

Pathways Residents Newsletter

Summer 2019



Welcome to our Summer 2019 edition of your newsletter.

I am sure if you are like me you are looking forward to a warm and sunny summer.

Since I started in March, I have been busy getting to know the organisation, learning about Almshouses and meeting some of our residents and partners.

I am really looking forward to working with you, the staff and trustees to develop and improve the services we provide to you.

In this edition we welcome our new Trustees, Isabella Rossi and Matthew Doyle, and new staff Ray Hussain (Senior Surveyor) and Kurt Sylvester (Housing Officer).

We have the results of the last resident satisfaction survey, an update Dean Court and our recent stock condition survey. We also have information on volunteering opportunities with Northfield Allotments and dates of our bi annual residents' meetings in this edition.

Finally, we are looking for people to join our new Residents' Panel so please let us know if you are interested in getting involved.

I hope you enjoy reading this newsletter. We are constantly looking for ways to make it more interesting so if you have any ideas for articles, events, stories or pictures you would like to share, please let us know.

Have a great summer.

Bukky McGlynn | Chief Executive



Matthew Doyle (Trustee)



Isabella Rossi (Trustee)



Kurt Sylvester (Housing Officer)



Ray Hussain (Senior Surveyor)

Residents Satisfaction Survey

The results of our recent satisfaction survey are in. We would like to thank residents for taking the time to complete the survey.

The survey shows that 71% of residents are satisfied with Pathways services. Whilst there are several positive aspects, the main aspects of service requiring improvement are Repairs and Maintenance and Communications. Satisfaction with the repair being done first time was 64% and the time taken before work started was 69%. Whilst 74% of residents were satisfied about keeping them informed only 50% of residents were satisfied that Pathways listens to views and acts upon their views. »

In this issue

- **New trustees & staff**
- **Resident satisfaction survey**
- **Stock Condition Survey and Asset Management Strategy**
- **Volunteering opportunities**
- **Dates for residents meetings June / July 2019**

We have developed an action plan to ensure that we respond to the issues arising from the Satisfaction Survey.

The action plan includes:

- Using future newsletters articles as part of a wider initiative to show how we are listening to your views and also how we are acting on resident's views including explaining the reasons behind why decisions are made.
- Using Scheme Meetings with residents to feedback results, seek further local insights on the survey results and seek feedback on the draft Action Plan.
- Introducing new repairs contractors to increase resident satisfaction with the

repairs service, including the time taken before works start and completing more repairs at the first visit.

- Increasing the opportunities for residents to be engaged and involved including reviews of how Pathways provides services to residents.

You can find a summary of the survey results on the website - <http://www.yourpathways.org.uk/residents-satisfaction-survey-2018.html>

Dean Court

After careful consideration, the Board of Trustees have made a decision not to progress with the redevelopment of Dean Court and Northfields Allotments. Our Trustees have decided to develop a long term programme of investment across all Pathways stock in preference to undertaking large scale re-development. This decision will ensure the maximum number of our residents will benefit from living in safe, secure and well maintained homes.

Stock Condition Survey and Asset Management Strategy

We want to make sure that your homes are kept in the best possible condition and we achieve best value from future investment in your homes so we commissioned a stock condition survey to identify what maintenance work is required in the short to long term. The project has now been completed and we want to thank all residents for providing access to your home.

An assessment of the work arising from the stock condition survey is will be done and a programme for maintaining your homes over the next 30 years will be developed. We will be writing to residents to inform them of the planned maintenance programme later on in the year.

Volunteering opportunities

Allotments

Several years ago the Northfields Allotment Committee set up a volunteer group consisting of plot holders, those waiting for a plot and local residents. Allotment paths need mowing, hedges need trimming, there is always something to do. As well as learning from our experienced growers, it is an opportunity to get some fresh air with people who are passionate about gardening.

The allotment committee run the volunteer session on the first Saturday of the month - EVERY MONTH - rain or shine. We start at 10.00 and meet at the big double gates on Northfields Avenue. At 11.15 we stop for some tea and cake and then continue until 13.00 when we have a free BBQ lunch as a "thank you". But if you can only spare an hour that's OK too.

We'll provide the tools and gloves. But, you would need to provide a good pair of wellingtons or suitable sturdy gardening shoes.

We see the volunteer days as a great way to become part of our gardening community. You might even decide to put your name on the waiting list to get a plot. Several of Pathways' residents are already ploholders. Gardening with friends can be hugely rewarding. We have a great community of friendly ploholders and being out in the fresh air is a joy. If you have a love of gardening - we hope you will consider joining the volunteer team. All volunteers are made welcome.

Resident Involvement

Pathways aims to increase the opportunities for residents to be engaged and involved in our work including reviewing of how we provide services to residents.

This may be by

- attending a meeting of residents in person or over the telephone or
- responding to draft policy or procedures by post or the internet or
- completing short customer surveys on part of our operations and
- becoming a member of our new residents' panel

If you are interested in getting involved please contact Mark Hickson at Pathways office.

About Pathways

Contact us:
Pathways Trust Office
33 Dean Court
Bowmans Close
Ealing
London. W13 9YU

Tel: 020 8579 7411

www.yourpathways.org.uk

DATES FOR RESIDENTS MEETINGS JUNE / JULY 2019

EALING

TAWNY CLOSE -	Wednesday 12 June 2019 at 11.00am	Pathways Office
TAYLOR COURT -	Wednesday 12 June 2019 at 3.00pm	Pathways Office
DEAN COURT -	Friday 14 June 2019 at 11.00am	Pathways Office
CASTLEBAR PARK	Friday 14 June 2019 at 3.00pm	Pathways Office
BOWMANS COURT	Monday 17th June 2019 at 2pm	tbc

WANDSWORTH

SIR ABRAHAM DAWES	Wednesday 19 June 2019 at 11.30am	tbc
DOVEDALE COTTAGES	Wednesday 19 June 2019 at 3.00pm	in Conservatory - onsite

ALMSHOUSES & ELEEMOSYN

NORWOOD ROAD	Wednesday 26 June 2019 at 11.00am	at Pathways Office
WREN AVENUE	Wednesday 26 June 2019 at 11.00pm	at Pathways Office

GREENWICH

JUBILEE	Tuesday 9 July 2019 at 11.00am	at Jubilee office
GREENLAW STREET	Tuesday 9 July 2019 at 3.00pm	

HACKNEY

PILGRIMS LODGE	Friday 19 July 2019 at 11.30am	Onsite Conservatory
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NEWHAM

THE RETREAT	Wednesday 12 July 2019 at 11.30am	tbc
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WALTHAM FOREST

LEYTON UNITED	Wednesday 12 July 2019 at 3.00pm	tbc
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HARINGAY

JOSIAH FOSTER	Wednesday 31 July 2019 at 11.30am	at the scheme
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ENFIELD

ESTHER DOE	Monday 24th June 2019 at 12.00pm	tbc
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KENT

KING GEORGE V	Tuesday 25th June at 12.00pm	tbc
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Find us online:



www.yourpathways.org.uk



@yourpathways



info@yourpathways.org.uk



/yourpathways