



**MAGAZINE**

ISSUE 3 NOVEMBER 2011

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**Contact Genesis:**  
[contact@GenesisHA.org.uk](mailto:contact@GenesisHA.org.uk)  
[www.GenesisHA.org.uk](http://www.GenesisHA.org.uk)  
020 8451 8000



## Oak Tree Close fun day

Residents and Genesis staff organised an excellent fun day in Oak Tree Close, Loughton. It was a great success, with almost every resident in the street taking part. Five residents deserve special mention for their hard work: Patsy Counsel, Penny Mizon, Lorraine Litcham and Emma Gibbard.

One outcome was that Genesis Community launched a mini youth programme, which was very popular and well supported by the parents. Young resident Rob Harrison was so impressed he sent us a thank you letter and picture: "Thank you for taking us on lots of sports activities.... It wasn't good, it was amazing!"

A youth forum is now being set up so that more activities can be arranged in the future.

## Keeping it real

Genesis Community's youth programme was busy during the summer keeping young residents actively engaged. In Loughton a two week course was run for young people. Activities included cycling, ice skating, bowling, golfing, sailing, raft building and orienteering.

Soifur Rahman, youth worker with Genesis Community, said, "We have been doing these activities every summer for a few years now and the kids

really look forward to them." The tireless team moved on to Tower Hamlets where, in conjunction with Newark Youth, they did more of the above with another 30 young people, as well as workshops on road safety and bullying, and finally trips to Southend and Thorpe Park.

Islam Bokkas, 14, said, "I loved the activities; I like the staff, even their jokes. I hope we can do it again. Keep it real!"

## Walking for the Red Cross



Residents take a breather on their walk

Genesis supported housing residents in Suffolk completed a 25 mile walk for charity

earlier this year. With 25% of the money going to local charities, the residents decided

that the rest should go to people made homeless by the Japanese tsunami. Charlotte Brown, Genesis support worker, said: "We decided upon the Red Cross' Japan Tsunami appeal as the money was going to people who had been made homeless and that's something the residents all know about and how that feels. It was a really hot day and there were injuries, but on the whole there was a lot of team work getting us through!"

The residents raised £300, presenting it to the local Red Cross shop, making the local Evening Star newspaper in the process. All we can say is "what happened to mile 26?"



Kerstie with the energetic winners of the dancing competition

## Fun in the sun...

At the end of the summer, over 100 residents attended a fun day on the Mitchelbrook estate in Brent organised by Genesis Community. Making a rare appearance, the sun shone down as they enjoyed a variety of outdoor activities including a bouncy castle, face

painting, arts and crafts and a fine selection of foods. The braver residents also had the opportunity to bust a few moves in a dancing competition. Kerstie Romeril, youth ambassador with Genesis Community said, "It was a great day and it really helped bring

the residents on the estate closer together." During the event, residents were also able to get advice and guidance around employment and training from Youth Connexions and Genesis Community's Opportunities Plus programme.

  
Genesis

**Christmas opening hours**

Our main offices will be open as normal, except public holidays; Monday 26 December, Tuesday 27 December and Monday 2 January.

Our local office at 324 Harrow Road will be closed from 26 December to 2 January.

Throughout Christmas and New Year, when our offices are closed, you will still be able to call our 24/7 emergency line for urgent issues.

**020 8451 8000**

## Compliments, comments and complaints

We aim to provide a high quality of service in all areas of work. However, there may be times when you are not happy. Hopefully, you won't just want to complain about our services - you may want to say thank you for something we got right.

us replicate good practice throughout Genesis.

You can either fill in the form online, speak directly to a member of staff, fill out a comments card at one of our offices, write to us at one of our offices or email us:

**compliments@GenesisHA.org.uk**  
**complaints@GenesisHA.org.uk**  
**www.GenesisHA.org.uk**

So we also want to hear from you if you have something good to say about our services too. Compliments are a useful learning tool; they help

## Residents share business success



up and running. A group of keen residents attended the event, excited at the prospect of turning their business idea into a reality. The group heard from Genesis resident Elizabeth Williams who recently completed the Aspire course and is now running her own successful cake-making business. Genesis resident and board member Imani Douglas-Walker also shared her experience of starting her career coaching business.

