

# home



## **Cosying up for winter**

How to start prepping for the colder months

## **We're building a fairer society**

Our commitment to diversity and inclusion in our business and the communities we support

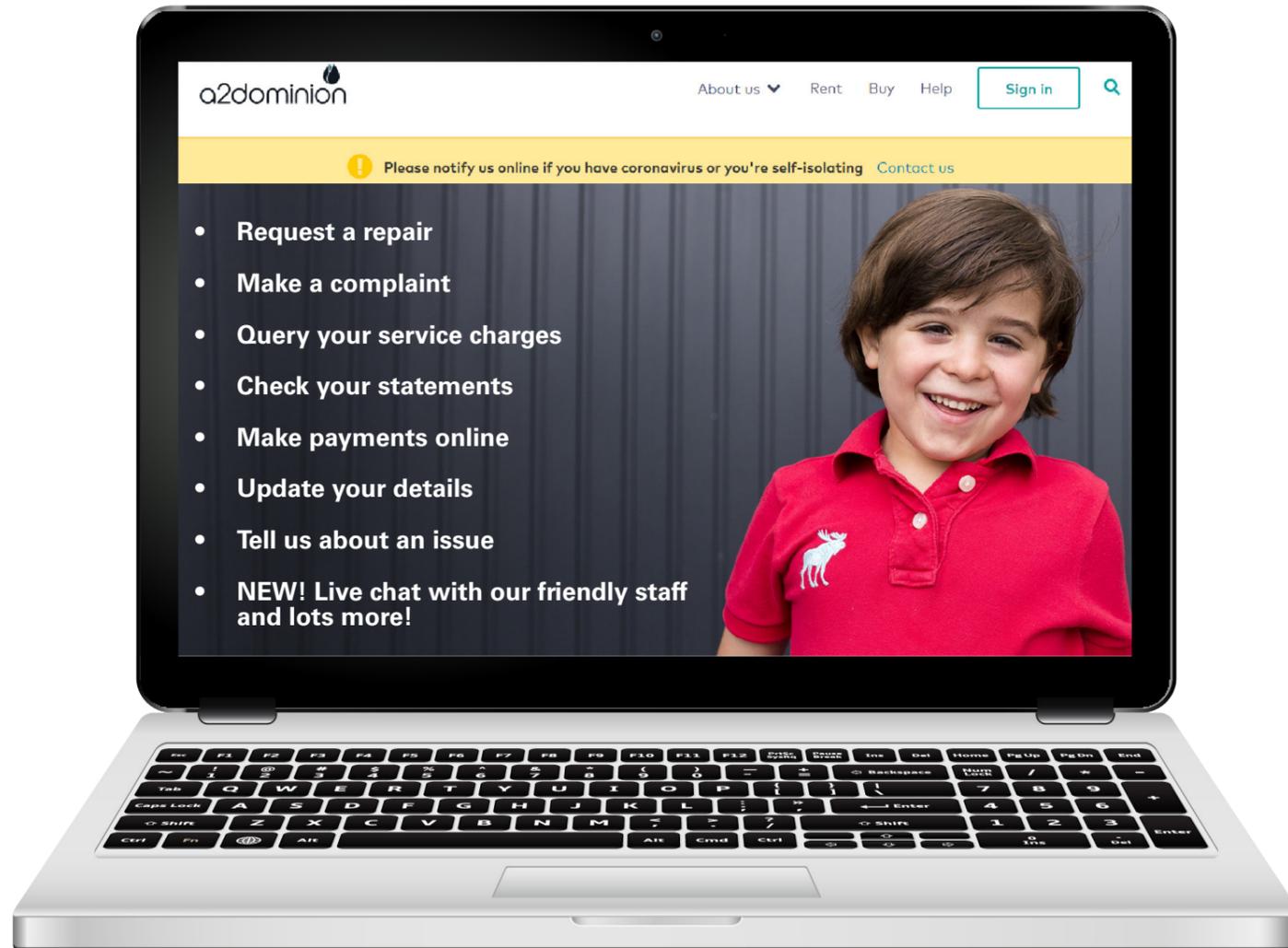
## **Rewarding you for your feedback**

Complete our survey and win a £100 shopping voucher

Let's get  
with 2020...  
let's get digital!

