

Ekaya
Residents'
newsletter

February 2026

**Tenant
satisfaction
measures
survey**



ekaya
HOUSING
ASSOCIATION

Tenant satisfaction measures survey

Our independent survey company, Acuity, has sent you an invitation to take part in our latest tenant satisfaction survey, which ends on 28 March 2026.

Please do take part – the survey will not be valid if we get too few responses.

Our regulator requires us to carry out a major survey every two years, so that we are accountable to residents and transparent about our work and the services we provide.

Most of the questions asked are set by the regulator, so that the results can be directly compared with other housing providers.

Your feedback gives us vital information about what works well and where we should do more to improve.

Don't feel you should hold back until your latest repair is



done – or feel worried about voicing any concerns.

When we get the results, we will use them to draw up an action plan to guide our work over the coming years.

We would like to thank you in advance for your time.

Happy Nursery Days update

The nursery continues to grow from strength to strength on the back of the Ofsted award of a 'Good' rating two years ago – thanks to the hard work of Nursery Manager Alma Boci and her dedicated team.

The nursery is currently operating at near full



capacity and we are looking to take on more staff.

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Introducing new staff

In this edition of our newsletter, we are introducing staff members who have joined Ekaya in the past year.

Gabriel Codjoe (Director of Operations)

We're pleased to welcome Gabriel Codjoe, who joined Ekaya as our new Director of Operations earlier this year.

Gabriel has come to us from Sovereign Network Group (SNG), one of UK's largest housing associations, where he was Director of Housing for the past eight years.

As a senior manager, Gabriel developed a strong track record around working with residents – focusing on improving their customer experience and their engagement with SNG's work.

He consistently prioritised delivering excellent services.



Bamdele Olawunmi (Housing and Partnership Manager)



Bamdele Olawunmi joined Ekaya on 7 January 2026 – originally as an Interim Housing and Partnership Manager, but he has now been appointed on a permanent basis.

Bamdele has plenty of experience in housing management, having worked in the housing sector for both large and small housing associations since 2003.

Bamdele is responsible for managing the housing, supported

and customer services teams. His passion is for delivering excellent customer services and putting residents at the heart of everything we do.

Bamdele has started to visit our estates and looks forward to meeting with residents who can help us shape our services as we work towards retendering our estate communal cleaning and grounds maintenance contract.

Fola Sofuji (Customer Services Officer)



Fola tells us: “My name is **Fola Sofuyi** and I am excited to be part of Ekaya’s customer services team, primarily covering housing management and maintenance.

“I have been working at Ekaya since March 2025. For the most part I am covering the info email inbox.

“I am also on the end of option 3 when you call.

“My background is mainly student accommodation. It’s been an interesting transition into social and affordable rented housing.

“I’m learning a lot and very proud to be part of the Ekaya Team.”

New staff continued on page 4

Viv Isaac (Customer Services Officer)

Dear Residents,

To introduce myself – I am Viv Isaac, one of the two Customer Services Officers here at Ekaya Housing Association. I have been working here since February 2025, mainly in maintenance and repairs, housing and complaints. My main aim is to improve services by responding positively to resident feedback.



I have a wealth of experience, with a background of knowledge around housing, town planning and architecture, gained over many years. I have a strong desire to improve homes, and the lives of women, children and families in the south London community and beyond.

Thank you,

Viv

How we manage Awaab's Law

Awaab's Law came into effect on Monday 27 October 2025. It introduces set timeframes for social landlords to investigate and fix damp and mould and other serious housing issues.

Under the new law, social landlords like us must act quickly when residents report issues like damp and mould.

Here's what this means for you.

- **Emergency hazards** are investigated, with safety work undertaken, within 24 hours of us hearing about them.
- **Significant hazards** are investigated within 10 working days of us hearing about them
- **Investigation summary:** We'll provide written findings to you within three working days of the investigation being finished.
- **Safety work:** We'll begin safety works within five working days if a significant hazard has been identified.
- **Further works:** We'll begin any further works within five working days, or within 12 weeks, if there are delays.
- **Completion:** We'll finish all works within a reasonable timeframe.
- **Communication:** We'll keep you informed throughout and provide safety guidance.

