

wandle News



Welcome

Although it has not been long since our last edition, we have lots to share with you in this summer issue of Wandle News – including the brand new corporate strategy.

This strategy is really focused on delivering outcomes for you that make us proud, providing homes we would be happy to live in, and building more homes and successful communities.

This issue includes a 4-page summary (turn to page 3) of these plans, giving you a taste of what we will achieve for you this year, and you can read the full strategy and targets in more detail on our website.

Alongside this strategy, the Board have formed a Customer Experience Committee, to scrutinise services from a resident perspective. Earlier this year, we advertised for residents to join this committee, and received over 100 applications from you. Thank you to each and every one of you who took the time to apply.

Inside is an introduction to the new committee, what they will achieve, and you can meet our three resident members.

There are still ways to get involved, and you can turn to page 7 to find out

about the Customer Excellence Panel, or if you'd like to help shape this year's annual report.

On the cover sheet of this issue, you'll see the name and contact details for your Neighbourhood or Homeownership Customer Service Officer, as well as your Income Officer. They are here to help you with any more complex enquiries you might have – and you can use MyWandle or call or email us for almost everything else, including raising repairs.

The cost of living crisis shows no signs of easing, and I want to let you know that we are here to help. If you have money worries, speak to us – we won't judge you, and we will do everything we can to help, including referring you to our Helping Hand Fund if you could benefit from a grant towards necessities.

Suzanne Horsley
Executive Director,
Customer Services

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Annual Report – we need you!

We need to hear from residents to help us create our Residents' Annual Report.

The Residents' Annual Report provides an opportunity for us to share how we have delivered services while remaining focused on the safety and wellbeing of customers and employees over the last year.

We want to hear about what matters most to you, as well as how we can improve our services. Taking part requires you to join 2 or 3 online meetings.

To have your voice heard and help us create a report that focuses on the issues that matter most to you, please email us at customerempowerment@wandle.com



What's new

Introducing the Customer Experience Committee

Andy McWilliams – (Vice Chair of the Board, Chair of Customer Experience Committee)



The introduction of the Customer Experience Committee puts Wandle's customers at the heart of everything they do. It is critically important to the Board that customer satisfaction improves, and this committee was formed specially to focus on this work.

Working with the Customer Excellence Panel, who are an independent group of tenants and leaseholders that co-regulate Wandle's services, and

reporting directly to the Board, the Customer Experience Committee will hold Wandle to account for the effective delivery of priorities over the next three years.

The committee is made up of Board members, and three appointed residents. You can read more about our resident members, their background and what inspired them to join the committee below.

It is our hope that by working in this way, we can really make improvements you can trust.



Kybor Carlsen

Kybor is a visual artist, designer and technician, and has worked at the University of the Arts London since 2011 in learning technology support, printmaking, and digital media. He has been a Wandle tenant since 2002 and joined Wandle's Customer Excellence Panel in 2021, and then as Chair to advocate for the customer voice.

He provides insights and experience as a tenant to support with strategic direction and collaborates with the committee to set a creative vision for improved performance. Kybor started his career in landscape design and later reflexology and has maintained an interest throughout his career in wellbeing and the importance in our home and work environments.

Ruth Kassa

Ruth Kassa has been a Wandle resident for several years and has contributed to ongoing conversations with Wandle to champion safer and cleaner living conditions for residents. Joining the committee will ensure residents voices continue to be heard and positive changes made. Passionate about community, Ruth currently hosts a weekly nature based playgroup for local children and their families.



Hafiza Koroma

Hafiza is a Midwife working within the NHS and a Wandle resident. She is currently doing a Masters programme in Public Health and has joined the Customer Experience Committee as a resident member.

"I joined the Customer Experience Committee as I am passionate about ensuring the needs of the residents like myself are met. I know Wandle are committed to improving the experience of their residents and I want to be able to champion this, communicating the needs of residents and local communities to continue to improve resident satisfaction and their access to high quality homes and services".