For more information on Aspire business courses contact Genesis Community [infocommunity@GenesisHA.org.uk](mailto:infocommunity@GenesisHA.org.uk) **020 8900 4781**

The Aspire Foundation and Genesis recently held a one day taster session for a business course for residents. The

programme provides practical advice on how to start your own business, with support and mentoring to get your business



### Customer service at the core of Genesis

The Genesis Contact Centre has recently become a member of the Institute of Customer Service (ICS), demonstrating our commitment to improving our service to residents. Contact Centre Manager Andy Ralphs said that being part of ICS recognises the direction Genesis is heading in to become a customer-focused organisation: "The ICS will also accredit our training programme to ensure our staff can deliver the commitments we have made to our residents."

As featured in the last issue of G Magazine, we are bringing a range of improvements over the next six months. These will help us give residents a wider choice of ways to contact us, deal with more of your queries quickly and give consistent and quality responses to your queries.

## Lady Avebury joins regional committee visit



Lady Avebury poses in front of a painting by a resident at Kina House

Residents from the East London regional committee and Lady Kina Avebury, the patron of Eastwards Trust, visited three Genesis supported housing schemes recently.

Committee members observed the high standards of care delivered at these

locations and spoke to residents to get first hand accounts of their experiences. Residents warmly welcomed the committee into their schemes, and Lady Avebury's presence was particularly appreciated.

Find out more about our regional committees on page 16.

## Free insulation from British Gas

An initiative from British Gas is providing **FREE** loft and cavity wall insulation to vulnerable people who are in receipt of certain welfare benefits. Residents **DO NOT** have to be British Gas customers to access the programme. Contact British Gas for details [www.britishgas.co.uk](http://www.britishgas.co.uk).



## Struggling to cope with debt?

- free expert help is available

If you are struggling to keep on top of your credit cards, loans and other debts - no matter how large or small - free help and support is available from debt charity Consumer Credit Counselling Service (CCCS).

They have nearly 20 years experience of giving free, non-judgmental and confidential debt advice, and last year were contacted by over 400,000 people.

The charity offers a comprehensive service that looks at the person, not just the problem, and its debt counsellors are always there to help every step of the way until you become debt free.

If you are struggling to cope, you can get free advice by calling the freephone helpline on **0800 107 2207** (Monday to Friday, 8am to 8pm) or visiting [www.cccs.co.uk](http://www.cccs.co.uk)



## Diversity Award

Well done to Kulbir Shergill, Deputy Director for Diversity & Inclusiveness who came in the top three in the European Diversity Award for Diversity Team of the Year.

The European Diversity Awards celebrate the work and commitment of passionate individuals, groups and businesses who have made a positive impact on improving the lives of others.

They seek to recognise the efforts of those who are building a society across Europe which embraces all of our citizens irrespective of race, gender, physical and psychological abilities, sexual orientation, and religious belief.



## Genesis goes to Africa

Sheltered housing scheme Len Williams Court was entertained by a colourful display of African culture this summer. The African heritage and the diaspora event was organised by scheme manager Shirley Ebikeme with the help of Genesis Community. The day included a fashion parade of traditional African dress, music, dance and a sumptuous feast of exotic delicacies drawn from all parts of the continent.

Special guests on the day included the High Commissioner of Sierra Leone,

and the mayors of Lambeth, Enfield and Brent.

Councillor Aslam Choudry, Mayor of Brent, said “We are fortunate to have a variety of backgrounds and cultures in Brent who are all determined to live and work together and accept each other.”

Mayor Choudry then gave a fine demonstration of cross cultural acceptance by getting right down and dancing to the beat of African drums, which had everybody cheering and joining in.



## Young and old come together in Kilburn

BY JERMAINE RICKETTS, GENESIS COMMUNITY YOUTH WORKER

Genesis Community and Kilburn older people’s consortium organised an intergenerational event to help residents of different ages engage and understand each other. Young and old residents enjoyed the autumn mini heatwave together at the Vale community centre on the South Kilburn estate.

Some of the older residents brought photos of the local area from the 60s and 70s – younger people and staff were really

intrigued to hear what Kilburn was like back then. But it wasn’t just the younger generation learning from their elders – the older people were shown how to play on Xboxes – and everyone enjoyed music from the 60s through to the modern sounds of today. Some older people even sung a choir song to entertain everyone.