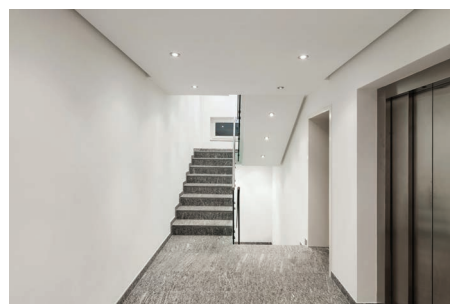
Important: Building safety reminders

We need your help to keep your building safe. You must not leave your personal belongings in any communal areas of your building – including the hallways, landings, stairways and electrical cupboards.

As your landlord, we have to comply with the Regulatory Reform (Fire Safety) Order 2005. It includes requiring us to make sure there are no personal items in communal areas.

In line with your tenancy agreements, our Housing Officers can immediately remove high-risk items. They will leave a tort notice to tell you that items have been removed and give you a specific time period to claim them back before we throw them away.

Your corridors should look like this:



Not like this:



Estate inspections

We like to encourage residents/estate champions to take part in estate inspections/walkabouts with our housing officers.



Residents who have taken part in inspections tell us they find them useful – while, for Ekaya, it allows for immediate feedback from our residents on the cleaning and grounds maintenance services they are receiving.

The table opposite lists the next three inspections at your scheme. To join in, call us on 020 7091 1800, or email info@ekaya.co.uk, so that we can confirm the time.

Communal cleaning and grounds maintenance contract

Ekaya will be tendering for a new communal cleaning and grounds maintenance contract for our estates this year.

We know from your feedback that you want us to make sure that your cleaning and grounds maintenance are provided to a high standard and give excellent value for money.

We want to involve residents in the procurement process and welcome your involvement.

Please call 020 7091 1800, or email info@ekaya.co.uk, to indicate your interest and to ask for further information.



Scheme inspection dates March to May 2026

Monthly inspections

Housing Officer: Christopher Alexander

Scheme	March	April	May
Butchi Emecheta Court	17 Mar	14 Apr	19 May
Daisy Lampkin Court	17 Mar	14 Apr	19 May
Derek Walcott Close	3 Mar	7 Apr	5 May
Gipsy Hill	3 Mar	7 Apr	5 May
Knollys Road	3 Mar	7 Apr	5 May
Leigham Court Road	17 Mar	14 Apr	19 May
Louise Bennet Close	3 Mar	7 Apr	5 May
Pinewood/28A Streatham Place	17 Mar	14 Apr	19 May
Rosa Parks	17 Mar	14 Apr	19 May
Smedley Street	3 Mar	7 Apr	5 May
Tasman Road	17 Mar	14 Apr	19 May
Tulse Hill	17 Mar	14 Apr	19 May

Monthly inspections

Housing Officer: Tunde Ajose

Axis House	12 Mar	2 Apr	7 May
Beeton Way	25 Mar	16 Apr	21 May
Foxbourne	25 Mar	16 Apr	21 May
Greenwich House	12 Mar	2 Apr	7 May
Howard Road	12 Mar	2 Apr	7 May
Lou Hamer House	12 Mar	2 Apr	7 May
Paxton House	12 Mar	2 Apr	7 May
Pembury Road	25 Mar	16 Apr	21 May
Sanderstead	25 Mar	16 Apr	21 May
Sandford Road	12 Mar	2 Apr	7 May
Schumann Court	12 Mar	2 Apr	7 May
Smith Court	25 Mar	16 Apr	21 May
Southview Close	25 Mar	16 Apr	21 May

Quarterly inspections

Scheme	April	July	Sept
Buckleigh Road	28 Apr	29 Jul	30 Sept
Deeley Road	28 Apr	29 Jul	30 Sept
Heyford Avenue	28 Apr	29 Jul	30 Sept
Josephine Avenue	28 Apr	29 Jul	30 Sept
Mary Dine Court	28 Apr	29 Jul	30 Sept
North Street	28 Apr	29 Jul	30 Sept
Sandmere Road	28 Apr	29 Jul	30 Sept
Somers Road	28 Apr	29 Jul	30 Sept
Sudbourne Road	28 Apr	29 Jul	30 Sept

Christmas at Subira House

Christmas decorations at Subira House, our mother and baby service in Wandsworth, are now an annual tradition – and this Christmas was no exception.

