

Resident NEWSletter



Karen Stuart: our new CEO

In June, we said goodbye to Fiona Humphrey, when she retired after more than 20 years as our Chief Executive – and almost 50 years of working in the social housing sector.

After carrying out a recruitment process, the Board were pleased to appoint **Karen Stuart** (pictured opposite) as our new Chief Executive.

Karen is no stranger to our residents, as she has been part of the PRHA team for the past 25 years. She previously held the role of Deputy CEO.

Karen says: “I am honoured and deeply proud to step into the role of Chief Executive Officer at PRHA. I understand first hand the difference we make every day by providing safe, secure homes and support for the most vulnerable members of our community.

“It’s this mission and the great people who work for, and with, PRHA, that continue to inspire me, as does the remarkable leadership and dedication Fiona Humphrey has shown over the past 20 years. As I look ahead, my focus remains clear: to ensure our residents continue to feel safe, respected and truly at home, as we evolve to meet the challenges ahead.”



Inside

Meet the Housing Management Team	2
How to order a repair	3
How we keep your building safe	4-5
Make a difference: Get involved!	6
Grounded Ecotherapy	7
Our performance	8



Meet the Housing Management Team

Cindy Li Pang, Housing Team Coordinator

Responsible for: Buxton Street, Club Row, Cambridge Heath Road

Call her on: 020 7920 7316

Rachel Barnett, Housing Officer

Responsible for: Amber House, Levanter House, Providence Row Close, Sonning and Culham House

Call her on: 020 7920 7319

Daphne Wong, Housing Officer

Responsible for: 3 Three Colt Street, Fidelis House, Rivaz Place

Call her on: 020 7920 7355

Pictured: Cindy Li Pang (top left); Daphne Wong (top right); Rachel Barnett (bottom).



Sonning and Culham office food bank

Thanks to our partnership with the Felix Project, we have run a food bank at our Sonning and Culham office for the past two years.



The food bank allows us to support our own residents, and others in the local community, with much-needed food and supplies.

We held our latest sessions in April during the Easter break and during the May half term.

In all, we have supported over 50 of our residents from several sites through these donations.

If you would like to join our team to organise and distribute food for our next sessions, please talk to your housing officer to discuss how to get involved.

How to order a repair

If your home needs a repair, call us on 020 7920 7300, or email us at psemail@prha.net

When you tell us about a repair, we will take down the details and tell you how long it should take.

Emergency repairs

If your repair is a serious emergency, we will aim to send someone within three hours to make things safe.

A serious emergency could be:

- A gas leak
- A serious fire
- Flooding
- Complete loss of power
- A burst pipe or a leak that could cause serious damage

If your repair is an emergency that could affect your health and safety, or the state of the building, we will aim to get it made safe within 24 hours. We might need to come back another day to finish fixing things. These emergencies would include:

- Fixing broken windows or securing the front door to your building
- Partial loss of power or lighting
- Total loss of heating

Urgent repairs

If your job is urgent, we will aim to fix it within seven days. Urgent jobs include:

- A leaking roof
- A leak you can't contain
- Non-emergency electrical repairs

If you have an emergency when our office is shut, call: 07739 882 309 or 07795 037 277.



- Repairs to your heating or hot water systems
- Repairs to woodwork or plumbing, where they could cause a health or safety problem

Routine repairs

We will aim to get your routine repair done within 28 days. They include:

- Minor plumbing repairs
- Repairs to fittings in your kitchen or bathroom
- Repairs to plasterwork

We will always try to get your job done more quickly if we can. But some jobs may take longer – for example, replacing doors, windows or a boiler. We will always keep you informed.

How we keep your building safe

Our Property Services Team take your safety very seriously.

As your landlord, we have to meet high building safety standards.

We use specialists to carry out regular:

- Asbestos inspections
- Fire Risk Assessments (FRAs)
- Five-year electrical checks (EICRs) and 'PAT' testing of any small appliances we provide
- Gas checks
- Water checks to make sure our systems are clear of Legionella
- Lift servicing

We follow up on any recommendations they make.



If you have any concerns about the safety of your building, you are very welcome to phone or email us.

Awaab's Law – damp and mould



In October, a new law came in – setting higher standards for social housing landlords to meet around damp, mould and emergency hazards.

We are pleased to meet the new guidelines set by Awaab's Law.

If you notice damp or mould in your home, please contact us immediately, so that we can act quickly.

- We will investigate within 10 working days.
- We will give you a written summary of the findings within three working days of the investigation.
- We will take action to solve the problem soon after the investigation.

Fire safety – what you can do

Fire doors

Your front door is a fire door if it opens into a shared area.

To keep you safe, fire doors have to be self-closing and able to withstand fire for at least 30 minutes. They are also fitted with strips and seals to block toxic smoke.

We regularly check all fire doors, but we also need you to keep to some do's and don'ts.

- DO let your door fully close every time you use it – and tell us if it doesn't close by itself.
- DO tell us if any part of your fire door gets damaged or loose.
- DO tell us if any fire doors in the corridors of your block are faulty.
- DON'T mess with smoke seals, brushes or the self-closing device.
- DON'T alter any fire door in a way that could make it less fire proof.
- DON'T drill it to fit door furniture.
- DON'T wedge open any fire door.



Fire safety in your building

Remember that you must not leave any personal belongings in shared areas. In an emergency, they could catch fire, slow people's escape and make things more difficult for fire fighters.