Everyone had lunch together, with all the staff and young people serving the older people their food. Residents

filmed interviews with each other, helping them understand what it’s like for people of different generations living in the community. The day ended with a game of hit the piñata – people were blindfolded and had to hit a (paper) donkey stuffed with sweets.

For the 40 residents who took part, the event was a great success. Everyone left with a smile on their faces, new friends and a belly full of sweets – a perfect end to the summer!

## Half term fun at Grahame Park



To keep the young people of Grahame Park entertained during the October half term, Genesis provided a host of sporting and drama activities with the support of Excellence Through Sport. With activities such as bowling, martial arts and drama on offer, each day was packed to capacity with 40 children from the estate ready to try something new, learn new skills and have fun with their fellow residents.

## Are you looking for a job? Do you need help to find work?

**Our work clubs can help boost your confidence to enter the job market**

We give advice on:

Interview skills - CV writing - Searching for jobs  
Debt or benefit issues - Filling out application forms - Accessing education and training

If you're a Genesis resident struggling to find a job or a training course, or you just need some general advice and guidance, contact us for details of your nearest work club

**020 8900 4782 / 07740 046526**  
**infocommunity@GenesisHA.org.uk**



## Update on **service charge** improvements

We are changing our service charge management systems to make sure:

- we can record the services we provide our residents
- we monitor the services provided by contractors to maintain a high standard
- we observe our legal obligations in service charge management
- we can charge residents the right amount for the services we provide
- we have a system that is fit for purpose

Work is still in progress, below are some of the actions we are taking:

### **Property and service setup**

We are doing an audit of what is charged to each property to confirm that we are charging the correct amount for the services you receive.

### **Accounting**

We are making our finance system more transparent, with itemised billing so you can see exactly what you are being charged for.

### **Estimates**

We currently estimate charges for the coming year. All property and housing managers are having training sessions to help them budget more accurately for the services provided to reduce any differences in estimates and final bills.

### **Residential panel**

The service charge improvement team has met with the new residential panel to discuss the plans and obtain their views on what improvements residents would like to see. We are still recruiting members to this panel; if you are interested in joining and helping us improve our service charge processes, or have any other comments, please contact us:



**020 8451 8218**  
**mygenesis@GenesisHA.org.uk**  
**www.GenesisHA.org.uk**

# Anti-social behaviour and hate crime

BY JOE SHEERAN, MARKETING AND WEB OFFICER



## Anti-social behaviour

Anti-social behaviour can seriously damage people's quality of life. Genesis takes it very seriously; we want to tackle its causes and stop it happening in the future.

Examples of anti-social behaviour include:

**verbal abuse, threats, hoax calls**  
**physical assault**  
**noise**  
**alcohol or drug use**  
**prostitution**  
**dumping rubbish**  
**intimidation**  
**graffiti and vandalism**  
**parked or abandoned vehicles**

Often, the first step is to talk things through with your

neighbour; if you resolve the problem yourself, it builds trust and confidence. You'll have a chance to see the other person's point of view; your neighbour may not realise they are affecting you.

If you can't speak to your neighbour, or you have already tried and it hasn't helped, you can contact us to help try and deal with the problem (if a crime has been committed, tell the police).

We will take action to stop anti-social behaviour, including; visits, letters, mediation and acceptable behaviour contracts. If people continue to cause unreasonable nuisance we may apply for injunctions, anti-social

behaviour orders (ASBOs) and, as a last resort, eviction. We will support all victims and witnesses and discuss any possible legal action that may be taken.

## Hate incidents and hate crime

Hate incidents include threats, insults or physical attacks because of your race, religion, sexuality or disability. If the incident is a criminal offence then it is a hate crime.

If you or anyone you know has been a victim of a hate incident or hate crime, report it to us. If a crime has been committed, tell the police.

As a landlord, we can help you get support and stay safe. We might offer the support ourselves, or refer you to other agencies. Together, we can agree what action to take, which may include us contacting the perpetrator or taking legal action against them.