Wandle Corporate Strategy

2022 - 2025



Introduction

Kybor Carlsen, Chair of our Customer Excellence Panel

The Customer Excellence Panel is an independent group of engaged tenants and leaseholders that co-regulate housing management services for Wandle.

As the Chair of the panel, and a Wandle tenant for the past 20 years, I am committed to strengthening the relationship between Wandle and customers (tenants/leaseholders) because effective communication and good quality services will improve our homes and enhance our lives.

The panel have worked with Wandle to review this strategy and the key priorities within it and will constructively challenge and hold Wandle to account for the effective delivery of these over the next 3 years. As Chair, I intend to keep the panel focused and functioning effectively to ensure that the decisions that are carried out positively impact customers and our communities.

Summary Foreword

Founded in 1967 as the Merton Family Housing Trust, we have since grown into an organisation with over 7,000 homes across nine south London boroughs. In 2017, Wandle celebrated its 50th birthday and just a few months later we began a significant transformation programme that would see an overhaul of the old legacy systems and put in place modern, fit for purpose systems that would mean our customers would have online access to their accounts and the services we deliver.

Our new strategy clearly sets out our direction of travel, showing the key activities and impacts on performance so we can hold ourselves more accountable – and you can better hold us to account.

Over the last few years our customer satisfaction results haven't been good enough and this is reflected in the volume of complaints we have been receiving – although we have begun to see improvements in this performance as a consequence of our recent improvement activity.

Resetting our corporate strategy shows how we will deliver on our mission over the next three years. It will not be easy but we have shown outstanding resilience and desire to support people across south London who need a home for over 50 years, and I have no doubt in our abilities to be successful for the next 50 years and more.



Tracey Lees



Valerie Vaughan-Dick, MBE

Within this Corporate Strategy we have set ourselves three strategic themes to support the delivery of our purpose.

The strategic themes are the areas that will receive significant focus and drive. These are underpinned by our three enabling objectives – critical activities without which we will not be able to deliver our themes.