Win £50  
in shopping  
vouchers!

# Do you know what your online account can do?



Visit [a2dominion.co.uk](https://a2dominion.co.uk) today and sign in to start managing your home the easy way.



## Introduction

# Welcome

Autumn is here and what a year it has been so far! Must be time for the next edition of Home.

It's been what seems like a very long year with the hit of the coronavirus pandemic which affected us all. We hope that you're keeping well.

During this time we've tried to support you all as much as we can - to find out more go to page 10. Many of our services have evolved during lockdown and we have lots of news and updates for you.

With the weather getting colder it's a good time to prepare your home for the winter months, so we've put together some tips for you on page 6.

Finally, don't forget to enter our quiz for your chance to win a £50 voucher to spend before Christmas!



Vaneesha Parekh  
Editor



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You, us and coronavirus

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Enter our quiz for your chance to win £50!

Answer the questions in this edition of Home for your chance to win 1 of 3 £50 shopping vouchers.

Get your entry in before 9 October 2020 to be in the running.

Visit [a2dominion.co.uk/competitionrules](https://a2dominion.co.uk/competitionrules) for terms and conditions.

Submit your answers online at [a2dominion.co.uk/competition](https://a2dominion.co.uk/competition) or email them to: [communications@a2dominion.co.uk](mailto:communications@a2dominion.co.uk)

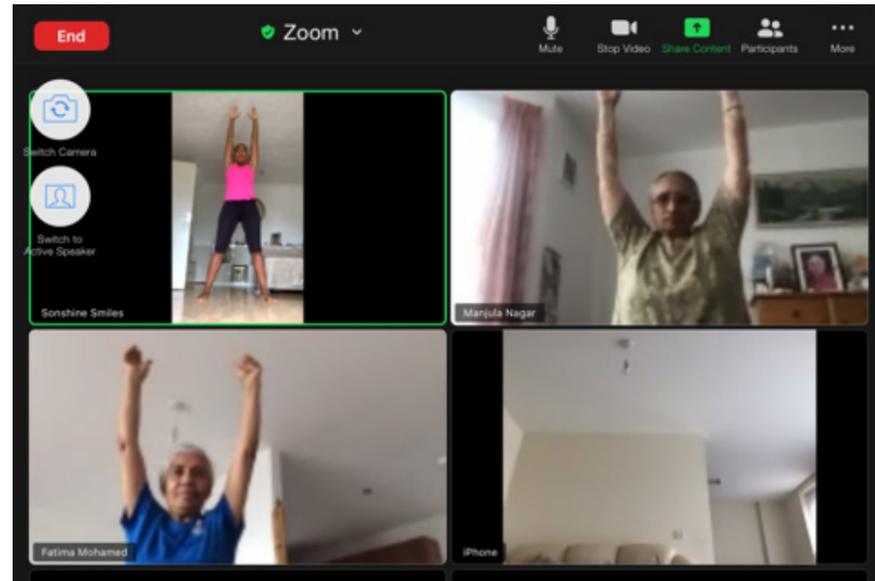
Congratulations to our Spring 2020 winners: Teresa Coomber, Samantha Morgan and Stephanie Young.

We hope you enjoyed spending your vouchers.

# Let's get with 2020....

We've been getting more 'digital' lately by moving a lot of our services online. We've been doing this to make it easier for you to enjoy a range of activities and classes and to connect with family and friends - all from the comfort of your home.

This change in the way we do things has been so successful that our online classes are here to stay. But don't worry if getting online isn't your thing yet - we can help you with that too.



