



## SUPPORTING THE BARNET COMMUNITY

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## How to contact us

**020 8080 6587 (8am - 6pm, translators available)**

<b>Email</b>	talk2us@barnethomes.org
<b>Online</b>	barnethomes.org
<b>Contact Centre/Repairs</b>	020 8080 6587
<b>Pay your rent or service charges</b>	0845 356 3456 (24 hours) or barnet.gov.uk
<b>Our offices</b>	Barnet House, 1255 High Road, Whetstone, N20 0EJ 2 Bristol Avenue, Colindale, NW9 4EW
<b>Assist service</b>	020 8359 4841 or assist@barnethomes.org

### Complaints

The Barnet Group is committed to continuously improving what we do and the way we do it as a result of feedback from customers, and the people we support and their families. The Barnet Group aims to listen to and learn from our customers, enabling us to address any service failures, identify areas for improvement or areas of good practice, and monitor services in a customer-focused way.

We welcome complaints and feedback from our customers to help us do this. Feedback can be given to us by email, in writing, by telephone, and in person. Please visit [barnethomes.org/complaints](https://barnethomes.org/complaints) or use the information above to contact the Complaints Team.

# Welcome from our CEO

Dear residents,

I hope that you, your families and friends have been keeping as well as is possible during what has been a difficult time for us all.

As I write these notes, we're moving towards the 'new normal' as restrictions are relaxed slightly, and services begin to open up again.

We've all had to make significant changes to the way we go about our daily lives, and it's been no different at The Barnet Group. I've been proud of the way our staff have stepped up to the challenges presented by COVID-19. We have had to adapt very quickly to new ways of working and the services we deliver.

I want to thank all our residents for their patience and understanding during what has been a time of significant change. We have looked to prioritise our services to make sure the most vulnerable in our communities have been looked after.

Our communities need support now more than ever, so we've dedicated a large part of this issue of atHome to employment, skills and training.



On page six you can find out about our apprenticeship programme which returns later this year. It's an excellent opportunity for someone looking to get into work for the first time, or someone looking to return to work. Apprentices are provided with all the training and support needed for a long and successful career in a corporate environment.

## Your repairs service

We had hoped to launch our new repairs service at the start of April, but unfortunately, the COVID-19 pandemic meant this wasn't feasible.

I am happy to announce that we will now be launching the service on 1 July.

During the period of large-scale lockdown and social distancing, we had to prioritise repairs which were deemed emergencies or urgent. We are now starting to open our service to routine repairs, though there will be a backlog to work through. Again, we appreciate your patience and understanding.

Please continue to look after yourselves, and look out for those who need support in your communities.

Tim Mulvenna,  
Chief Executive  
The Barnet Group

## About atHome

If you have any comments or questions about atHome, please write to: Communications Team, 3rd Floor, 2 Bristol Avenue, Colindale NW9 4EW, or email [atHome@barnethomes.org](mailto:atHome@barnethomes.org). You can also find an electronic copy at [barnethomes.org](http://barnethomes.org).

# News in brief

## Barnet Homes' Repairs service

In the last issue of atHome, we wrote to you about Barnet Homes' new repairs service.

Our Customer Experience Project Team had been working hard with teams across Barnet Homes, as well as the Performance Advisory Group, to launch an in-house repairs service for our tenants and leaseholders.

The service was due to launch on 1 April, but due to the COVID-19 pandemic, this was unfortunately not possible.

**We're happy to announce that the launch**

**of our new repairs service will now take place on 1 July.**

You may have seen on our website or in a letter sent to you in early June that the repairs service is now returning to a more regular service, offering routine repairs. Over the last few months, we had only been able to offer urgent and priority repairs to our residents.

If you request a routine repair, it may take longer than usual for it to be carried out. We appreciate your patience and understanding.

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## Urban Gamez: We'll be back!

Most sporting events across the world have been postponed due to COVID-19. Sadly our very own annual Urban Gamez, which would have been its 10th year, has also been postponed until 2021.

We have prioritised safety over celebration but look forward to Summer 2021, so get excited and come ready for a great time.