Strategic Themes

Outcomes for customers that make us proud

Providing homes we would be happy to live in

Building new homes and successful communities

Enabling Objectives



Financial Resilience



Well Governed



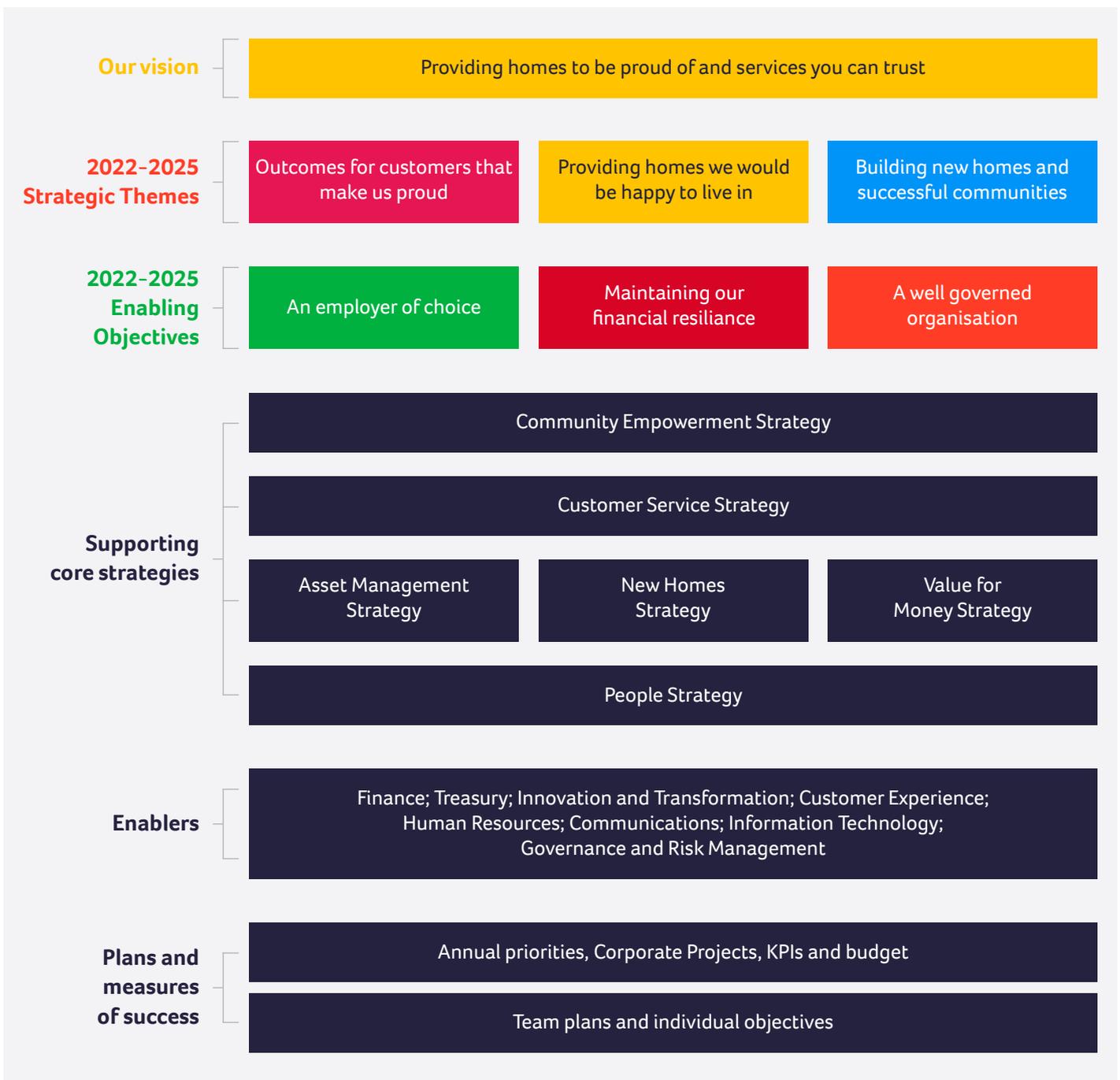
Employer of Choice

Delivering Objectives

We will deliver our 2022 to 2025 themes and enabling objectives through our business planning and six core supporting strategies.

Progress will be monitored by our Executive team and Board on a monthly and quarterly basis, and to our Customer Excellence Panel every six months. We will report on our annual progress both to our Board and to all of our customers and other external stakeholders via our Annual Report.

The Strategy will be reviewed annually and as part of the review we will feedback on our success against the activities and performance. Our learning will lead to revised activities and targets over the life of the strategy which is why there is more detail provided for the activities within the early part of the strategy.



Key things we want to achieve by April 2023

You can see a full list of all of our outcomes, and how we're measuring improvement, by reading the full corporate strategy at www.wandle.com

Outcomes for customers that make us proud

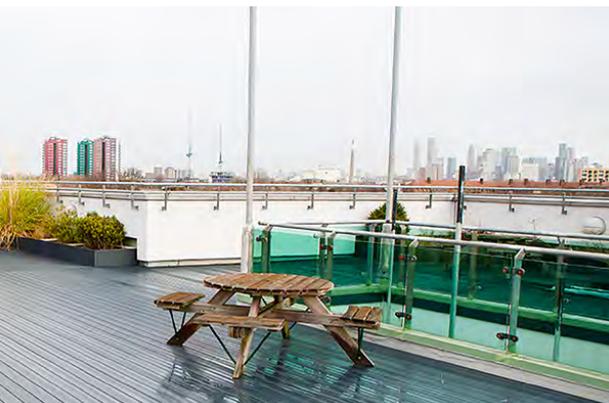
- ✓ We will produce a clear and informative handbook for residents that outlines our service provision, empowering you with the appropriate information to hold us to account.
- ✓ We will ensure that you are clear who oversees their property in our housing and property teams, and ensure these teams are focused on customer interaction.
- ✓ We will implement "Locator Plus" repairs diagnosis system and incorporate it into our systems, and for you on MyWandle
- ✓ We will set out our approach to future delivery of our customer services and the next phase of improvements with a customer service strategy
- ✓ We will redesign our website, so it has up to date information for you, and our external partners.