## Contacting us

Find out more about how we tackle ASB, or report an incident online at [www.GenesisHA.org.uk](http://www.GenesisHA.org.uk) [contact@GenesisHA.org.uk](mailto:contact@GenesisHA.org.uk) **020 8451 8000.**

## Fancy being a mystery shopper?

BY CHARLOTTE CROOKES, RESIDENT INVOLVEMENT OFFICER

### What is mystery shopping?

Mystery shopping is used by many organisations to measure the quality of services. It helps us make sure we are keeping the promises we have made to you, identify areas where we are performing well, where we can improve, and hopefully increase resident satisfaction.

### What would I do?

You pose as a secret resident and run through some tasks to measure the quality of our

services. Your identity is kept a secret, with very few people at Genesis knowing who you are.

You may be asked to send an email, log a repair, visit an office, use the website or ask questions. You'll then report back to let us know how it went. The information will then be passed back to senior managers at Genesis about how our staff have performed

and how we can improve. You will receive full training and have your expenses paid. If you're interested in joining our next round of mystery shopping, please contact me:

**020 8548 2109, charlotte.crookes@GenesisHA.org.uk**  
by Wednesday 30 November.



## Are you insured?

You might believe that landlords automatically insure your furniture, belongings and decorations against fire, theft, vandalism or water damage - this is not the case. Unfortunately, some residents only realise this after the damage has been done.

Caught between paying too much for insurance, and trying to save a little extra, it's easy to see why some people decide to "risk it" and don't bother at all. It needn't be that way.

My Home brings you essential home contents insurance from just £1.24 a fortnight, with no excess to pay.

Sound good? Call us to find out more:

**0845 337 2463**



# All action on Woodberry Down

One of Europe's largest regeneration sites has been a hive of activity over the last few months, with the first residents moving into their new homes and more homes due to be completed early next year.

BY SAMANTHA JOHNSON, GENESIS COMMUNICATIONS OFFICER

The innovative project is being delivered by Genesis in partnership with Berkeley Homes and Hackney council and sees the replacement of 2000 council owned homes with around 4600 mixed tenure homes over the next 20 years. Every child is guaranteed their own bedroom and every home has outside space.

As well as building great new homes, Genesis is working with local partners to provide a wide range of events and community initiatives. Some recent highlights include: free summer sports activities for young people, daily sessions offering debt and welfare advice, volunteering and employment support.

## Four steps to starting your own business

The four steps programme has seen local residents turn their ideas into reality and set up their own businesses. Advisors help them develop a business plan, register their company, launch their business and offer



Residents completing the four steps programme

support after it begins trading. So far six businesses have been launched, with four more companies to be up and running by the end of the year.

Residents now aim to inspire and motivate others to join the programme and take the first step to starting their own business. Through powerful speeches at an event to celebrate their success, they did just that.

## Meet your neighbour

Woodberry Down is also buzzing with talk of the recent meet your neighbour event at the new

community centre. Residents who have just moved into their new homes came to an evening packed with activities, music, food, drinks and competitions with great prizes.

The event showed Woodberry Down's tremendous community spirit, with everyone joining in, getting to know their new neighbours and the local Genesis team.

## Scheme wins top building award

Woodberry Down has won another top development prize



The view from Mr and Mrs Ball's new home

to be hung alongside its two previous prizes, winning the Daily Telegraph's 2011 national British Homes Award for Best Social Housing Development.

## Having a Ball

Among the very first to move into the new homes on Woodberry Down were Harry Ball, 82 and his wife Olive, 77. It was 35 years ago that the couple first moved to Woodberry Down with their three young children to a top floor, three-bedroom flat on the post war estate described at the time by Mrs Ball as 'a palace'. Having lived in their home for so many years, when the couple first learnt of the regeneration, they were uncertain about the change and initially didn't want to move. However, Mr Ball was reassured as he watched the building going up, "the doors are solid, all windows



Mr and Mrs Ball in their new home

are double glazed and we can't fault the developers." To help residents settle into their new homes and make the process of moving less daunting a local Genesis housing officer makes several visits. Mr and Mrs Ball found this support "very helpful and very good" and have got to know their housing officer well. Genesis has also helped with the final decorating of their home,

“

We are really enjoying living in our new property

”

such as hanging pictures. Their new home is a beautifully carpeted, one bedroom apartment with a separate kitchen and floor to ceiling windows giving stunning views across London. Mrs Ball said, "It took some getting used to, all the windows! But now you can see the boats out there on the reservoir, and the birds. The city lights up in the evening, its lovely."

