

Populo Homes
is Populo Living's
Registered
Provider



Resident Newsletter

July 2026

Welcome

A message from our Director of Operations

Welcome to our latest edition of the Populo Homes resident newsletter. We're continuing to strengthen how we work with and for you, and we hope this issue keeps you informed and connected to what's happening across our schemes.

A big thank you to everyone who has welcomed our team into their home as part of our survey of home conditions. We've now visited around half of our properties, collecting some really valuable information along the way, and what we've learned is helping us prioritise the work that matters most - starting with the most serious repairs.

We're also continuing to listen beyond surveys. Our engagement team will be visiting residents across our schemes in the coming months to hear directly what's working, what isn't, and how we can improve - both for you and for future residents. Alongside this, we're calling on our residents to get involved more formally, whether that's through our Equality, Diversity and Inclusion form, or by joining our Building Safety Champions.

None of this works without you, and we're grateful to everyone who continues to take the time to speak with us, complete a form, or simply let us know how things are going. If you have any thoughts, suggestions, or feedback, please get in touch at: hello@populoliving.co.uk.

With every good wish,

Louise Graham-Smith

Louise Graham-Smith
Director of Operations, Populo Homes



**“We’re continuing
to strengthen how
we work with and
for you.”**



Team Overview



Customer Services

Your first point of contact for tenancy, lettings, and repair queries. The team aims to resolve issues on first contact, and where something needs specialist input, they'll point you to the right department.

Income Support

Managing all rent and payment queries, this team works proactively to help residents stay on top of their tenancies, from setting up payment plans to advising on arrears.

Housing Services

Your key point of contact for tenancy matters, helping you feel settled and secure in your home. Our Housing Assistants are based on-site across schemes and are often the first friendly face you meet when you move in.

Property Services

Keeps our schemes safe, compliant and well-maintained with the help of our caretakers, from communal repairs and health and safety checks to emergency response.

Meet the team: Zain Patel

Housing Services Manager

Zain's been part of the Populo family since 2022, and these days he leads a team of seven. What sets him apart isn't just his experience, it's his passion for solving problems.

"I love challenges," he says of the Newham's fast-moving housing landscape, and it shows. Whether it's a complex tenancy issue or a resident who's had a tough time getting the right support, Zain's mindset shapes how his team operate, with a sharp focus on resolving issues.

Day-to-day, he splits his time between his team and the people they serve. "I support my team with morning catch-ups, weekly tasks, and one-to-ones," he explains. "Being organised and managing my time effectively is key to supporting my team while making sure residents get the best service possible." For Zain, it always comes back to the same thing: "service and communication," and that's an open door: "You can approach me anytime - I will always have time for our residents."

Your Home, Your Views:

Over the coming months, our team will be visiting sites across East London for a chat about what's working in your home, what isn't, and what we can do better for future residents and buildings. Your feedback directly shapes how we operate, so if you haven't already had the chance to share your views, we'd love to hear from you. Keep an eye out for messages about visits in your building.

Can't make it in person? [Click here to complete the survey online.](#)

Renters' Rights Act

The Renters' Rights Act brings significant changes to how private renting works across England, and the legislation is set to extend to social housing from October 2027. As a Populo Homes resident, here's what that means for you:



The most significant change is the move to assured periodic tenancies and the end of Section 21 evictions, meaning landlords will only be able to end a tenancy where there is a legitimate legal ground, giving you greater security in your home.

The Act also introduces updated rules around possession, new requirements for landlords to provide key tenancy information, and changes to the framework for rent increases. Social housing rents will continue to be regulated under the Regulator of Social Housing's Rent Standard.

We'll keep you updated ahead of the changes coming into effect in October 2027. If you have questions about what this means for your tenancy, we're happy to talk it through - please get in touch with us at hello@populoliving.co.uk

Be the Voice of Your Building

We're looking for residents to become Building Safety Champions, and no experience is needed, just a neighbourly interest in keeping your building safe. Having our residents represented in these conversations matters: you know your building better than anyone, and your voice will help us shape decisions that affect where you live.

As a Building Safety Champion, you'll take part in a walkaround with our Building Safety Manager, receive full training and an induction, and join a group of fellow champions across our schemes. We ask that champions attend at least two meetings a year, beyond that, it's simply about being engaged and willing to get involved.

It's a small commitment that makes a real difference. If you'd like to find out more or register your interest, get in touch at hello@populoliving.co.uk

We're Launching a Resident Panel

We want you to have a real say in how we perform as your landlord, and we're setting up a new way to make that happen.

We're forming a Resident Panel: a group of residents, trained and supported, who'll scrutinise our performance on repairs, complaints, building safety, and more. One member will also feed back directly to Populo Homes' Governance Board, so your voice reaches the top table, not just us. We hope the Panel will lead to visible improvements in the services that matter most

We're looking for 4 panel members, including a Chair, who acts as the main point of contact.

This is a paid role: panel members receive £2,000 a year, and the Chair receives £2,500 a year.

Interested? Send us your CV along with a short paragraph on why you'd like to join, or Chair, the panel, via email by 31st of August 2026.

hello@populoliving.co.uk

Help us get to know you better

We're asking residents to complete a short Equality, Diversity and Inclusion form. It's completely optional, but the information helps us understand our community better and make sure we're meeting everyone's needs, from providing language support, improving accessibility and beyond.

If you've already spoken with Em or Kamal during a home visit, you may have shared this information in person already, thank you. There's no need to complete the form again.

Your answers are kept confidential and are never shared or sold, and you can ask for your form answers to be deleted at any time. This is simply about helping us serve you and your neighbours better.

