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October 2019



Connections

YOUR HOME, YOUR COMMUNITY



Welcome

from Carl Byrne

Group director of housing

Welcome to the latest edition of Connections, our resident newsletter keeping you up to date with the latest news from your housing association Notting Hill Genesis.

In the last edition, I apologised to you about our repairs service which we know has not been up to scratch and that many repairs have remained unresolved for longer than they should. I am now pleased to report that we have been making progress in clearing the backlog. For those of you that have had outstanding complaints, we hope that you have started to [see an improvement](#).

Other areas where we have been making improvements include in Tower Hamlets where we have been trialling our new way of managing housing, and [this is now being rolled out to other regions](#). In addition, [our new digital self-service platform](#) is continuing to make it easier for residents like you to get in touch with us. If you have not already received an invite to sign up to the new online service, you should receive this very soon.

There is lots more news and information in this newsletter, and we also

encourage you to [check our website](#) from time to time as this is regularly updated.

We hope you enjoy reading this edition of Connections. If you have any ideas for future editions, please email residentmagazine@nhg.org.uk

NEWS

We are proud of the work we have been doing in the last few months to resolve ongoing complaints and [improve our repairs service](#). Over half of the 700 outstanding repairs complaints that we had in June have now been resolved and closed, and our teams are working through the rest to fix issues to residents' satisfaction.

As part of creating our new merged organisation, we're introducing a new way of working to ensure that we make the most of modern technology while offering you personalised support. The first boroughs to transfer to the new model will be Newham and Westminster, with all boroughs moved across by February 2020. [Read our article](#) for more information.

Finally, we bid a fond farewell to Atelier House in Camden – the former head office of Genesis Housing Association. Following the merger, it is the only office that Notting Hill Genesis rented rather than owned, and it therefore made sense financially to close this and move staff across to our other offices. [Our article](#) has more details.

GETTING INVOLVED

We aim to support our residents in the communities we work in, especially where there is long-term change and deprivation. We see this work as at the core of what we do. During the last few months this work has included working with our partners (including TFL) to [help some of our younger residents find employment](#), and funding a project to [help those aged between nine and 11 to improve their maths and English skills](#).

In addition, as part of our [Resident Promise](#), the resident involvement team has continued to be busy during the last two months ensuring that residents like you have a say in shaping our new organisation as we develop. This includes [forming a new group of residents to help us deal with service charges](#), and [organising local meetings and forums in our regions](#) to give residents like you the chance to raise and discuss issues.