

Connections

KEEPING YOU INFORMED



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Welcome

from Carl Byrne

Group director of housing

Hello and welcome to the latest edition of **Connections** and the final resident newsletter of 2019.

We've started to introduce a new way of working, which will make it easier for you to get in touch with us and give you a more personalised service, something that we know we have not always done well enough.

As highlighted previously, I know that some of you have had outstanding issues and complaints, mostly around repairs. We've taken urgent action to rectify problems and make improvements in recent months. The new operating model should also help us to respond more effectively and improve our performance in future.

Under the model, you will have a named housing officer who will be your first point of contact for all queries. If you prefer to self-serve, you will be able to sign up to our online My Account service where you can report and track repairs, make and

manage your payments and receive notifications.

So far, we've introduced the model to those of you who live in Westminster or our east region. We'll be rolling it out to our north, south and west regions between now and March 2020. See page 4 for further details.

In other news, we'd love to see more residents getting involved with us, either through one of our resident involvement groups (see page 10) or, if you are a young person, you may be interested in one of our apprenticeship or work experience opportunities (see page 8 and 9). Or if you have an idea or initiative to improve residents' lives in the communities where we have housing, you may wish to apply for funding from the NHG Wellbeing Foundation (see page 12).

Finally, I would like to take this opportunity to wish you a merry Christmas and a Happy New Year.



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A better, more personal service

We've started to introduce a new way of working to make it easier for you to get in touch with us and give you a more personalised service alongside greater control online.

These improvements are a crucial part of the Resident Promise we made to you back in spring 2018. They will also help us provide you with a better and more responsive repairs service, which we recognise hasn't been as good as it should have been for some of you in recent months.

What the changes mean for you

Once we introduce the new model to your area, you will have a named housing officer who will be your first point of contact for all queries. Should your housing officer be unavailable, your call will be diverted automatically to our customer service centre.

If you prefer to self-serve, you can sign up to our online My Account service to report and track repairs, make and manage payments and receive notifications when payments

are due to help prevent you falling into arrears.

Who's covered so far

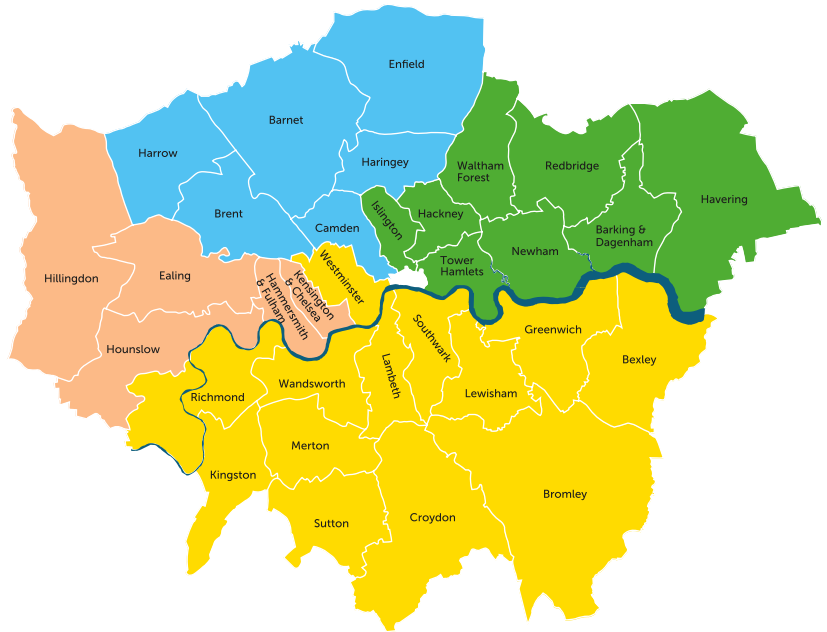
Following a six-month trial in Tower Hamlets, the new system is being rolled out in phases. So far, it has been introduced in Westminster and across our east region, stretching from Islington and Hackney to Havering within London, and then beyond to Essex and Suffolk. It's due to go live in the north region in early December. If you live in one of these areas, you should have already received a letter or email with further details.

How to contact us

If you live in Westminster or our east region and have been sent information about the new model:

General needs housing regions in London

- North region
- South region
- East region
- West region



- Always use the 020 number for your housing officer, rather than their mobile. The 020 number will automatically divert to the mobile phone, but will also be redirected to our customer service centre if your housing officer isn't available to take your call. This should mean that you can always speak to someone if you need to.
- Sign up for the My Account service – details of how to do that should have been included in the letter/email from your housing officer.