The couple had a "very nice evening" at the meet your neighbour event, meeting members of the local Genesis team and speaking to fellow residents that they hadn't met before.

Mrs Ball said, "We are really enjoying living in our new property, we love the view and the flat. We have always lived in Hackney, and this is the best part of the borough for us".

With new homes being completed over the next few years the couple will be able to watch the estate transform, and there will be many more opportunities to get involved in the community.



# You said, we are doing...

There are lots of new ways for residents to get your voice heard in Genesis, and your ideas are resulting in positive changes to the way we provide our services.

BY JOHN PENDER, HEAD OF CUSTOMER ENGAGEMENT, WEST REGION

## Residential panel

This group is for Genesis residents who pay service charges, to help us improve our service charge systems. The panel is open to service charge payers from any tenure. Consultation takes place in meetings and online - contact us if you want to get involved

The main concern raised by residents so far is to ensure there are improvements in the accuracy, clarity and transparency of service charge statements. We have been delighted in the interest expressed by residents in getting involved to ensure we get the design of improved statements just right, and we have agreed that residents

will have the final say in the statement design.

Another big concern is about value for money. Genesis recognises that these are tight times financially and we are keen to do whatever we can to help. At the next meeting we are kicking off a discussion with residents about how to put this idea into practice.

### Next meeting

MONDAY 28 NOVEMBER AT 6.30PM  
IN CENTRAL LONDON

- Making service charge statements clearer and more accurate - next steps
- Getting better value for money - the Property Manager's role

## Design panel

The design panel will play an important part in improving homes for the future. We need residents to help us update the guidelines used to design the new homes that Genesis is involved in building.

We want to know what residents want to make sure we design and build the best homes possible.

The panel is still recruiting members – if you have recently moved into a new Genesis home, or are interested in informing how we design homes in the future, contact us.

## Lesbian, gay, bisexual, transgender residents' forum

Our forum is open to all LGBT Genesis residents. Its purpose is to help us improve our services, with a special interest in matters that are specific to LGBT residents.

The main concern raised so far is how we can ensure that management of anti-social behaviour cases, specifically cases of homophobic abuse, is more reliable. This has been a learning experience for Genesis which we have found very helpful.

Some residents have been surprised to hear about improvements we have already introduced – for example the good neighbour agreement in tenancy agreements. In other cases we are continuing discussions to introduce other improvements. We are still recruiting new members - let us know if you want to join.

### Next meeting

MONDAY 5 DECEMBER AT 6.30PM  
IN CENTRAL LONDON

- Advice services - developing the services to meet your needs
- Allocations - how the service works and how could it work better

## Regional committees

There are five regional committees, which allow residents to scrutinise the quality of services provided by Genesis in their area.

Each committee is made up of at least eight residents and up to four others with relevant expertise or experience. For example, in one region we benefit from the local knowledge and insight provided by the ex Mayor of Brent. In another we have a former Audit Commission inspector, who brings lots of experience of testing and evaluating housing services.

The first two rounds of meetings took place in July and October. Each committee decides the main topics for discussion, and so far there have been presentations on improvements in the repairs service, at Shenstone, in the contact centre and on service charges. In general feedback has been that the plans are encouraging, but the committees will be watching closely to ensure that the services improve.

The regional committees also receive comprehensive progress reports on how we are meeting our targets on service standards. In general we have been able to show significant improvement on some standards – for example in

meeting repair appointments, and in keeping residents who have reported anti-social behaviour up to date, whilst for other standards, improvements have been slower to materialise.

The regional committees play a valuable role in ensuring that our residents' perspective is central to improving the performance of Genesis.

## Resident scrutiny panel

Each regional committee elects two members to sit on the resident scrutiny panel. The panel scrutinises the overall performance of Genesis to ensure it is focused on what matters most to residents and meeting service standards. They will shortly be meeting senior managers and the Chairman for the first time to discuss performance since Genesis was formed in April, and to start to discuss how residents can play a role in influencing future plans. We'll provide a full update in the next edition.