With the support of our sponsors, local organisations, volunteers, and all the young athletes taking part, Urban Gamez has become a major summer date in our diaries and we look forward to celebrating 10 years of success and making it the best one yet.

If you'd like to make a contribution to your community, there's a wide range of groups and organisations who are always on the look-out for volunteers.

Why not visit Volunteering Barnet to see which local group you can help? Just go to [volunteeringbarnet.org.uk](https://volunteeringbarnet.org.uk).



## Keeping you safe when visiting your homes

The COVID-19 pandemic has forced unprecedented changes to society as a whole and our business. The health and safety of our customers, staff and partners is our top priority at this time, so we would like to clarify the steps we are taking to ensure this.

### Home visits

When our staff or our contractors need to visit your homes, we will notify you well in advance, and maintain a two-metre distance wherever possible. **If you are self-isolating, please call us on 020 8080 6587 to tell us, so that we can rearrange our visit.**

Staff will wash their hands using soap and water for 20 seconds, or use hand sanitiser where handwashing is not possible. They will also wash their hands regularly, particularly after sneezing or coughing, and when leaving the property.

Staff and contractors will wear the following personal protective equipment (PPE) in residents' homes:

- face covering
- latex gloves
- safety glasses

When our staff or a contractor arrives at your home, they will ask you to unlock the door but not open it, so that you can move to another room, to maintain two-metre distancing.

They will show you their ID through the door hole. If you are not sure about their identity, please do not let them into your home, and call us on **020 8080 6587**.

Staff or contractors will clean any work area before and after with disinfectant wipes or spray. They will touch as few surfaces as possible.

In emergencies, such as accidents, fires, or break-ins, people may be closer to each other than two metres. If there is an emergency and residents are self-isolating, they should open the door and then move to another room in the property, if safe to do so.

In cases where residents are self-isolating, but access is still required, staff or contractors will wear the following PPE:

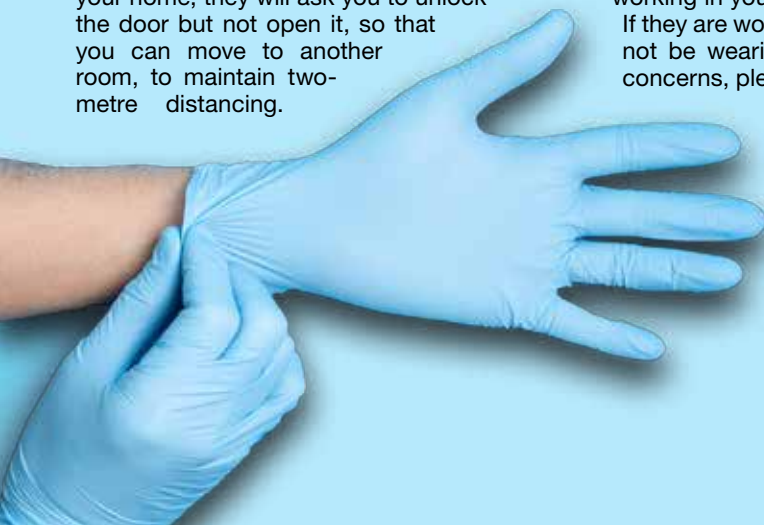
- disposable nitrile gloves
- disposable overshoes
- a disposable apron
- face covering
- eye protection (goggles or visor)

The immediate work areas will be cleaned with disinfectant wipes or spray.

### Site working

You may see our staff or contractors working in your block or on your estate.

If they are working in the open, they will not be wearing PPE. If you have any concerns, please speak to them, but at a safe distance.



# Apprenticeship programme back for 2020!

The Barnet Group's successful apprenticeship programme is back for 2020-2021.

Apprentices will gain a level two qualification in Housing and Property Management. As an apprentice, you will be supported by BOOST, our employment support services. Apprentices will take part in several work placements across The Barnet Group. They will learn many new skills which can be transferred across different jobs and industries.

We have a strategy in place to give apprentices the best chance of securing a job at the end of the programme.

If you would like to register your interest, please email [boost@barnet.gov.uk](mailto:boost@barnet.gov.uk) or visit [boostbarnet.org](http://boostbarnet.org).