[Click Here to complete the form.](#)

Update on Stock Conditions:

Thank you to everyone who has welcomed our team into their home as part of our survey of home conditions across our schemes. We've now visited around half of our properties, and what we've learned is invaluable.

The survey gives us a clear picture of how our homes are doing, so we can keep them safe, comfortable, and well looked after.

If you raised any issues during your visit, our team will be in touch soon about next steps, with the most serious repairs taking priority. Please see the next page to learn more about the way we prioritise repairs, and expected response times.

Repair Response Times

What You Can Expect

Emergency Repairs: 24-hour response

Emergency repairs are our top priority. We aim to respond within 4 hours and make the situation safe or fully resolve it within 24 hours. If we can't fix it immediately, we'll carry out a temporary repair and schedule follow-up work during normal hours. Emergencies include serious risks to safety or major damage to your home, such as flooding, burst pipes, total loss of electricity or water, no heating or hot water between 30 September and 31 March, unsafe electrics, broken entry systems, or exposed wiring. Other examples include a toilet not flushing (if it's the only one), broken windows that pose a security risk, faulty lifts, and racist or obscene graffiti in shared areas.

Urgent Repairs: 7-day lead time

Urgent repairs are important issues that don't pose an immediate danger but need attention within 7 days to prevent further problems. These include partial loss of power or water, no heating or hot water between 1 April and 30 September, taps that won't turn off, faulty appliances, broken handrails, unsafe windows or doors, and leaks from roofs, gutters or downpipes. We also include full repairs to door entry systems and replacing windows we are responsible for.

Routine Repair: up to 21 days

Routine repairs are less urgent but still affect your comfort or the condition of your home. We aim to complete these within 21 working days. Examples include replacing broken immersion heaters or sanitary fittings, fixing faulty taps or ball valves, clearing blocked gutters, repairing minor damage to steps or staircases, removing non-offensive graffiti, resealing baths or sinks, and repairing fencing or tiling. These also include non-urgent heating faults and any other repairs that are our responsibility.

If you're ever unsure how your repair is classified, just get in touch and we'll be happy to help: **hello@populoliving.co.uk**

**Please note that hello@populoliving.co.uk is not monitored after 6:00pm on weekdays or at weekends. For urgent matters, call our current out-of-hours emergency number 020 3006 8333 to be connected directly to an operative.*



Tips and Advice

Useful information for your Populo Home:

Mutual Exchanges - a flexible way to move home.

If you'd like to move to another social home within or outside the borough, you may wish to consider a mutual exchange (sometimes called a home swap). We work with Bridge Housing Solutions to help match residents more quickly than a traditional waiting list, though other platforms, local forums, and informal networks can also help you find potential partners.

To be approved by Populo, you must meet the eligibility criteria:

- You must be up to date with your rent (no rent arrears).
- There must be no formal current breaches of tenancy relating to rental arrears or anti-social behaviour.
- You must be the tenant of the property and have an assured tenancy (not a starter tenancy or short-term tenancy).
- The size of your home must be suitable for the incoming tenant / household. If the incoming household will be under occupying or the exchange is likely to create overcrowding the application will be declined.
- If your home has adaptations, which are not required by the incoming tenant. We will decline your application.
- If we receive a poor reference from the incoming tenant's landlord, the exchange will be declined.

If you meet the eligibility criteria and find someone suitable to swap with, you'll need to speak with us to seek permission to proceed before agreeing a move with the other party, as you will need to sign the appropriate paperwork with your partnering landlord, and your exchanging partner will need to do the same with us.

For further details please contact us at hello@populoliving.co.uk or 0207 112 8901

Visiting Our Head Office

We understand that sometimes a face-to-face meeting is the best way to resolve your queries. However, please note that we cannot guarantee staff will be available to meet you at our office.

If you plan to visit, kindly email us in advance at hello@populoliving.co.uk to arrange a suitable time. This ensures your concerns are addressed promptly and efficiently.

Bin Room Upkeep

Please help keep bin rooms clean and safe for everyone by using them responsibly. Maintaining tidy bin areas is essential for hygiene, safety and respect for your neighbours. Please avoid leaving bulky waste, like furniture or appliances, in bin rooms, as this can block access and attract pests.

If you need to dispose of large items, Newham Council offers a bulky waste collection service, which you can book online. You can also report a missed bin collection if your regular service hasn't taken place.

[Click here to visit Newham's website.](#)

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Useful information for your Populo Home:

Sharing our spaces this summer

Summer sees more of us making the most of our outdoor spaces, from balconies and gardens to communal areas, and we want everyone to feel comfortable enjoying them.

A little consideration goes a long way: please be mindful of noise, especially in the evenings and early mornings, and think of your neighbours when hosting guests or gatherings. Shared spaces are for everyone to enjoy, so it's worth keeping an eye on how they're used, particularly where children and families are close by.

For everyone's safety, please don't use barbecues anywhere on our schemes, including balconies and communal areas, and please refrain from smoking on balconies, as both carry a real fire risk.

If you're experiencing issues with persistent noise or anti-social behaviour, please get in touch at: hello@populoliving.co.uk.

HomeMaster

A new system, built around you

We've moved over to a new housing management system, HomeMaster, designed to help our Customer Services team keep better track of your enquiries, repairs, complaints, and anything else you tell us matters to you.

This means clearer records, better follow-ups, and a more joined-up service across the Operations team, all in response to your

feedback about how we can improve.

We're also setting up a resident portal, and we'll share joining information and instructions as soon as it's ready. In the meantime, if you have any issues or questions, get in touch, and we'll do our best to help.



Tell us what you think:

Email: hello@populoliving.co.uk

Telephone: 020 7112 7564