**For more information on how to get involved in these groups, contact us:**

[mygenesis@genesisha.org.uk](mailto:mygenesis@genesisha.org.uk)  
020 8451 8218

## Getting involved

## Meet Rachel Aldridge

When Genesis resident **Rachel Aldridge** from Basildon heard about our regional committees, she jumped at the chance to get involved. **Helen Dobbs**, Head of Customer Engagement, East Region, went to see her and her daughter Imogen at home in Basildon.



Rachel with her two-year-old daughter Imogen at home in Basildon

**Helen:** How did you get involved in the regional committee?

**Rachel:** Last year I saw an advert for a trainee programme in the residents magazine. Through that scheme I gained an NVQ in customer service and training in housing management and property maintenance which got me interested in housing and made me want to get involved more. It's my ambition to work in housing so when I heard about the Regional Committee I

grabbed the opportunity by the horns and volunteered.

**Helen:** Are there any other reasons you joined?

**Rachel:** Yes, I want to bring something back to the community. I've lived in my flat for a year now. It's a nice area with lots of children, everyone gets on and I have lovely neighbours. I'd like to make changes that affect my area and not only my neighbours' quality of life but all

Genesis residents. I want to work with Genesis to make it the best housing association!

**Helen:** What do you see as your role on the regional committee?

**Rachel:** With the other Regional committee members I monitor issues in relation to repairs, the contact centre and other housing issues generally that affect people like me. It means I can ask questions about the areas that really need tackling. I've also been

elected as vice chair of the regional committee and I sit on the resident scrutiny panel.

**Helen:** Are there any areas you think Genesis could improve?

**Rachel:** I'm looking forward to seeing the improvements that are planned for the contact centre such as having one telephone number, the facility to be called back if the lines are busy and making sure I can get through to someone who's knowledgeable and can deal with my enquiry. I am being trained as a "mystery shopper" to help make sure the improvements that are planned actually work.

**Helen:** At 22 years old you're the youngest member of our regional committees; how do you feel about that?

**Rachel:** I'm really proud and am looking forward to the year to come. I want to encourage more young people to join regional committees or get involved in other activities that Genesis organises. All the skills that I've learnt will help me in my career.

**Helen:** How have you found balancing working on the regional committee with looking after your daughter?

**Rachel:** There are lots of people

like me with young children who want to work. The flexibility has given me the opportunity to give something back as well as looking good on my CV, increasing my skills and preparing me for future employment. Genesis is so welcoming – it's been a great opportunity for me.

“

I want to encourage more young people to get involved

”

## Your regional committee needs you!

If you're inspired by Rachel and want to have a say in how we serve our residents, contact us.

Regional committee members are expected to attend four meetings per year, to be able to scrutinise performance reports and to be able to show over time a positive contribution to improving services. There are vacancies in most areas, and we welcome applications from anyone who is interested.

**mygenesis@GenesisHA.org.uk**

**020 8451 8218**



# Going the extra mile to provide opportunities for Genesis residents

BY KENNETH ANDERSON, COMMUNITY FACILITIES MANAGER



David Seelochan, Opportunities Plus Team Leader

**D**avid Seelochan is no man to shrink from challenges. In the last four years he has completed seven marathons in London, New York, and the punishing heat of Los Angeles. "It takes a lot of discipline," says David. "Sweating in the gym for hours, giving up my evenings to run at least five miles daily for months before the event, and also carefully controlling my diet." He surreptitiously slides a chocolate bar under some papers on his desk as he speaks. "Giving up goodies is the hardest part," he admits with a smile. It is perhaps not surprising then that when David saw the post as Opportunities

Plus Team Leader with Genesis Community advertised he immediately applied. "I was working for Jobcentre Plus at the time as a one parent advisor and I was looking for new challenges that would engage more of my skills. This seemed like just the job."

David, who has a degree in law, describes Opportunities Plus as a "One stop support mechanism to guide our residents in achieving their goals and potential," David has found it as challenging as his marathons. "We find ourselves helping residents to overcome what can sometimes seem to them to be insurmountable problems."

For example getting back into work, which is something of a job in itself these days, is a major demand on the team. "We support up to 200 residents a month towards improving their employability," says David. "From obtaining the right training to writing their CVs, we're ready to help."

David's knowledge about nutritional (choc-free) diets might come in useful too.

Among many other things the Opportunities Plus team can also give guidance about healthy lifestyles. "We offer support in all areas," David explains. "Often we signpost people towards outside experts but sometimes we do get directly involved."