## Helping you get online

Let's be honest - not all of us can use the internet and new technology confidently - the recent lockdown has highlighted how important it is to have this skill.

The good news? We can help you get online. We've been providing training in new hardware, software and essential skills to help our customers confidently and safely access the internet, stay connected to the world and avoid isolation.

For those of you who have never turned on a computer, don't worry. We provide training in all the basics such as how to use a mouse, trackpad and webcam. We can also help with skills to stay safe when shopping on the web and how to avoid scam emails.

## Our Connecting Communities Programme

We've recently launched our digital Connecting Communities Programme to all residents in our key neighbourhoods across Westminster, Ealing, Spelthorne, Bicester, Hounslow, Hillingdon, Winchester and Chichester.

Key neighbourhoods are communities that we've identified through a range of measures as needing a little extra attention, such as unemployment, number of anti-social behaviour (ASB) complaints and crime levels.

Our goal is to help reduce social isolation and loneliness in these neighbourhoods and encourage more physical activity.

**Quiz question**  
How can you find out more about our online classes?  
Find out how to enter on page 3.

“The fitness classes have really got me motivated as I've put on a few extra pounds since lockdown! They've also helped ease painful backpain I've been experiencing so I don't know what I would do without the sessions.

Thank you for putting on these classes as I really appreciate them.

**Robina Choudry, A2Dominion resident**

Image: Zoom fitness classes have been a hit with our customers.

# let's get digital!

## How to get involved

Follow CommunitiesAtA2Dominion on Facebook to find out more about all our community events.

Over time, we will add more classes, and we'll update you on our pages when we do.

Some of our online community classes are only for customers living in our key neighbourhoods at the moment, but we have a range of activities, advice

and support for everyone including:

- Help getting online such as essential digital skills training
- Information, advice and resources on our website to help you build your digital confidence or help support your loved ones too
- A range of support if you feel lonely and isolated for whatever reason

- The opportunity to volunteer to be a digital champion so you can share your knowledge and support others who aren't as tech savvy.

Simply contact our friendly team on **0800 432 0077** or visit **a2dominion.co.uk**, to find out how we can help you get connected with others online.

## Online classes on offer



### Yoga

Feel grounded with some relaxing stretches



### Zumba

Dance to some great music and burn calories



### Coffee mornings

Take some time to have a chat with others



### Women's fitness classes

Run by ladies for ladies to keep you fit from home



### Tutoring for young people

Log on for academic support for your kids



### The Friday Club

Our over 60s club for chilling out with others



### Bingo

Try your hand at this game of chance for a laugh



Elaine, 70, has been making the most of our online services.

## Helping you stay connected

We spoke to one of our residents who started using our digital services since the beginning of lockdown and this is what she had to say...

Elaine Naayan, who is 70 years old has been attending the Friday Club since it moved online.

“The online activities have been wonderful, and it's been lovely to catch up with my friends from Stanwell Rose Community Centre after not seeing them for so long.

“After initially having help from a friend to set up my computer for the Zoom sessions, I'm now confident with logging in and taking part in all the fun!

“Being able to socialise with people has been fantastic, and I think it's great that we have the opportunity to stay connected and get together online.

“It makes a real difference to my day to be able to chat and have some company. I'll definitely continue to attend all the sessions until we're allowed to meet up in person again.”

# Cosying up for winter

Jade, Trey and Leo Lawrence relaxing at Albany Place



**Quiz question**  
Why should you use a fire guard for your fireplace?  
Find out how to enter on page 3.

What does winter mean for you? Movie marathons and hot chocolates? Or maybe long baths and early nights under a warm duvet.

Either way, it's time to embrace the cooler weather and shorter days as we move into winter. We've put together some tips to help you prepare your home.

## Wet-proof your windows

If you notice condensation on your windows in the colder months, make sure you wipe it off to prevent mould growing.

