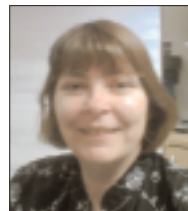


Meet the Senior Management Team

Following feedback from some residents that it is sometimes hard to reach managers to discuss questions and issues, we have put in place a new interim Senior Management Team structure that will allow managers to focus on their specific service areas and will free up some of their time. This means they are available to speak to and consult with you.

If you would like to speak to one of the managers to hear more about what we are doing or to give them your feedback please contact them on the details below.



Christine Foley
Interim Housing Services Manager

Christine oversees all day to day Housing and Operational Services at Island Homes. If you would like to hear more about the improvements we are currently implementing and how we are performing against our targets please contact Christine on 020 8821 5351 or email cfoley@onehousinggroup.co.uk



Jon Megan
Senior Housing Manager, Operations

Jon oversees Housing and Tenancy Management, Anti-social Behaviour (ASB) and Leaseholder Services. If you would like to hear more about these areas or what we are doing to combat ASB on your estates please contact Jon on 020 8821 5353 or email jmegan@onehousinggroup.co.uk



Geoff Bateman
Housing Manager, Customer Services

Geoff is responsible for putting in place all support processes. He also reviews and manages Service Level Agreements (SLAs) which set out the functions of each team, what you can expect from them and what they can expect from other teams. Geoff also has responsibility for office based systems and works with each team to deliver Island Homes' plans for integration into the Group structure. If you would like to hear more about these areas please contact Geoff on 020 8821 5360 or email gbateman@onehousinggroup.co.uk



Sylvester Joseph
Caretaking Manager

Sylvester oversees all caretaking, concierge and horticultural services on your estates. If you would like to hear more about what we are doing to keep your estates clean and tidy or to give us your feedback please contact Sylvester on 020 8821 5369 or email sjoseph@onehousinggroup.co.uk

WANT TO GET INVOLVED *but not sure how?*

There are lots of ways to get involved with the work of Island Homes and to provide feedback on our services. No matter how little or how much you would like to get involved or how much time you have to spare, there is an option to suit you.

Do you know how to find out about upcoming opportunities?

The easiest way to hear about the range of ways that you can get involved through the resident involvement framework, such as taking part in an online or telephone survey, joining a focus group or getting involved in developing a community project, is to join our Community Investment Register. To join the register or find out more contact us on 020 8821 5162 or email

islandhomesresidentsbox@onehousinggroup.co.uk

Interested in learning new skills that can be put into practice in your local community?

Every year we offer a range of training courses to meet the needs of our residents. Examples of courses run in the past include Committee Skills, Newsletter Design and Business Planning and Fundraising. Involved residents also get the opportunity to attend external conferences and events to represent Island Homes and the community. For details of upcoming courses contact us on 020 8821 5162, email islandhomesresidentsbox@onehousinggroup.co.uk or check the website: www.onehousinggroup.co.uk



Feeling the pinch with the credit crunch? Would you like to learn more about managing your money?

Coming soon we will be running 4 week courses on the Isle of Dogs to give you practical advice and information about planning your finances effectively, budgeting, mortgages and other key issues. For more information or to register for the courses contact us on 020 8821 5162 or email

islandhomesresidentsbox@onehousinggroup.co.uk

Not satisfied with repairs and maintenance? Tell us!

If you aren't happy with repair or maintenance work that has been carried out in your home or on your estate, please tell us. Each time a repair is carried out on your home you will be sent a satisfaction form. Please take the time to fill it out and send it back to us as your feedback helps us identify weaknesses and improve our services in future. You may also be contacted by the After Care Team, please use this opportunity to give your feedback and make any suggestions. All feedback received is incorporated into our improvement plans.



*If you have any other queries but you're not sure who to speak to please contact us on **0300 123 9966** and we will put you through to the relevant person.*



Tell us your views of our services – why not join our Maintenance Forum?

The Maintenance Forum meets regularly to review services being delivered across the Group, including responsive repairs, gas servicing and response times. This is a great opportunity to provide your feedback on the services you are receiving and to give us your suggestions on how we can improve in

future. If you are interested in joining the Forum or for more information please contact us on 020 8821 5162 or email islandhomesresidentsbox@onehousinggroup.co.uk

Your estate...your views matter

Do you have any suggestions about improvements and changes you would like to see on your estate? Whether its recommendations for work, gardening or improvements to common areas, we want to hear your views! Please contact us on 020 8522 3166 to let us know your thoughts.

Alternatively would you like to join the next inspection of your estate? Regular inspections are carried out on all estates to check that cleaning and communal repairs are being delivered to a high standard. To find out the date of your next inspection please check your estate noticeboard or contact your local housing officer.

What does the Island Homes Chairs Consultative Group do?

This group includes the chairs of the four Tenant and Residents Associations (TRAs), the Managing Director of Island Homes and the Chair of the Island Homes Board. The Group meet quarterly to discuss feedback and suggestions from the TRA meetings. To find out more about the issues raised at these meetings and the outcomes please contact us on 020 8821 5162 or email islandhomesresidentsbox@onehousinggroup.co.uk

Keen to make improvements on your estate? Why not join the Island Homes Regional Consumer Panel?

We are looking for residents who are keen to work with Island Homes staff to review services and recommend ways in which we can improve. The panel consists of 12 people, 10 residents and 2 Island Homes Board members. The panel meets locally every 10 weeks and discusses one key service area at each meeting. Feedback is given to managers who incorporate it into the association's Service Improvement Plans. An attendance allowance and expenses for childcare are



provided as well as transport for disabled and elderly residents. For more information or to get involved please contact us on 020 8821 5162 or email islandhomesresidentsbox@onehousinggroup.co.uk

Do you know about the Tenant and Resident Associations (TRAs)?

Each of the four estates at Island Homes has a TRA that meets regularly to discuss issues relating to the estate and future plans for Island Homes. If you would like to attend one of the TRA meetings or to find out more please contact us on us on 020 8821 5162 or email islandhomesresidentsbox@onehousinggroup.co.uk

Would you like to help us review our Customer Charter?

We are in the process of reviewing our Customer Charter, a document that sets out Island Homes' service standards and are looking for volunteers to help us review and update the charter to ensure it best fits your needs. If you would like to get involved please contact us on 020 8522 3182.

Want to hear more about the funding available to resident groups and how to apply for it?

From February we will be running funding surgeries to provide information and support to all resident and community groups on how to access additional income to run activities and projects in the local community. This is a pilot programme that we are running to see if it is helpful to you. The first funding surgery will be held on 25 February from 11am - 1pm. The venue will be on the Isle of Dogs and details will be confirmed soon. To find out more please contact us on 020 8821 5162 or email islandhomesresidentsbox@onehousinggroup.co.uk



Are you keen to be a mystery shopper?

Would you like to act as a mystery shopper to help us monitor and improve our services to residents? We will ask you to carry out specific tasks for us, such as using a service, asking questions or registering a complaint, and then to provide your feedback on the experience. This helps us to monitor the services we are providing and to make improvements for future. To find out more or become a mystery shopper please contact us on 020 8522 3182.

*We want to hear from you!
It is your view of our services that we listen and act upon.*