Responses so far

So far, the response from residents has been positive with many saying that they enjoy having more control over their repairs and rent accounts. One resident told us:

“ I have already received a call from [a contractor] about the damp patches; this has made me feel very happy that you are really on top of issues for me. It gives me a lot of confidence going forward. ”

In addition, our housing officers have been enjoying having more time to meet and help residents.

Future roll-outs

We will continue to roll out the new system to our north, south and west regions between now and March 2020.

We will contact you directly when your area switches over and let you know what you need to do to make the most of the service.

Introducing assured tenancies

We'll soon be introducing assured tenancies for those of you who live in our general needs homes and currently have five-year fixed-term tenancies.

We've made the decision in light of what you've told us about assured tenancies providing you with a greater level of security and enabling you to put down roots and create genuine communities. Our Resident Promise commits us to listening to residents to develop services that meet your needs, and we hope this initiative is proof that we're doing just that.

If you currently have a five-year tenancy, we'll be offering you the right to convert that to an assured tenancy when your current tenancy comes to an end. For most new residents, we'll offer assured tenancies to those who successfully complete an initial one-year probationary period. There will be no change if you already hold secure or assured tenancies.

There will be no immediate changes and you don't need to take any action – if these changes relate to you we will be in touch closer to the time.

Voluntary right to buy update

A second pilot of the voluntary right-to-buy scheme for housing association residents is underway in the Midlands. Under the pilot, residents who were successful in an initial ballot could apply to buy their home at a discount. There is currently no further information about whether or when the scheme might be rolled out nationally. For the latest updates, take a look at righttobuy.gov.uk or call 0300 123 0913.

Opening hours over Christmas

Our offices will close from 1pm on Tuesday 24 December and reopen on Thursday 2 January.

If you need an urgent repair during this time, please contact us in the following ways:

If you have a named housing officer, contact them on their usual 020 number. Your call will be diverted to our on-call teams. You can find your housing officer on the postcode search on www.nhgggroup.org.uk.

Please only contact us if you have a genuine emergency such as a heavy leak, flooding, major electrical fault, serious failure of heating and hot water or serious sewerage or drainage problems.

Please do not report emergencies via email while our offices are closed.

If you do not yet have a named housing officer, please contact the customer service centre directly on 033 3000 3000 or at: www.genesisha.org.uk/report_a_repair



Hire power

Steve Jobs once observed that “you need to have a collaborative hiring process”. With this in mind, we have been inviting residents to be part of the recruitment panel when hiring new staff for our supported services. This helps us ensure we are delivering the support and services our residents really need.

During our recent large-scale recruitment drive, we engaged with as many people as possible, including having some residents on our interview panels. Here are two short interviews from two residents involved.

Maria, resident

What did you enjoy about the experience?

It was great to meet some of the team and see their enthusiasm, as well as meeting the interview candidates. Their commitment, personalities and experience really shone through!

Why did you get involved?

I had a week off in between jobs and I am already part of my local scrutiny panel. It was interesting to get to know more people at NHG.

What should we do to develop and improve this process in the future?

I would have liked the chance to review applications and CVs beforehand. It would also be nice to have other ways to get involved with recruitment.

Mary, resident

What did you enjoy about the experience?

It was lovely getting to know colleagues on the panel. It seemed to help the applicants by focusing them on some of the more important aspects of the job and how they build relationships with residents.

Why did you get involved?

I'm very interested in recruitment and ensuring that residents get the best possible service from the right people.

What should we do to develop and improve this process in the future?

It would be good to get residents involved earlier in the process, maybe by training or briefing a panel of residents who can help recruit other staff in the future.

Want to get more involved with how your care and support service is run? If so, speak to your supported housing officer.

Work experience at NHG

Are you interested?

Our annual work experience programme took place in October with students spending a week shadowing various teams at NHG.



Students at Barclays HQ in Canary Wharf

The 18 students came from different schools across London, including Skinner Academy in Hackney and Capital City Academy in Brent. Some of the teams they worked with included finance, neighbourhoods, regeneration, marketing and office services.

Our chief executive, Kate Davies – who gave a speech to the students during induction – said:

“At NHG, we are committed to supporting young people to develop and practise their employability skills, improve their self-confidence and give them a better understanding of the kind of work they may wish to pursue after their studies.