Providing homes we would be happy to live in

- ✓ We will agree a new Asset Management Strategy to achieve and maintain 100% decent homes compliance which will include a revised asset appraisal methodology.
- ✓ We will conclude our damp and mould pilot, recommend appropriate actions including use of sensors to monitor stock.
- ✓ We will agree Wandle Property Standards and align interventions with asset investment programme.

Building new homes and successful communities

- ✓ We will review our development aftercare arrangements and put in place a proactive approach to minimise impact of defects.
- ✓ We will recommend and implement Modern Methods of Construction approach to new build including net carbon zero requirements.
- ✓ Our Customer Excellence Panel will be tracking our progress regularly – and if you'd like to help them, please find out how on the opposite page.



The Customer Excellence Panel

The Customer Excellence Panel is an independent group of engaged tenants and leaseholders that co-regulate housing management services for Wandle.

They have been involved in several exercises including a workshop for the procurement of our repairs and maintenance service and have worked with us to review our corporate strategy and the key priorities within it. The panel will constructively challenge and hold us to account for the effective delivery of the priorities over the next three years.

Kybor Carlsen, the Chair of the panel, and a Wandle tenant for the past 20 years intends to keep the panel focused and functioning effectively to ensure that the decisions that are carried out positively impact customers and our communities. He states, "I am committed to strengthening the relationship between Wandle and



customers (tenants/leaseholders) because effective communication and good quality services will improve our homes and enhance our lives."

There are spaces available on the Customer Excellence Panel, so if you would like to get involved with shaping our services, please contact the customer empowerment team at customerempowerment@wandle.com.

Training and support will be made available to enable you to keep us accountable.

Youth Empowerment Board – for young people by young people!

Are you 16-25? We would like to hear from you to understand more about what you would like to see for young people in your community.

Wandle News: Showcase your writing and creative skills in a future edition of Wandle News. If you have an interest in creative writing, graphic design, research, journalism or are you interested in representing young people in your community this could be great for you.

Hundo Careers: Wandle have partnered with Hundo Careers who are offering an exciting route into employment. Sign up to attend CareerCon the first career fair of its kind.



hundo x wandle

proudly presents

EST. 1967

CAREERCON22

PERFORMANCES TALKS PRODUCT DROPS NETWORK OPPORTUNITIES

CareerCon22 is the world's first immersive Web3 careers festival (think ComplexCon meets SXSW) for a global Gen Z Audience to discover the Future of Work.

With Web3 and the metaverse creating a whole new world of job opportunities, CareerCon22 will be an unmissable showcase of expertly curated industry panels and talks, masterclasses and more.

9-10 November 2022
powered by  Lemonade

GET ON THE
GUESTLIST





Your chance to enter Wandle's Greenfingers Garden Competition

Spring is finally here, and with the days getting longer, now is the perfect time to start planting your summer garden. Wandle's Greenfingers Competition is returning for another year, and by taking part you could win a £50 Amazon gift voucher.

There are many benefits to gardening and caring for plants, including:

- It's a way of practising mindfulness and improving your mental health
- You are helping the environment
- It's a great form of exercise.



This year's categories are:

- Best indoor garden
- Best outdoor garden
- Best junior garden
- Best edible garden
- Best community garden (the winner will receive funding up to £300 to be spent on a community garden).

The winning prize is a £50 Amazon gift voucher, and a £25 gift voucher for the runner up.



The competition closes Friday 29 July. You can submit your entry by going to: www.surveymonkey.co.uk/r/wandlegreenfingers. Additional photos can be sent to: customerempowerment@wandle.com.

Contact us

You can access almost all of our services through our new, improved portal – www.mywandle.com – 24 hours a day, 7 days a week.

If you would prefer to call we have a single telephone number: **0300 2000 120** (charged at a local rate from landlines and mobiles).

Alternatively, you can email us at customerservices@wandle.com if you have a general enquiry.

@WandleHA @WandleHousingAssociation Wandle Housing Association @wandlehousingassociation

For more information, please visit www.wandle.com