## Charlie's story

Charlie was an apprentice at Barnet Homes, working in our BOOST support service. Here's his story:

"I was in my last year at school. I didn't apply for any A-levels at that time, so I had no idea what I wanted to do. My parents suggested: 'Apply for a Barnet group apprenticeship, it will be good.' So, I went for the interview thinking: 'I will never get it'. Then I got it!

"At the first interview they asked me what I would like to do, out of lots of different options. I said, 'I want to help with welfare'. When I started work I joined the Welfare Reform Task Force and BOOST teams.

"I was there for a year and I loved it. It was an amazing experience for me to meet new people and learning how to

talk to people professionally. It was a life experience, especially for a 17 year old, who is giving people debt advice. It was me stepping into deep water.

"I learned about taxes, how to apply for a mortgage, how to sort your rent. While I was working with BOOST it made me understand what I wanted to do. I decided to finish my A-levels, get a degree, so I can carry on my dream. It was a turning point in my life.

"I started as a quiet person; I had no idea how to talk to people face to face. In a couple of months I changed completely. I started to talk to everybody, giving people crucial advice and changing people's lives.

"I'd recommend an apprenticeship for someone who doesn't know what to do before A-levels or after. Do it for a year, get a feel for how to move on, what to do and how to expand."



# BOOSTing your opportunities

Our BOOST service can help you with a wide range of skills training and employment. Here's just some of things they're ready to assist with:

**Jobs** - help to find your perfect job. From CVs to careers advice, from job searches to interview tips and in-work support

**Training & Skills** – online courses are our speciality we have lots of links and our own dedicated expert to support you

**Volunteering** – want to give something back and help your career chances? We have the contacts to make it happen

**Benefits** – assistance from specialists tailored to your circumstances, making claims, appeals or applying for grants

**Wellbeing** – support to give you the confidence and motivation to return to work

We want to know how BOOST can help you get work. What are the gaps in your skills? What sort of training courses would be most useful to help you boost your career? To tell us what you think go to [boostbarnet.org](https://boostbarnet.org) and click on the survey link on our home page

**Partners** – with access to dozens of local and national organisations, BOOST is a one-stop shop for all your support and advice needs

You can contact BOOST between 9am and 4pm Monday to Friday on 020 8359 2442 or email [boost@barnet.gov.uk](mailto:boost@barnet.gov.uk). You can also visit [boostbarnet.org](https://boostbarnet.org).

BOOST are here with you every step of the way on your journey into work.

## Current job offers from BOOST:

- **Earn while you learn.** We are registering interest in the Barnet Group Apprenticeship programme for 2020. If you'd like to work for us but don't know where to start, get in touch with your details and we will contact you when the recruitment begins. All we ask is that you have functional skills in Maths and English and a positive attitude!
- **Barnet Group careers** at [thebarnetgroup.org/careers](https://thebarnetgroup.org/careers)
- **Barnet Council jobs** at [barnet.gov.uk/jobs-and-training](https://barnet.gov.uk/jobs-and-training)
- **Proud to Care** – join the thousands of care workers making a difference to lives everyday.



# Your new-look rental service

Bye, bye Rental Income Team, hello Income Collection Service (Rents)! The Rental Income Team is now called the Income Collection Service (Rents). Our telephone number remains unchanged (020 8359 3102) and we can also be emailed direct at [IncomeCollection@barnethomes.org](mailto:IncomeCollection@barnethomes.org).

The new service brings together tenant and leasehold payments, making the process quicker and easier for all our customers.

It is really important that you continue to pay your rent although we understand the current challenges that COVID-19 has presented. If you have been financially impacted by COVID-19, please get in touch with us as soon as possible as we may be able to support you. Please telephone the Income Collection Service (Rents) on 020 8359 3102 or email us at [IncomeCollection@barnethomes.org](mailto:IncomeCollection@barnethomes.org).