Open your windows very slightly to let in some fresh air - ventilation will help prevent moisture build up.

If you have vents on your windows, leave them open throughout the winter to reduce the amount of condensation. You won't lose much heat by doing this.

## Safely handle your heaters

Make sure that you don't use electric heaters to dry clothes on as there's a high risk they could catch fire.

If you use portable heaters for warmth, ensure there's enough space around them and no flammable items nearby. Also turn them off before bed! Try setting a reminder so you don't forget.

## Ignite your fire habits

Please don't leave candles unattended in your home.

Always use a fire guard when using your fireplace. Stray sparks can easily start a house fire in just moments.

Turn off your electric blanket before going to bed unless it has a thermostat control for safe all-night use.

## Save energy and money

Make sure your boiler is serviced so that it's in the best condition and will keep running when those temperatures really dip.

Bleed your radiators as this will make sure your heating is as efficient and as effective as possible. This means you'll save money and energy.

Switch to LED bulbs to help you save money. They last a lot longer and are more efficient.

## Care for your community

If you have flu symptoms, please let us know so we can reschedule any repairs you may have booked in. Simply give us a call or fill in the form on our website. Help us keep you, your family, community and our staff safe.

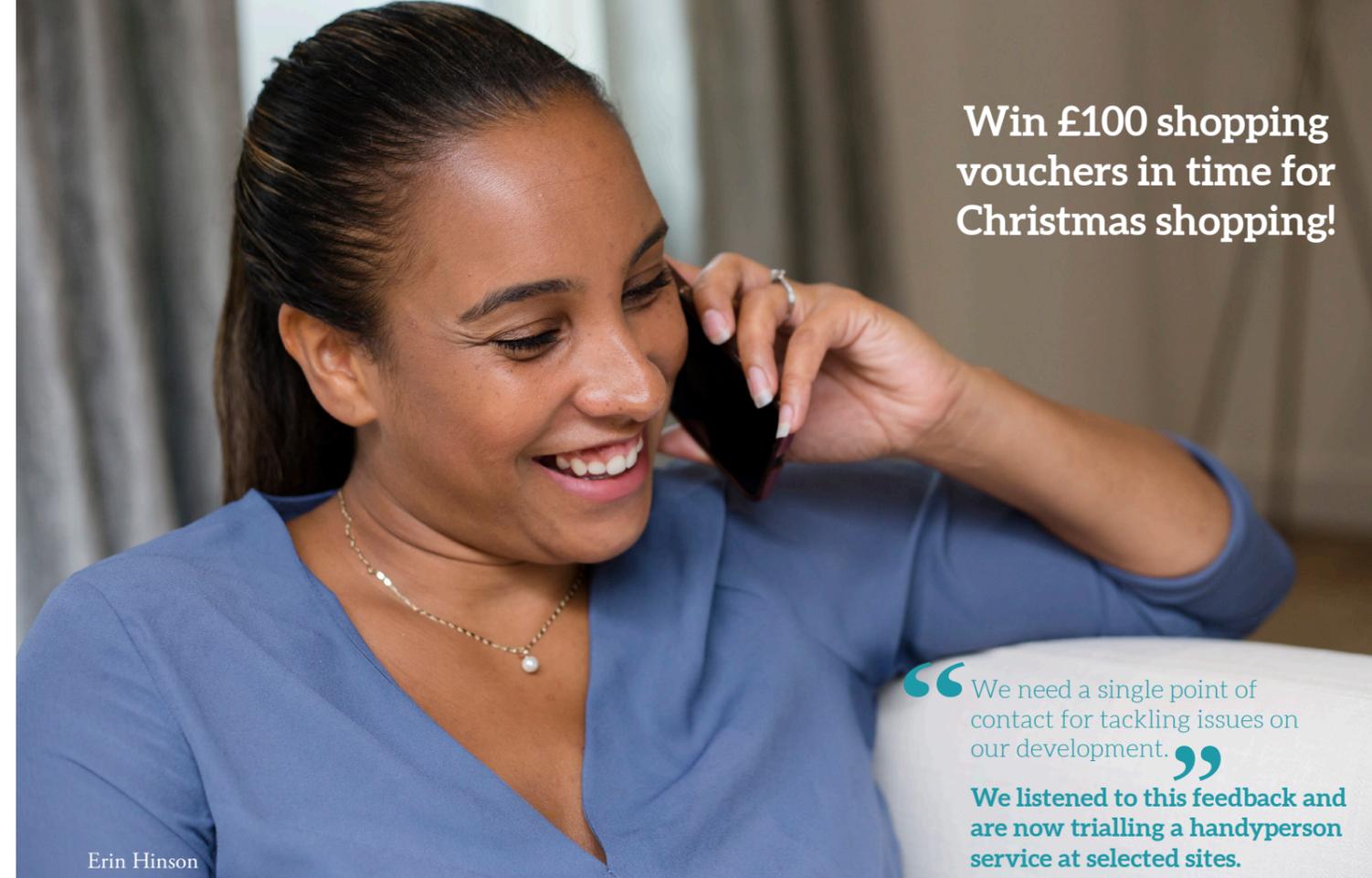


### Did you know?

Every year around

# 270

candle fires are attended to by the London Fire Brigade



Win £100 shopping vouchers in time for Christmas shopping!

“We need a single point of contact for tackling issues on our development.”

We listened to this feedback and are now trialling a handy person service at selected sites.

# Rewarding you for your feedback

We're always trying to make a difference in your world. It's important to us that you're happy with all the services we provide.

That's why we regularly ask for your feedback through our surveys.

At A2Dominion, we have a small insights team that collects and analyses your feedback by:

- Asking you what you think about our services using a range of different ways
- Looking at how you contact us and the type of queries, requests and complaints you have