“I wish all the students who were with us the best of luck in their future careers.”

The programme also included a visit to Barclays HQ in Canary Wharf where the students took part in CV and interview coaching, and met with some apprentices.

We had great feedback from all the students including Sofia Abada, a student from Westminster Academy who said:

“I found it very interesting and educational. I’ve learned many things that I never knew before. I would fully recommend work experience at NHG; you would learn many things and get an understanding of what it feels like to be at work.

“While at NHG, I have learned how to listen and observe attentively at meetings, and how to communicate with different members of staff. I expanded my knowledge and learned many things about regeneration.”

Interested in work experience with us?

Our next Work Experience Week will take place in March 2020 when we will be inviting young students to spend a week working with us in different areas across the business.

To find out more, please email SEI@nhg.org.uk

Training opportunities available



Staff pictured at our recruitment event

We aim to support our residents in the communities where we work, especially where there is long-term change and deprivation. We see this work as at the core of what we do.

Earlier this year, we partnered with Transport for London (TfL) and other housing associations like Tower Hamlet Homes, L&Q and Swan Housing to deliver a construction recruitment event. 21 employers with a range of vacancies and apprenticeships took part, and attendees also benefitted from one-to-one sessions given by two construction training organisations.

Around 300 people attended – 52 of them NHG residents – from Tower Hamlets, Newham, Hackney and Waltham Forest.

During the event we found a number of residents didn't have the right qualifications and requirements to work in the construction industry. To help these, and residents like them, we have teamed up with TfL to offer free construction training with Construction Skills Certification Scheme cards in:

- Drylining
- Multi-skilling
- Groundwork
- Scaffolding
- L1 Award in Health and Safety Awareness
- Manual handling
- Asbestos awareness
- Mental resilience and
- Better communication

The training will give an introduction to the industry, and provide key skills and hands-on training. Residents who complete the training will be given preference when applying for employment opportunities.



If you are interested in construction or other job and training opportunities, please email tenancysupport@nhhg.org.uk



Residents pictured at one of our involvement events (Jackie Thomas, head of resident involvement, presenting).

A year in resident involvement

How did you get involved? Following up on our pledge set out in the Resident Promise that 'residents will be at the heart of shaping services', since the start of the year residents have been working with us to help positively affect service delivery.

The resident involvement team has been working with staff to offer residents opportunities to have their say, be kept informed and give feedback.

This year approximately 100 residents attended local forums across our regions to hear updates from the organisation and discuss local issues. Some of the discussions included the new asset management strategy, demonstrations of the new customer self-service portal, meeting the new gas contractor and updates on how Notting Hill Genesis continue to integrate services.

There have been several focus

groups set up for residents to contribute towards the integration of policies and procedures and give feedback on some of the communications shared with residents around rent. A residents' focus group was established in the summer helping staff prepare for a service charge consultation, giving feedback and making recommendations on the letters which get sent out to residents.

Our health and disability panel have been busy highlighting key issues around accessibility of our offices in a project with the office services team and have been making

Support for Older People

See page 13

suggestions for staff training on how to handle hoarding.

Following feedback from residents at local forums and panels, a residents steering group was formed to help with the asset management strategy. So far this has involved the design of the NHG Home Standard – defining the expected requirements for all existing NHG homes.



The opportunity to work with the asset management team in building a strategy that works both for residents and NHG is an enormous step in the right direction and has been a terrific experience so far. Being able to challenge senior staff and contribute to decision-making is precisely what resident involvement ought to be.



Colin Burns, resident. Involved with the asset management steering group.

A call out to all residents...

... make 2020 a year to get involved and help improve services you receive. If you would like to find out more, speak to your housing officer or contact the resident involvement team for further details

involvement@nhg.org.uk



NHG Wellbeing Foundation

Apply now!

Jeremy Stibbe (centre, wearing glasses), group director of regeneration and assets, poses with some of the grant recipients.

The Wellbeing Foundation is open for new applications. The foundation is the grant-giving arm of NHG and helps sustain, empower and create great places for our residents.

Organisations that can help create local impact and benefit are encouraged to apply to the foundation, with over £266,000 having been distributed across nine organisations during the last funding round in July 2019.

Successful bidders will have to demonstrate how their projects benefit NHG residents in London and south-east England. We also encourage applications to demonstrate how their project can benefit the wider community.