## Paying your rent

During this challenging time, we encourage you to make payments without leaving your home. You can set up a standing order with your bank/building society. In order to do this you will need the below details:

**Sort code:** 60-23-36

**Account No:** 82622833

**Receiving bank:** NatWest

**Beneficiary:** London Borough of Barnet

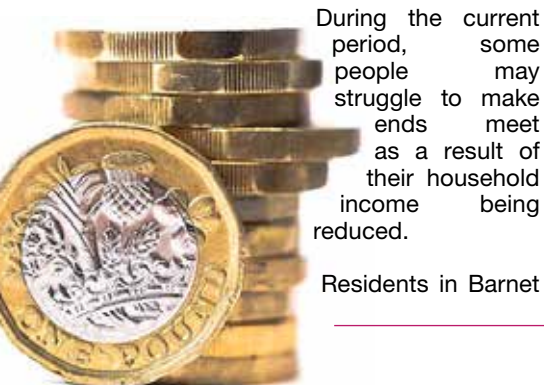
Please quote your rent account number as the transaction reference. This is nine digits long, starts with a '1' and can be found on a rent statement or any rent letter that you

may have received. If you cannot locate this, please contact us.

If you would like to pay by direct debit, please download a form from our website ([barnethomes.org](http://barnethomes.org)) or call us on 020 8359 3102.

You can pay your rent by debit/credit card online on our website and on the telephone automated payment line 0845 356 3456. These services are available 24/7! Please ensure that you have your rent account number to hand when using this service.

## The Credit Union Financial help when you need it



During the current period, some people may struggle to make ends meet as a result of their household income being reduced.

Residents in Barnet

have access to the services of one of our partner organisations, the London Credit Union.

The Credit Union can provide financial advice or a low-cost loan to meet urgent bills while cash is short.

For more information, visit the Credit Union website at [credit-union.coop](http://credit-union.coop). Or call them on 020 7561 1786.



# The Green Doctor

Are you struggling with your energy bills or know someone who is? Are you worried about using more gas and electricity while staying at home during the COVID-19 pandemic? Would you like to be referred for a free home energy telephone consultation?

Green Doctors provide FREE phone consultations to support residents. Green Doctors can provide advice on: keeping homes comfortable while saving energy, saving money on energy bills, switching tariffs and accessing debt relief from suppliers, signing up to the Priority Services Register and the Warm Homes Discount (£140 for eligible residents) and checking residents know how they can top-up during this time.

This is available for all London Borough of Barnet households if they meet one of the following criteria:

- if they are over 65, or
- are on a low income, or
- have a long term health condition or disability, or
- residents with children under the age of five

To book a consultation for you or someone you support or for more information:

- call 0300 365 3005
- register on [groundwork.secure.force.com/enquiry](https://groundwork.secure.force.com/enquiry)
- email [GreenDoctorsLDN@groundwork.org.uk](mailto:GreenDoctorsLDN@groundwork.org.uk)
- visit: [greendocitors-london.org](https://greendocitors-london.org)



# The flower show must go on!

Our Finest Flowers gardening competition is one of the highlights of our summer.

With green-fingered residents spending more time in their gardens over the last few months, many gardens will be looking better than ever.

It would be a great shame to cancel the competition, so this year it will be taking place virtually.

All our budding gardeners will be given an opportunity to send us pictures of their garden. If that is not possible we can arrange to come and take some pictures following government guidelines for social distancing.

The categories are:

- Best sheltered scheme garden
- Best front garden
- Best communal garden
- Best balcony/display pots
- Best new gardener

To enter, send us a maximum of three photos of your garden to [nigel.thompson@barnethomes.org](mailto:nigel.thompson@barnethomes.org), providing us with your full name, address, telephone number and the category you are entering into.

If you are unable to take your own photos or email us, please call Nigel Thompson on 020 8359 3635 to make your nomination and we will arrange to take the photos for you.

The closing date for all entries is on Friday 10 July 2020. The judging of the entries takes place on Friday 17th July.



# The Barnet Group Community Awards

This year we want to recognise and truly thank all our residents that have gone above and beyond in supporting their fellow neighbours across our communities, especially during the COVID-19 pandemic.

We also want to take the time to appreciate the hard work of local community groups and the voluntary sector in supporting our elderly and most vulnerable in Barnet.

If you know of someone or any group you want to thank, now is the time to nominate them for a community award by visiting the Barnet Homes website.