- Studying our performance, such as how long it takes us to resolve your issue together with when and how things go wrong

We want to improve your experience with us. It's so important that your voice is heard, so we can understand when things need to change or could be better.

We're always running a range of surveys throughout the year. By providing us with feedback you're not just helping us - you're helping yourself and your community.

## Have your say and be rewarded in return

This year we have a special anniversary survey to mark when you moved in, with a fantastic prize draw. It will only take a few minutes of your time, and in return you'll be in the running to win a £100 shopping voucher! Keep a look out in your emails and phone texts for that survey.



# Are you a good neighbour?

Gif Jittiwutikam in Camden

If you were to rate yourself on a 'good neighbour scale' from 1 to 10, what score would you give yourself? Now flip that thinking around to take your neighbour's perspective. Are the scores the same? Most of us, most of the time, want to be good neighbours, but it's easy to be inconsiderate without even knowing it. You told us that this is really important to you so we've put this guide together for you.

## Our differences make us interesting

We all live different lifestyles, so while you may not agree with all your neighbours' choices you can respect them.

Be mindful that some people may have special needs, and in those circumstances, you might need to be more understanding.

## Noise is part of life

If you're planning to have a gathering, do noisy DIY repairs or make noise in another way, it's good to let your neighbours know and try to finish at a respectable time. We all need a good night's sleep to keep us be happy and healthy.

Don't play your music or TV so loudly that it can be heard outside your home and make sure you observe quiet time after 11pm. A lot of people will be tucked up in bed by then.



### Little 'munchkins'

Try to encourage your children not to run around late at night, especially if you live in a flat. Your neighbours are likely to hear stomping and loud banging or even little feet running up and down on their 'ceiling'.

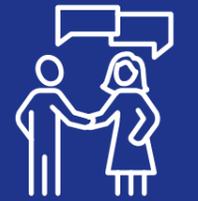
If your neighbours have children, please expect some noise from them as they play or cry within reason. We all remember what it's like to be a child, even if it was quite some time ago.