Jennifer Fender-Reid, Support Officer at Subira House, started putting decorations up a few years ago. She is very aware that her young residents are not in their



own homes and some may not have grown up with special times of year being celebrated.

Jennifer wants the young families to feel special, to feel at home, to feel like they matter and to share that bit of joy along with their babies and children.

One resident said to her: “I love the way you do the Christmas decorations. It’s given me ideas for what I want to do when I’m in my own home. It’s inspired me to want to make things feel Christmassy and homely for my child and me.”

Another said: “It lifted my spirits during a low patch and made me feel better.”

And a third said: “Each year, I look forward to the decorations going up. It feels so exciting. I know how much Jennifer cares about us, as



she puts in that extra effort. This makes me feel good.”

Jennifer says: “When the oldest child in the house arrived back from school that day, I could hear him from the office as he came in the front door, shouting, ‘Wow! Wow! It’s Christmas!’”

“I went out to see him and his mum, and he was running around looking at everything, while his mum videoed his excitement. Seeing the joy on his face was a Christmas present for me!”

Tenancy audits

We will be carrying out tenancy audits of all our social rented homes from 1 April 2026.

A Housing Officer will visit your home to complete a checklist. You may be given the date by letter, or we may drop by unannounced – sometimes in the evening.

While at your home, your Housing Officer will check the following.

- You are the legal tenant and living at the property.
- It is not being illegally let (either fully or partly) to someone else – which is social housing fraud.
- Who else you live with.
- The property is not overcrowded or under-occupied.

- You are looking after your home, as set out in your tenancy agreement.
- What income you have coming in, including any benefits you claim.

Your Housing Officer will check the identity of everyone in your household. They will need to see a passport, driving license, birth certificate, or other official document.

They will check your home is in good repair and that there are no health and safety hazards, including damp and mould.

They will assess whether your home is the right size of your household



and what your options might be if it is not.

Our visit will also give you the opportunity to talk to staff directly about any concerns you have. We may be able to refer you to support services. Or you may have ideas for improving our services.

In general, you will be helping us to plan future services that focus on equality, diversity and good tenant-landlord relations.

Property Services update

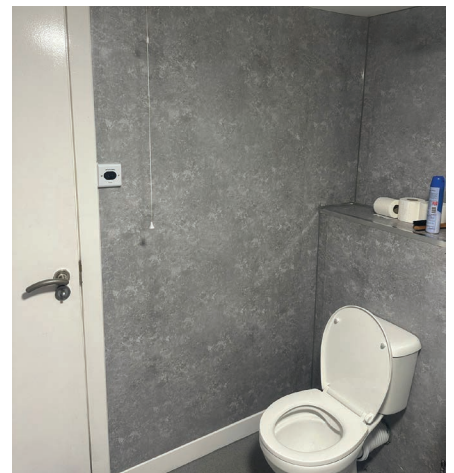
Planned works

Between April and December last year, our planned works programme saw improvements to many of our properties.

We installed:

- 14 kitchens – either fully or partially updating them
- 20 bathrooms – either fully or partially updating them
- new heating systems to 27 properties – either new boilers and radiators, or new storage heaters, and
- windows and doors at nine properties.

Pictured are some of the recently completed works to kitchens and bathrooms.



Electrical safety testing – please give us access

The government has brought in new electrical safety regulations, which went live in November 2025.

The new regulations mean that social, as well as private, landlords have to arrange for five-yearly Electrical Installation Condition Reports (EICR) to be carried out.



We cannot relet any home without a valid EICR and all our properties must meet the new rules by May 2026.

We are now contacting residents to get EICR checks carried out and we will need you to give us access to your home at the time agreed.

If the report finds any hazards, we have to get repairs completed within 28 days, or 24 hours, if the situation is an emergency.

This is in line with Awaab's Law, which was introduced in October



2025, and which sets new standards for social housing landlords around damp, mould and emergency hazards.

We also have to check any electrical appliances we supply you with, such as fridges or toasters – this is called PAT testing.

Call for help:

999

Emergency

111

*Health
non-emergencies*

101

*Police
non-emergencies*

112

*Emergencies from a
mobile anywhere in
the world*



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