## The categories are:

- Good Neighbour Award
- Volunteer of the Year
- Volunteer of the Year (under 25)
- Group of the Year (community or resident association)
- Voluntary Sector or Charity of the Year
- COVID-19 Inspirational person of the year

If you are unable to access the internet from your computer or mobile device, please call Nigel Thompson on **020 8359 3635** any weekday between 10am-12pm to place your nomination.

The closing date for nominations is Friday 13 November.



# Develop a new skill through online learning

There has been an increase in people using the internet to gain new skills, and with a sharp increase of available online courses, we want to make sure our residents don't miss out. If you have a computer or mobile device, you can access a variety of course ranging from using social media to making the most of working from home. There are also many certified courses which you can sign up for. For further information search from your computer or mobile device any of the following;

## **Make it Click**

Features free courses, tools and templates that you can trust. You can learn new apps, improve the skills you already have and take a positive step forward in your work.  
[makeitclick.learnmyway.com/directory](https://makeitclick.learnmyway.com/directory)

## **Learn My Way**

Provides free online courses for beginners, helping you develop digital skills to make the most of the online world.  
[learnmyway.com](https://learnmyway.com)

## **Alison.com**

Provides free online courses from the world's leading experts.  
[alison.com](https://alison.com)

## **Government Skills Toolkit**

Provides free digital and numeracy courses to build your skills.  
[theskillstoolkit.campaign.gov.uk](https://theskillstoolkit.campaign.gov.uk)

Our BOOST service can help with online learning advice. For more information go to [boostbarnet.org](https://boostbarnet.org)



# FROM PAG TO YOU



Dear residents,

I hope you are all as well as can be expected during these difficult times; these have been very challenging times for everyone. Although in some ways the country was ill-prepared for the lockdown in March, I am pleased to say that Barnet Homes rose to the challenge with a fighting spirit and one main goal, to ensure that all the residents and staff were keeping as safe as possible and that they made sure to contact as many vulnerable residents as possible during this time. At every step of the way, Barnet Homes staff kept the PAG members up to date with what they were doing.

A group of staff was set up to individually call all vulnerable residents and aged 70 and over, and we wrote regularly to all tenants and leaseholders, making sure they were receiving any help they needed - in particular with shopping and getting medication. Some are now receiving weekly well-being calls from a group of 10 members of staff. All our vulnerable residents have been written to with additional advice and information on support services available. Residents currently in temporary accommodation have all received calls and text messages.

Barnet Homes have been working with Barnet Council to co-ordinate the service to vulnerable residents and also engaging with all the voluntary groups within the borough to make sure they maximise the resources and get help to our most vulnerable residents. Four of our contractors have donated a total of £3,250.00 into the Barnet Community Response Fund, that helps to support the most vulnerable and elderly with food supplies. They also coordinated for all Barnet Group staff to donate non-perishable food supplies to a newly opened Foodbank in East Finchley and with PAG approval donated £500 from the Mears First Time access Fund to the Foodbank.

On the whole, services have kept running even if they have been reduced in some areas and it's been business as usual. On a lighter note, the Finest Flower competition is still going to take place this year with a bit of a twist! Lots of green-fingered gardeners, like me, have had extra time to get out and cultivate our gardens, window boxes and pots, so turn to page 10 to see how to enter this year. Also, look out later in the year for the annual Community Awards. This year the theme will be recognising and thanking our COVID-19 heroes, and I am sure there will be many stories shared

Well, that's all from me and in the words of dame Vera Lynn, we'll meet again, and until we do keep staying safe.

John Davies, Chair of PAG

# The Let's Celebrate grant

Barnet Homes is proud to support a large range of initiatives which benefit the wider Barnet community. This year, we are supporting 'Let's Celebrate'.

There are many reasons you may have had something to celebrate, and this year should be no different. Due to the COVID-19 pandemic, the entire nation has been on lockdown, getting used to a new way of living.

Barnet Homes is supporting residents who would like to host a 'celebration' within their communities and local groups; following government guidelines for social distancing of course. You can also apply now for an event which you plan to hold once social distancing measures have been relaxed.

Residents are invited to apply for a grant of £250 from the Mears First Time Access Fund to host an event. Events like 'Let's Celebrate' can create stronger connections with your neighbours and inspire people to make a positive difference in their community.