### Our furry friends

If you have a dog, try not to let it whine or bark throughout the day, but especially during the night as this may disturb your neighbours' sleep.

If your pet is unwell, speak to your neighbours to let them know, in case it makes more noise than usual.



### Let's talk to each other

If you're concerned about something your neighbour is doing, try and have a friendly conversation as a first step.

It's likely they won't even realise their behaviour is affecting you, and most people will try to help if you ask nicely and explain how it will make your life easier.

## The new 'good neighbour' card

To help you talk to your neighbours, we've created a 'good neighbour card' (right) you can complete and pop into your neighbour's letter box or under their door.

The idea is for you to politely let your neighbours know about something they're doing that is affecting you, since they probably don't even know that they're causing a problem.

You can find these on our website or you can contact our Customer Contact Centre for more information.

To download the form from our website visit [a2dominion.co.uk/help](http://a2dominion.co.uk/help) and you'll find it under problems and issues.

## Reporting anti-social behavior

If raising your concerns with your neighbours doesn't work, we can offer support and advice.

Antisocial behaviour (ASB) is anything that harms you, your family or your community in some way.

It's usually aggressive or destructive and leaves you feeling threatened, unsafe and stressed. At A2Dominion we take ASB very seriously.



For more information about ASB, including what is considered ASB and what we will and won't investigate, visit [a2dominion.co.uk/help](http://a2dominion.co.uk/help) and search for 'anti-social behaviour'.

To report ASB, you can give us a call during office hours or report it by logging onto your online account.

**Quiz question**  
What time should you observe quiet time?  
Find out how to enter on page 3.

# You, us and coronavirus

Coronavirus struck us all by surprise and changed our lives overnight. In a strange time where we all had to adapt to a new normal we tried to make this transition for you as simple as we could, while keeping in line with government guidelines. Our staff have tried to support you as much as they can, by adding support to our website, taking your calls, making calls to make sure you're ok and keeping our repairs service going. Below we have put together just a few things that we've been doing.

If you're still affected we can help. Get in touch with us by phone or My Account.

	<p>Customer Contact Centre</p> <p><b>52,036</b></p> <p>calls answered and an additional 349 live web chats all answered within 35 seconds.</p>		<p>Domestic abuse support</p> <p><b>25%</b></p> <p>increase in calls to our National Domestic Abuse Helpline. To support this we provided more advice on our website and social channels.</p>
	<p>Repair services</p> <p><b>13,619</b></p> <p>repairs were carried out by our team during lockdown as we continued with our normal service while staying safe.</p>		<p>Connecting online</p> <p><b>Activities</b></p> <p>We moved a range of classes online and also provided support and training on how to use the internet.</p>
	<p>Volunteering</p> <p><b>60</b></p> <p>community resilience hubs were contacted by our volunteers to help support the vulnerable.</p>		<p>Support with finances</p> <p><b>121%</b></p> <p>more referrals than 2019 to support our customers with benefit claims and access to government schemes.</p>
	<p>Welfare calls</p> <p><b>2,967</b></p> <p>calls to our customers aged over 70 and under 30 to ensure that their financial, health and wellbeing needs were being met.</p>		<p>Staff redeployment</p> <p><b>Flexibility</b></p> <p>staff were trained and redeployed to support our frontline teams and make sure we continued to provide the services you need.</p>
	<p>Donation</p> <p><b>£28,285</b></p> <p>donated to support vulnerable residents who have been impacted by the coronavirus pandemic</p>		<p>Student accommodation</p> <p><b>Option</b></p> <p>for our student customers to end their tenancies early if they no longer needed their accommodation during lockdown.</p>

# We're building a fairer society



Darrell Mercer, A2Dominion Chief Executive.

This summer, we reiterated our commitment to diversity and inclusion following the important issue raised by our colleagues and the Black Lives Matter movement. We are an organisation with a strong social purpose, and equality, fairness and caring for others is at the very heart of what we do. Our CEO, Darrell Mercer, shares his views on how we can make ours a fairer society.