The foundation considers applications which benefit residents in one or more of the following themes:

- Financial inclusion
- Employment, enterprise and training
- Digital engagement
- Health and wellbeing

- Social research
- Volunteering

Organisations running projects in their communities can apply for a small grant of up to £5,000 or a larger one of up to £50,000.

The deadline to apply for a small grant has now passed but we are still inviting applications for the large grant. The closing date for this is 10 January 2020 and decisions will be made by April 2020.

All applications must be sponsored by a current NHG employee. If you do not have a contact in NHG, please email gwf@nhg.org.uk before sending in your application. We cannot guarantee to find you a sponsor.

If you would like to find out more about this, please contact the Wellbeing Foundation on gwf@nhg.org.uk



Support for older people

If you are an older resident, there are many organisations that help people in later life.

Age UK (www.ageuk.org.uk) has befriending services either by phone or in person, and a confidential advice line – 0800 678 1602.

Open Age (www.openage.org.uk or call 020 8962 4141) runs 380 activities a week. There are centres, hubs, and free one-to-one confidential support (including career advice). Membership is free and you will receive newsletters and activity programmes.

Citizens UK (www.citizensuk.org or call 020 7043 9881) is all about people taking action to make their communities better, fairer and safer.

Shine (www.shine-london.org.uk or call 0300 555 0195) stands for seasonal health intervention network and supports families in fuel poverty by helping with bill discounts, grants, debt clearance and offering home visits from an energy doctor.

Lamb (Look After My Bills) is a free service that helps customers save money on their energy bills every year, automatically. It checks the best prices for customers at sign-up and then assesses the market to ensure that customers always stay on the best deal. Go to www.lookaftermybills.com or call 020 3950 1166.



Claiming Universal Credit

Universal Credit is a new benefit for working age people. If your circumstances change you may need to make a claim.

If you need to make a claim, don't put it off. Universal Credit won't pay you for the time before you make your claim.

If you are struggling with Universal Credit, or with paying your rent, please speak to us as soon as possible.

Not sure if you need to claim Universal Credit, or need help making your claim? Contact Citizens Advice which has a dedicated service to help you. Call free on 0800 144 8 444 or go online www.citizensadvice.org.uk/helptoclaim

Save money on bills

Winter can be a drain on household finance. As the temperature starts to fall, taking small steps could lead to big savings when winter arrives.

Energy-saving tricks

- Switch off lights you don't need and use energy-saving light bulbs – they last eight times longer
- Avoid draughts with heavy curtains and sausage-shaped draught excluders
- Turn down your thermostat by one degree to reduce your heating bill by 10%
- Time your heating for when you get up and for a couple of hours in the evening
- Wear extra layers instead of turning the heating up
- Switch off electrical items not in use – don't leave them on standby
- Match your saucepan size to the hob ring – don't pay to heat the air!
- After you've used the oven and switched it off, leave the door open
- Wash your clothes at 30 degrees and always wash a full load
- Air dry clothes or use an electric clothes airer instead of a tumble dryer.

Switch your energy supplier for gas or electric

- Check with your current supplier that you are on the cheapest possible tariff
- Use a comparison website like www.uswitch.com (0800 6888 557) to see how much you could save with a different supplier
- Sign up to www.lookaftermybills.com which automatically switches you if there is a better energy deal.

Check your energy bills (gas/electric)

- Check that your bill is based on an actual reading rather than an estimated one. If it is estimated, check your meter and submit the updated reading to your supplier. They should recalculate your bill and re-issue so that you only pay for the energy you have used.

Check your water bill

- Some water companies offer discounted tariffs to cut your bill by 50%. If you're with Thames Water you could benefit from the Thames WaterSure Plus scheme. This is for customers on a low income who use lots of water due to having a large family or a water-dependent medical condition. The scheme caps what you pay to an average price. To find out more, go to www.thameswater.co.uk and click the magnifying glass to search for Watersure, or call 0800 009 3652. If you are an Anglian or Southern Water customer, go to www.anglianwater.co.uk and search for 'Watersure' or call 03457 919 155.
- Many water companies, including Thames Water and Affinity Water, offer free devices for your home (some also offer free home visits) to save water and money. To find out more, contact your water company.

Need more support?