To apply for funding, email [nigel.thompson@barnethomes.org](mailto:nigel.thompson@barnethomes.org) and tell us:

- what you plan on doing
- how many people will be taking part
- how you will promote your event
- how you will ensure social distancing measures are in place
- how you will feedback on the event

For further information and advice on hosting a 'Let's Celebrate' event in your area email [nigel.thompson@barnethomes.org](mailto:nigel.thompson@barnethomes.org).



# Barnet Homes' contractors

## Supporting the COVID-19 response

COVID-19 is having a significant impact on all of us, whether at home or at work. Sadly many Barnet residents have lost their income and struggling financially, lacking food to feed their families or can't afford to buy daily essentials.

Barnet Homes is part of a borough-wide steering group, ensuring families, the elderly and most vulnerable are receiving the support they need. We are working closely with Young Barnet Foundation, Groundwork UK and Inclusion Barnet who have set up a Community Response Fund.

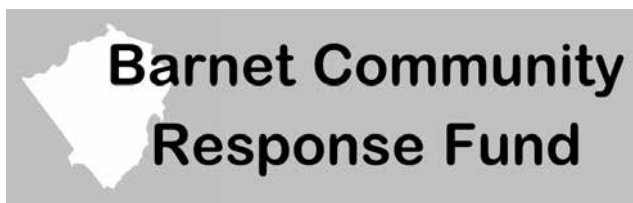
The Community Response Fund supports trusted local organisations in Barnet to provide front-line support to those most in need. The funds are being held by Young Barnet Foundation and are distributed to community groups by a specially convened community panel.

Through their social value and investment into our communities, our contractors continue to demonstrate their commitment to Barnet and us by donating £1,000 each toward the Community Response Fund.

We are grateful to WG Wigginton, Vallectric and Wates for their early support and hope that many of our other contractors continue to come forward with their help. Re-Gen also donated £250.

Barnet Homes' Head of Property Services Stuart Bishop said "In such uncertain times it's very important that we pool our resources and work together to deliver the

best possible service to our residents. It's refreshing to know that our contractors share this ethos and, in particular, WG Wigginton, Vallectric, Wates and Re-Gen have stepped up to offer financial assistance to those in our community that are most in need. This gesture is much appreciated, and we hope other contractors will follow suit and contribute to the Community Response Fund, which is a vital resource at this time".



Vallectric said "Vallectric Ltd have donated £1,000 to Barnet Homes to assist with providing front-line support to the elderly and most vulnerably members of the Barnet community, during the COVID-19 pandemic."

David Morgan, Managing Director, Wates Property Services, commented: "It is with great pleasure that we make this donation to the Young Barnet Foundation and underpin our commitment to the local community as part of our partnership with Barnet Homes. The Foundation carries out exceptional work across the borough, providing invaluable support for young people when they need it most. It is a privilege to contribute and help to make a positive and sustainable difference to local lives."



# Staying fire safe this summer

During the summer months, keeping fire safe in your home is especially important. With people spending more time at home, and having more BBQs at home, please make sure you're aware of what to do in case of a fire. **Please do not have any BBQs on your balconies or in your homes.**

If there is a fire inside your flat or maisonette you should alert all the people in the flat, leave the property and close all doors.

You should follow a pre-determined escape plan, and if there is a lot of smoke within the flat, people should crawl along the floor where the air should be clearer and the temperature cooler. You should always use the stairs rather than the lift and call **999** as soon as you are in a safe place.

If there is a fire elsewhere in the building, then the structure of the flat – walls, floors, and doors – are designed to give appropriate protection.

If there is a fire in your building but not inside your own home, then you are usually safer to stay in your flat unless the heat or smoke from the fire is affecting you. If you 'stay safe' you should still immediately call **999** for advice and to ensure that the fire and rescue service along with attending emergency crews have been notified.

We have been working with the London Fire Brigade to create a series of fire safety awareness videos for residents. These videos include guidance on what to do in the event of a fire if you live in a high or low-rise block and also guidance on how to test your smoke and carbon monoxide alarms. The links can be found on our website; **[barnethomes.org](http://barnethomes.org)**.

