at a time, stirring well after each addition. Season with salt and pepper, put a lid on and simmer very gently for 20-25 minutes or until the vegetables are just tender. Remove the curry from the heat, stir in the cream and serve.

Naan bread and/or basmati rice and mango chutney work well on the side.

Free events December to February



Every Monday

THE 12 VIRTUAL NIGHT MARKETS OF CHRISTMAS

www.instagram.com/solocraftfair, 7.30pm to 9pm - browse 100's of incredible gift ideas from some of the best makers in the country.

**Saturday 19 December to
Sunday 20 December**

THE LONDON ARTISAN

Old Truman Brewery, 91 Brick Lane, E1 6QL, 11am to 6pm - a diverse, quality, shopping experience that celebrates independent producers and makers.

**Until Monday 28 December
SHANTI PANCHAL**

<https://publish.exhibbit.com/gallery/665207327/marble-gallery-10313/> - 12 images, across a decade, showcase his masterly handling of his preferred medium - saturated colours that can hardly seem to 'be' watercolour.

**Thursday 10 December to
Friday 22 January
THE COLOUR OF
ABSTRACTION: NEW
WAYS OF SEEING**

Grove Square Galleries, Mondays to Saturdays, 10am to 6pm - is a joyful celebration of colour and abstraction in what has become an uncertain and confined world.

**Saturday 12 December
DESIGNER MAKERS
WINTER FAIR -
PRIMROSE HILL**

Cecil Sharp House, 2 Regent's Park Road, NW1 7AY, 11am to 5pm - The perfect show for acquiring beautiful handcrafted pieces from Contemporary British Craft Artists

**Saturday 12 December to
Sunday 13 December &
Saturday 19 December to
Sunday 20 December**

HACKNEY CHRISTMAS MARKET

Bohemia Place, 11am to 6pm – street food, Christmas decorations and artisan gifts from ethical businesses

**Until Thursday 31 December
THE YEAR THE
NATIONAL GALLERY
ONLINE TOUR**

<https://www.nationalgallery.org.uk/visiting/virtual-tours> - The online tour includes over 270 paintings housed in the Sainsbury Wing, which you can browse through a 360 tour on your desktop, mobile, or tablet.

**Until Friday 1 January
SHARD LIGHTS 2020**

The Shard, 32 London Bridge Street, SE1 2TH - the top 20 storeys of Western Europe's tallest building will be lit up with a display specially designed to show gratitude to all NHS staff and key workers who have worked tirelessly to keep the British public safe during the COVID-19 pandemic in 2020.

**Until Sunday 3 January
TREE OF HOPE**

St Pancras Station - the tree has been adorned with 1200 meters of festive ribbon printed with quotes of love and hope from the fantastic team members at Imperial College Healthcare, Guy's & St. Thomas' NHS Foundation Trust, NHS Ambulance Service and Royal Mail.

**Until Sunday 3 January
TO THE EDGE OF THE
WORLD AND BACK TO
THEIR ROOTS**

Seven Dials, WC2. From 4pm to Vitrína Gallery, Czech Centre London, 30 Kensington Palace Gardens, half-hour slots running from 10.30am to 4.30pm Monday to Friday - A fashion and art exhibition tackling the quest for identity through a creative voyage.

**Until Wednesday 6 January
OXFORD STREET
CHRISTMAS LIGHTS**

Oxford Street – This year the Christmas lights will shine the spotlight on the unsung heroes, those who have given selflessly to those most in need during the pandemic.

**Until Saturday 16 January
“DEVIL’S IN THE
DETAIL” GROUP SHOW**

Kristin Hjellegjerde Gallery, Tuesdays to Saturdays 11am to 6pm - an exhibition featuring 12 artists that celebrates creativity: the ambiguous, the strange, the various and the bold.

**Until Thursday 21 January
PARADISE BY RAFAEL
KLEIN**

Zari Gallery 73 Newman Street, W1T 3EJ, Mondays to Fridays 10am to 5pm - Klein's work explores the ways we impose our own personal narratives on the world we inhabit.

**Until Saturday 27 February
CONNECTED BY LIGHT**

Throughout the Estate, Canary Wharf - a specially curated collection of light artworks, bringing nine new stunning illuminated installations to the Canary Wharf estate.

Contact us

Due to the Coronavirus restrictions, our Wood Lane office is closed except for prearranged essential appointments.

CHRISTMAS CLOSURE

We will close for the festive period at 1pm on Thursday 24 December and reopen on Monday 4 January at 9.30am. During this period the numbers below will provide a recorded announcement of the emergency numbers you should call during this closure period.

General enquiries - Phone us:  020 8749 7112 Email: info@womenspioneer.co.uk

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

 0208 749 7112 select option 1 or 0208 743 4422

The emergency numbers below are only to be used for a situation that cannot wait. You can also report repairs online from our website. Go to the residents' tab, then click report a repair or email repairsresponseteam@womenspioneer.co.uk

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

 0208 749 7112 select option 2 or Email: housingmanagement@womenspioneer.co.uk.

If you would like to pay your rent call  0208 749 7112 select option 3.

Feedback: We always welcome your feedback. Please email feedback@womenspioneer.co.uk

Or you can write to:

227 Wood Lane, London, W12 0EX.

Emergency out of hours numbers

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If you have an emergency repair out of hours, details of who to contact for the different types of repairs can be found on the right.

Our main number **0208 749 7112** 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

Problems with Warden call systems:

S.E.A
01322 619 155

All heating and hot water including individual boilers, radiators, heating controls and communal boilers:

S&S Burners
020 8330 7992
Please leave your full name, telephone number and address when calling S&S Burners. They will be able to contact you as soon as possible.

For fire alarms, in a shared part of your building:

Fire Systems Ltd
0208 541 5646