If you are finding it hard to pay your energy bills or are in debt:

- Speak to your **energy provider**. They may be able to assist with a payment plan or freeze accumulated debt for a period. They may also offer energy saving advice or details of benefits for which you might qualify such as the **Warm Homes Discount or Winter Fuel Payment**. Go to www.gov.uk and search for 'Warm Homes Discount' and 'Winter Fuel Payment'
- Contact your **housing officer or neighbourhood manager**.
- Visit www.nhhg.org.uk/residents/support-services. You can search by need and by borough to fine tune the results.

Art therapy group

for people feeling overwhelmed by possessions.

Do you find yourself surrounded by large quantities of objects? Has this negatively affected your quality of life?

Sponsored by NHG, the London Art Therapy Centre is offering a safe space to explore hoarding issues via group discussion, reflection and art-making.

In a confidential setting, discover what your hoarding may signify and hopefully begin to tackle some of these behaviours.

The group will be run by two art therapists who are registered with the Healthcare Professions Council, and you don't have to be good at art.

The group starts on **Friday 10 January 2020** and will run for 36 sessions.

When: Fridays 1.15 – 3pm
(8 participants max.)

Venue: London Art Therapy Centre in Kings Cross

You must be an NHG resident and be able to attend 34 out of 36 sessions.

To book: www.arttherapycentre.com/hoardinggroup

Teresa's story on being affected by mental illness

See page 20

NHG residents celebrate arts festival at block party

Residents at an NHG supported scheme joined together with local artists at a 'block party' in Islington in October.

The event, held at 20-26 and 73 Mildmays, was part of the Going Places art festival that brings artists and older people together in community, day centre and residential care settings.

The party at Mildmays celebrated a vibrant long-term programme of arts projects funded locally by Islington Giving and is part of the

Arts Council's national Celebrating Age programme, with arts charities All Change and Cubitt (which has also received funding from the NHG Wellbeing Foundation). It showcased work from artists and residents alike.

The evening kicked off with a painting and drawing session, alongside tours of the studio space conducted by Cubitt artist, Joshua Sofaer whose nose-inspired sculptures are truly a sight to

Some of the movement-themed photos





Residents enjoying the party

Having your nose cast is a bit of an invasive procedure, particularly if you're at all claustrophobic. I've been doing casts of residents' fingers instead which are then painted and displayed.

JOSHUA SOFAER, CUBITT ARTIST



Just some of Joshua's noses

photographer, Leticia Valverdes.

Leticia said: "Movement in my photos has always been very important to me. I've been working with residents at Mildmays to show this."

The evening was rounded off nicely by drinks and dancing, with tunes provided by DJ Tony Nwachukwu.

Marian Howell, activities officer for NHG, said: "It is a real pleasure to work with organisations such as Cubitt and All Change. They bring in such quality artists to inspire our residents. They bring life to the home, they energise us into action and all this joy can be captured in Leticia's photos."

For more information, see: <https://cubittartists.org.uk/2019/09/13/going-places-festival-2019/>

Residents and visitors were then invited to participate in a free-form poetry session led by All Change artist Francesca Beard, while posing for movement-themed portraits by





Hidden treasure at Hope House

The picture being valued during BBC's Antiques Roadshow

A picture found at a Notting Hill Genesis (NHG) supported scheme and featured on BBC's Antiques Roadshow earlier this year has now sold for £500 which will go towards a welfare fund for residents.

The drawing, depicting an army in a village setting, was spotted by staff during a spring clean of Hope House, a scheme for formerly homeless people in Norfolk. The picture had hung in a ground floor corridor for as long as staff could remember, and no-one knew where it came from.

The staff decided to get the picture valued. They applied to Antiques Roadshow who invited them to come to a filming of the show in Cromer which was broadcast in February 2019. Two staff members, including lead project worker Laura Clarke, spoke to expert Paul Atterbury.

Laura said: "Paul told us that the picture was by a famous war artist called James Princip Beadle whose paintings are in museums such as the Imperial War Museum in London, and that it was worth between £500 and £1,000. Given how long it had been hanging in Hope House with people walking past it every day, we were stunned that it was worth that much!"

Shortly afterwards, Laura and her colleagues were contacted by the Royal Green Jackets (Rifles) Museum in Winchester. The museum had extensive knowledge

“ Given how long it had been hanging in Hope House with people walking past it every day, we were stunned that it was worth that much!



about the sketch and one of the people depicted in it (General Robert Craufurd).