Thank you in advance for your cooperation which helps us ensure your peace of mind and safety now and in the future.

## Check your fire alarms!

- test it once a month, by pressing the test button until the alarm sounds
- change the battery once a year



# Balcony fire safety



If a fire breaks out on your balcony, it could spread much faster than a fire inside your building.

Inside buildings, there are walls and doors that can contain a fire, and a limited supply of oxygen to keep the fire burning. But outside there's an unlimited supply of oxygen, and a

fire can quickly be blown by the wind, spreading it upwards and outwards. This puts balconies or flats around you at risk.

However, there are simple steps you can take to keep you, your family and your neighbours safe.

## Balcony fire safety advice

- **Do not use barbecues on your balcony** – they pose a fire risk, and falling embers could set light to balconies below you
- **Do not store gas cylinders on your balcony** – there is a risk they may explode
- **Do not drop cigarettes over the side of your balcony** – they could cause a fire on a balcony below you. Use an ashtray instead
- **Do not store any items on your balcony that might catch fire.** If a fire does break out on your balcony, it has a bigger risk of spreading if you have flammable items nearby. You should make every effort to keep your balcony completely clear, but we understand that might not be practical for everybody. Although they do present a small fire risk, you can keep a small number of plants or garden furniture there. Please ensure no flammable materials are kept around them.

### Balcony fire safety:

There has been an increase in sales of 'Balcony BBQs' online. **Please do not purchase one of these.** They are a massive fire risk, and could lead to injury or even death.

# Keeping your communal areas fire safe



We have a legal duty to make sure that all fire escapes and fire routes are kept clear at all times. It is therefore important that communal areas are kept free from any obstructions or fire risks. Communal areas include stairs and corridors.

A fire risk could include obstruction from a large item such as furniture or a large box, as it could block a fire exit or an escape route or add fuel to a fire. Arson is another risk and abandoned goods are a danger as they could quite easily be set alight. Pictured left is an example of unacceptable storage of items in communal areas.

## Fire safety works restarting

We have been working hard to deliver the essential safety and compliance works during the pandemic; mainly in communal areas. Government guidance has now changed and the current message allows us to work within homes whilst following COVID-19 guidelines. Contractors will ensure safe systems of work will be followed and maintain social distancing. You can read more about personal protective equipment (PPE) on page 5.

We will contact all residents and ask them to consider whether they would be receptive to works within their properties if social distancing is maintained.

As part of our commitment to keeping you safe, we service and maintain all communal fire safety equipment. We are currently servicing the following equipment:

- dry risers
- automatic-opening vents
- fire alarms and emergency lighting

We will also be carrying out inspections and testing on electrical installations inside properties and communal areas. We may require access into your homes to undertake some of this testing and we appreciate your cooperation in advance.

### Smoke alarms

We are working to enhance our smoke detection systems to keep you and your neighbours safe. These works will be carried out as part of several other gas and electrical testing programmes. You will be contacted when your property is due for this upgrade.

### Fire Door replacements

The fire door replacement programme was put on hold during the pandemic but we are now restarting.

We will be in touch with you if your door is one of the ones to be replaced.

# YOU SAID WE DID

**As part of our ongoing commitment to a high level of service, we are sharing examples of how we have made changes following your feedback.**



## **You Said:**

You were sometimes given inconsistent information regarding the complaints process, making it difficult to progress issues at times.

## **We Did:**

We reviewed our complaints process, and launched our updated Complaints and Compliments Policy (which you can find on our website) to make our approach more accessible and clarify who can make complaints and how. We also briefed our staff on the new policy, and gave additional complaints-handling training to some teams.

## **You Said:**

We were not always as empathetic as you would like when dealing with your enquiries or cases, and sometimes our communication could be improved.

## **We Did:**

We commissioned customer care training for our front-line staff, to refresh their skills and help ensure that they are providing an excellent customer experience. Some staff have already completed the training, with more to follow.

# **We've changed our number!**

We have changed our main phone number. Our new number is a standard rate number, meaning you can use your inclusive minutes to call us.

Please update your phone books!

# **020 8080 6587**



The current 0800 number will continue to work during the coming months. We will confirm its turn-off date in a forthcoming issue of atHome.