Fire safety tips in your home

- PLEASE NEVER smoke in shared areas or in bed, or leave a lit cigarette.
- DON'T leave candles burning.
- DON'T overload electrical sockets.
- When you are cooking take extra care. DON'T leave cooking pans unattended.
- If a chip pan catches fire, DON'T throw water on it. Turn off the heat if you can do it safely. Leave the room, shut the door and dial 999.
- CLOSE all doors, especially at night, to stop a fire spreading.
- UNPLUG electrical appliances at night, when they aren't in use.



e-bikes and e-scooters

The lithium batteries in e-bikes and e-scooters can cause serious fires – so take care if you own one. To stay safe, you should:

- Only buy them from reputable dealers.
- Never charge the batteries while you are out or asleep.
- Keep batteries uncovered while they charge and don't overload sockets.
- Don't throw batteries in your household waste or recycling – check your council's website for safe disposal.



Make a difference: Get involved!

We value your feedback because nobody knows your home, your places and what's important to your community better than you do.

We offer lots of ways to influence and get involved in our work.

Board membership Find out more about how PRHA is run and how to apply to become a resident Board member or a member of the scrutiny group. You can represent residents' views and help to make a difference in your community!

Resident recruitment You can take part in the recruitment of staff, from shortlisting applications to sitting on an interview panel.

RAP (Resident Advisory Panel) At RAP meetings you can meet with our Senior Management Team, Board members and residents from other schemes, to give your feedback on our policies and procedures and help us to change and improve.

Maintenance Advisory Panel (MAP) You can help inspect the outside and shared areas at our schemes and feed back to



Above: RAP members reviewing our resident complaint template letters.

Property Services if you find repairs or health and safety issues that need tackling.

We will pay back your travel costs, and give you training and vouchers for taking part. For further information, please phone the Specialist Services Team on: 020 7920 7328, or email janciro@prha.net

Office placements

Every year, we offer two workplace placements at our Bethnal Green office.

If you know a local 17-year-old who would benefit from office-based work experience, call us on 020 7920 7300, so we can give you more details.



Grounded Ecotherapy

Grounded Ecotherapy is an award-winning horticultural project, set up and run by staff with lived experience of homelessness and mental health problems, with assistance from volunteers.

The project offers outdoor work, support and training, and the opportunity to help improve local environments and make public spaces more attractive.

Getting involved can also improve your health, teach you new skills and help you to meet new people.

The team currently manage a rooftop garden on top of the Queen Elizabeth Hall at Southbank.

Grounded Ecotherapy is open to anyone who has experience of poor mental health or addictions, or who would like to volunteer and learn horticultural skills. We provide tools and repay your travel and lunch costs.



For a referral or volunteer application form, email Michael Richardson, the project's Communications and Referral Coordinator, at: mrichardson@prha.net

Places to get financial help and advice

Help with fuel costs

In Tower Hamlets, a number of charities and schemes support people in fuel poverty.

You can also contact the East End Energy Fit Team to get help and advice to reduce



and manage energy bills and heat your home. Phone 020 8709 9745, or contact them via the Bromley-by-Bow Centre in St Leonard's Street, E3 3BT.

Resident Support Scheme

LBTH offer financial support in a crisis – limited to twice in any 12-month period. Apply online or, for face-to-face help, email LBTHResidentSupport@towerhamlets.gov.uk. They make cash award decisions within one working day, or five for household goods.

Help from PRHA

If you book an appointment with your housing officer, or come to a drop-in session at our Sonning and Culham office on Palissy Street in E2, our staff can offer you financial advice, or signpost you to other services that can help.

Our repairs performance

Our repairs performance 1 April 2025 to 30 March 2026

Type of repair	Target time	Achieved
Emergency (make safe)	24 hours	100%
Urgent & non-emergency	7 & 28 working days	89.5%

We know it is very important to you to have safe, secure and well-maintained homes. You give us regular feedback on this and, when things go wrong, repairs feature in your complaints.

In 2025-26 we met our target for making all your emergency repairs safe. We were sorry to miss our urgent and non-emergency

repair target for 10.5% of repairs, which affected just over 200 of orders, but we are working to reduce this number. At the same time,

we know that we are already doing better than other social landlords nationally.

The latest data supplied to our Regulator shows that just 79% of landlords met the target for completing non-emergency repairs.



Learning from complaints

We aim to provide high-quality homes and services, but sometimes things go wrong. When they do, we want to hear from you. Complaints give us valuable feedback.

Here is what we learned from complaints received between December 2025 and April 2026.

About half of the complaints were about repairs and maintenance, which is common for social landlords.

Our Property Services Department is responding in the following ways.

- We are tracking repairs better.
- We are improving our communication.

- We are keeping you better informed.
- Our contractors are being asked to leave properties cleaner and tidier.

We also received complaints about our support services. Our Client Services Department have especially learned that they should communicate better.

For more information on our complaints performance go to our website at: <https://prha.net> to download our latest complaints report.

Contact us

Phone: 020 7920 7300

Email (repairs):
psemail@prha.net

Email (general enquiries):
info@prha.net

Address: 15a Kelsey Street,
London E2 6HD

If you have questions about this newsletter, or require it in a different format (such as in a large font or different language), please contact your Housing Officer, your Support Team, or email the Performance & Monitoring Team at feedback@prha.net, or call 07921 700492.