Brigadier Vere Hayes, chairman of the museum's trustees said: "The sketch by Beadle shows General 'Black Bob' Craufurd, so called because of his explosive temper, berating a group of 95th Riflemen during the Peninsular War. Although a formidable disciplinarian who frequently ordered flogging for relatively minor offences, he was a respected and trusted leader who commanded The Light Division and was mortally wounded in the assault on Ciudad Rodrigo."

Laura and her colleague brought the sketch to Winchester where they were given a personal guided tour of the museum (which included a small display on Craufurd). The museum made an offer of £500 to purchase the picture, with a further £250 to

have it restored since its time on the wall of Hope House had resulted in some damage to the paper. The sale was finally agreed in October:

Laura continued, "It took a while for the sale to go through. Not only did we have to arrange a convenient date to travel and stay in Winchester, but the museum also wanted us to provide proof of ownership, something that proved tricky given that nobody quite knew how the picture came to be in Hope House. In the end, an agreement was drawn up by a solicitor to enable it to be sold."

Brigadier Hayes continued: "Once restored and reframed the sketch will be displayed in the 'Road to Waterloo' exhibition that covers the Peninsular War and the part played in it by Riflemen; it will be a valuable addition."

<http://rgjmmuseum.co.uk/>



Happy Diwali at Kina House!

One of our supported schemes, Kina House in East London, had a Diwali party in October.

The residents donated money, prepared foods and enjoyed activities like Bollywood Karaoke, dance, a raffle and many more.

Residents from other neighbouring schemes St Bartholomews Court, Lawrence Hall and Staple House joined too and a good time was had by all.

Sign up now and take control of your account

See back page

it's difficult to explain a state of mind that is new. It doesn't make sense to you and is just so unlike the person you are used to being.

"Finally being diagnosed with agoraphobia was grounding. It helped me to begin the process of healing and accepting the changes in me and embracing who I had become. It will never go away; that initial feeling of anxiety isn't something that I aim to get rid of. But learning to accept it has allowed me to embrace past passions like acting. I had been in plays previously and loved becoming someone new on a stage, so now I am completing my level three in drama at a local college. I've had a ball! I'm also writing a memoir, I owe it to myself to share my story in hopes of it helping someone else."

Teresa's advice

"Mental health, especially if you have never experienced it, can be a hard thing to understand. It can be challenging if you are trying to help someone. Over the years I've learned a few things, from both sides of the table. I hope they help you:"

1

See the person, not the diagnosis: My agoraphobia won't go away but I chose to be myself and focus on the other aspects of my life. It helps when others help me to do that.

2

For someone with poor mental health, allowing you into their home is a big deal: Respect that, they trust you.

3

Reach out to their support system (if they have one): Introduce yourself and communicate with them. They can share so much information, for example, routines or possible triggers.

4

Try not to be judgemental: You won't and can't relate to all their experiences so try to accept how they feel.

5

Look after yourself: You are important to someone, so looking after yourself is important.

For additional support, contact MIND on 020 8519 2122 or at: www.mind.org.uk



My wife and I have been foster carers ourselves since 1999 and have fostered five children, one of whom is deaf.



Emdad Talukder

Notting Hill Genesis resident awarded MBE

A Notting Hill Genesis (NHG) resident has been made an MBE for services for fostering and adoption.

Emdad Talukder, who has been an NHG resident for 15 years and lives in Kensington, has received the award for his tireless work over the years to encourage fostering and adoption within hard-to-reach communities, including the Muslim community. He was presented with his MBE at a ceremony in November.

Mr Talukder explained: "My wife and I have been foster carers ourselves since 1999 and have fostered five children, one of whom is deaf. Through my own experience and through my job as a community resource officer, I know that there are thousands of children that need homes. But I also know that fostering and adoption are not usually considered or even discussed within certain communities and there is a lot of confusion about it. In the Muslim community, for example, while fostering is considered acceptable (the prophet

Mohammed himself was fostered), it is not the same for adoption. The Quran bans children from taking the name of their adoptive father, which has meant that many in the Muslim community have felt unable to adopt.

"Over the years, I have visited churches, mosques, GP surgeries, and community and children's centres, anywhere really where I think I have the opportunity to reach people. I ask them to consider adopting or fostering a child or – in the case of an Imam [Islamic leader of a mosque] or a similar community representative – I ask them to promote the idea to others."