He describes a recent case where an older resident's garden had turned into a "jungle", as he puts it. "The lady concerned was totally daunted by the monstrous weeds that had taken over her garden. It was like the Day of the Triffids out there so we got our repairs contractor to wade in with their scythes and tidy it up.

She was over the moon."

David says he gets a real kick out of helping others and has spent a lot of time volunteering for Victim Support. "I learnt a lot from that – it really broadens your mind and I would say it really helped me develop the right mindset for my job with Genesis."

His time spent pounding the streets by night is also driven by a philanthropic urge. "I actually run for charity. Help the Hospices is my favourite and so far I have raised over £10,000 for them. Don't ask me how many miles that took." But for the work of Opportunities Plus he modestly gives most of the credit to his six team members.

"They are all hardworking and passionate individuals dedicated to the work they do. Their professionalism always impresses me." David explains how his role is mainly about supporting the team and helping them improve their services. "I am always looking to identify potential gaps in provision and searching for partners to fill them." He is especially interested to hear from residents about their needs and interests.

"We are here to help," he says, "so tell us what you need and if we can assist we will. And if we can't I am sure we will find someone who can."



**Opportunities Plus is a one stop support mechanism to guide our residents in achieving their goals and potential**



**If you want more information about Opportunities Plus, contact us at 020 8900 4781, [infocommunity@GenesisHA.org.uk](mailto:infocommunity@GenesisHA.org.uk), [www.GenesisHA.org.uk](http://www.GenesisHA.org.uk)**

## Genesis Community's small grants programme

**Small grants of up to £2000 are available for community projects in areas where Genesis residents live.**

**If you have a project idea that will make your community a better place or help people in need, we could help.**

**Closing date for the next round of applications is 16 December 2011.**

**Contact us for more information or an application pack:  
[www.GenesisHA.org.uk](http://www.GenesisHA.org.uk)  
[infocommunity@GenesisHA.org.uk](mailto:infocommunity@GenesisHA.org.uk)  
020 8900 4781**



# Have your say

We want to hear from you!

## Thanks to all of you who gave us your feedback and entered our competition in the last issue.

Congratulations to John and Maureen Clark of Southwark, who won a Kindle in the prize draw.

Below is a selection of some of your comments. We have taken them on board and will look to incorporate them into future issues of G magazine.



Property manager Michelle Clapham presents John with his Kindle

*"Great magazine, great way of letting tenants know what's going on"*

*"It would be good to know who is who at the top"*

*"Please make user ID and password enabled features to give residents all their info on the Genesis website"*

*"I enjoy reading the residents' letters and I think they should have more input in G magazine"*

*"I'm always interested in hearing about volunteering opportunities"*

*"I don't really feel I get much info from Genesis and I think communications should be improved"*

*"I would like to have a bit more info from Genesis and more often"*

*"I would like a column or news item devoted to interests of leaseholders"*

*"As a resident since 1977, it's nice to know our views are considered"*

*"It's good to hear about the news of other Genesis housing residents"*

*"It would be good to have more information for leaseholders – I somehow feel that we don't count"*

*"It's not very informative on who to contact"*

To be in with a chance of winning a Christmas hamper, give us your feedback by posting us the form on the next page, or email your comments to [residentsmagazine@GenesisHA.org.uk](mailto:residentsmagazine@GenesisHA.org.uk)

# Survey



To what extent do you agree with the following statements...

### WIN!

To enter the draw simply complete the survey and send to **G magazine Genesis Housing Association, Capital House, 25 Chapel Street, London, NW1 5DT**

## Your feedback

Please tick the appropriate response below

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I found G magazine to be informative and interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After reading G magazine I felt I understood more about Genesis and its aims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G magazine had a good balance of stories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### How do you get the majority of your information from Genesis?

- Property manager
  - Posted letters
  - I do not access any information
  - Other, please specify
  - Can you provide any additional feedback? \_\_\_\_\_
- G magazine
  - Genesis website

### Contact details

NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

The winner will be drawn by 16 December and notified by phone.

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

**Albanian**

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

**Arabic**

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

**Bengali**

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

**Farsi**

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

**French**

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

**Somali**

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

**Turkish**

**020 8451 8000**  
**contact@GenesisHA.org.uk**