### Our contribution

“This is an important ethical and moral issue and I personally feel very strongly about it. It is important that we all take action to tackle any forms or discrimination in any setting and I recognise that we, A2Dominion, can make a positive contribution to this. It is important that we provide a level playing field for everyone by addressing inequalities in our business and the communities we support.”

### Our promise

“With this in mind, our Diversity & Inclusion Steering Board, of which I am Chair, has identified a number of additional initiatives it will focus on this year. This includes training, our recruitment process and other measures we can take to increase opportunities for people from a wide range of backgrounds, recognising that we can gain enormously from diversity. In addition, our staff-led advocacy group will continue to champion delivery in our organisation, and I will actively engage with the issues they raise.”

### A devastating reminder

“Like most people in this country I watched the news following the shocking death of George Floyd and the protests that swept across the US, UK and rest of the world. Sadly, this is only one of many events in a long history of violence and racism against Black people. I would like to reiterate A2Dominion’s commitment to diversity and inclusion and to highlight the important issues raised by the Black Lives Matter movement.”

### Working with the G15

“The G15 is the group of London’s largest housing associations, which are collectively responsible for managing around 600,000 homes in London. To further reinforce our commitment to diversity, inclusion and equality, my colleagues and I in the G15 signed a pledge earlier this year to help ensure our organisations better reflect the communities in which we work, particularly at senior managerial, leadership and board levels.”

“There is still lots for us to do but we have already made good progress and will continue to do so. Keep an eye on our website for updates about this important work.”

## We're here when you need us

Every so often we all need some extra support and we want to support you in the best way possible. That's why we're asking you to let us know if anyone in your home:

- Uses a wheelchair, has mobility issues or has difficulty with everyday tasks
- Has a sight, hearing or speech impediment
- Has mental health problems
- Has a learning disability
- Has any other reason for needing our help

It doesn't matter whether it's a temporary or a permanent situation. Let us know your circumstances by calling **0800 432 0077** so we can support you.



We want to see your lockdown selfie. Take, share, repeat!



For a good couple of months we were all stuck in our homes with nowhere to go. We'd love to see pictures of what you and your family got up to and did together over the lockdown period.

Whether you were baking, doing a puzzle or having a lovely dinner in the garden with your family, why not share your photos with us?

Simply email [communications@a2dominion.co.uk](mailto:communications@a2dominion.co.uk) to send your pictures. Within your email let us know if you're happy for us to use your photos for our website and publications.

If we use your photo we'll send you a 'lockdown goodie bag' to share with your family and friends.



## Our festive opening hours

**Our main and local offices will be closed from 12.30pm on Thursday 24 December until 8.30am on Monday 4 January 2021.**

If you're calling us over this period, please note that our customer contact centre will be closed for Christmas on 25 - 28 December 2020, and then again for New Year's Day on 1 January 2021.

During normal office hours, please call us on **0800 432 0077**. If you have an emergency when the contact centre is closed, please call **0800 316 9880**.

We expect to be busy on Tuesday 29 December and Monday 4 January. If your query is not urgent, you may want to call later in the week to avoid waiting in a queue.

## Contact us

Manage your home the easy way. Simply visit our website and sign into My Account to:

- Check your statements
- Pay bills online
- Request a repair
- View repairs history
- Tell us about an issue
- Update your details

Register today for instant access:

[my.a2dominion.co.uk](https://my.a2dominion.co.uk)

### For all other enquiries:

Online

[a2dominion.co.uk/contact-us](https://a2dominion.co.uk/contact-us)

Twitter

@A2DominionHelp

Phone

0800 432 0077  
(Monday to Friday,  
8:30am to 5:30pm)

Write

A2Dominion  
113 Uxbridge Road  
Ealing  
London, W5 5TL

 /a2dominionhelp

 /a2dominion