As well as translating dozens of documents into Bengali to help spread information, Mr Talukder also helped get a new legal tool called 'special guardianship' approved by the Sharia Council of Britain. A special guardianship order (SGO) is



The first that Mr Talukder learned of his MBE was back in May when he received a letter:

“When I saw the letterhead on the envelope for Her Majesty’s Office, I thought it was a summons for jury service! When I opened it and saw what it actually was, I was speechless! I took the letter upstairs with me and sat and cried. It took me about half an hour before I could come back downstairs and tell my wife and children that I had received an MBE. I just couldn’t believe it!”

intended for children who cannot live with their birth parents and would benefit from a legally secure placement. Under the order, one or more individuals are appointed to be a child’s ‘special guardian’ and have parental responsibility until the child is 18.

Mr Talukder continues, “I explain to people what an SGO is and how it works as this is often the quickest route to getting a child into a loving and supportive family.”

Mr Talukder joined the other

invitees at the ceremony at Buckingham Palace in November where he was presented with his MBE by Prince Charles.

“Visiting the palace and meeting Prince Charles was one of the most remarkable days of my life. Fostering and adoption is not like getting an item from M&S that you can then return if you change your mind. This is a permanent commitment and it is still seen as abnormal within certain communities, so it’s important that we should continue to encourage this.”

Anytime, anywhere

Sign up now and take
control of your account



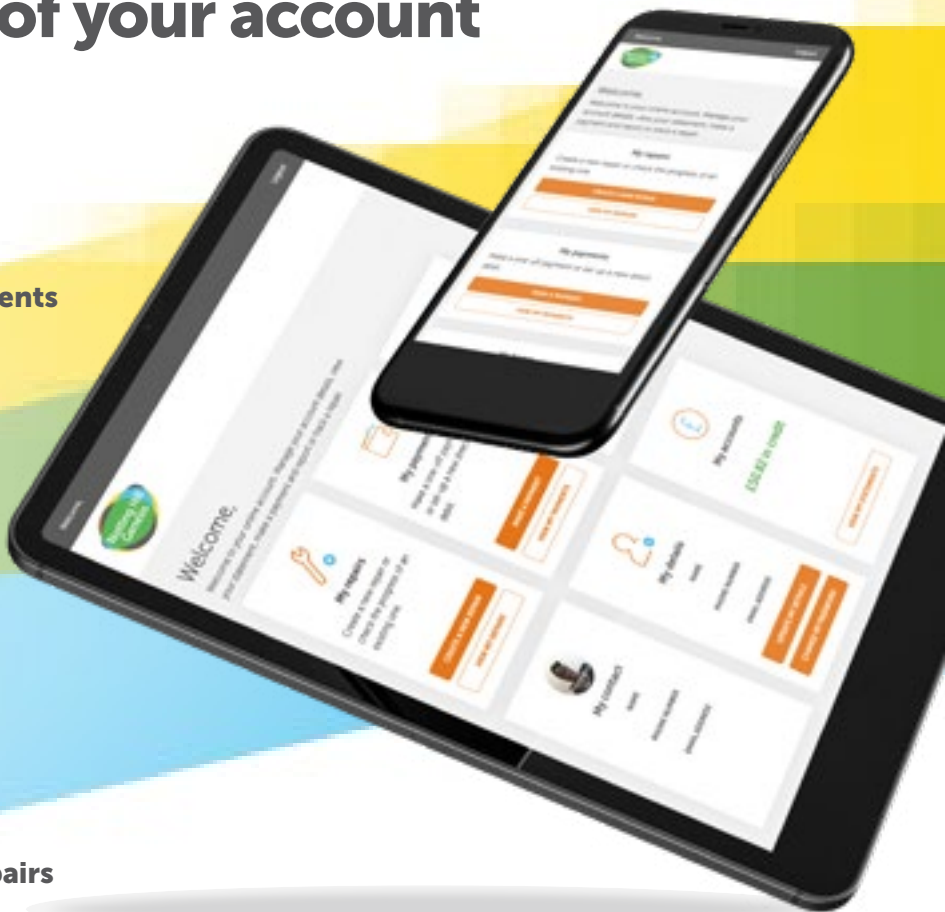
Check your statements



Pay your rent



Raise and track repairs



Sign up for your new online account with Notting Hill Genesis
and manage your home and account needs when and where
you want. Visit www.nhhg.org.uk.