

CREATING OPPORTUNITIES TOGETHER

POPLAR HARCA 25 years

Annual report for residents 2023-24

FOREWORD FROM STEVE



We marked 25 years of Poplar HARCA in 2023. It reminded me of the wonderful people who helped us get to here; and reflect on how this past year has again been challenging.

That said, we have taken the opportunity to celebrate 25 years supporting our community, getting to know our residents and thinking about the work still to do.

Since 1998 when residents first voted for the council to transfer homes to Poplar HARCA, we've built 900 new homes, created new green and community spaces, and introduced ground-breaking services which have influenced housing associations across the country.

This report includes lots of information about what we do, and how we have performed.

From our many achievements this year, my highlights are:

- 83% - the proportion of residents who said they're satisfied with services
- 76 – the number of new affordable homes at Poplar Riverside
- £12.7m - the social value generated by our community projects and services
- 3,000 – the number of local people who helped us campaign for the next phase of Aberfeldy's regeneration
- 92% - the proportion of staff proud to work for you
- 3,610 – the number of tenants now benefiting from smart devices monitoring energy use and their home's environment, and
- A- stable – our upgraded credit rating confirming we're financially secure

Our Chair, Doctor Paul Brickell, has often told me that we are "driven by our community's energy and diversity". All that we have achieved has been influenced by what you told us. All our priorities are what you have told us is important to you. All still to do is driven by what you tell us you want for your future.

Thank you to each of you who has taken the time to speak with us, participated in an event or made a compliment or complaint. We have improved as a direct result of what you've told us.

Here's to our next 25 years...

Steve Stride
Chief Executive, Poplar HARCA

WHAT WE SAID WE'D DO

Our strategic objectives

Service satisfaction

In 2021-26 we will increase satisfaction by:

- Involve more residents in more decisions
- Technology that makes it easier to access services
- Understand residents' experience and act on what they tell us
- Provide residents with the means to scrutinise performance

Successful places

In 2021-26 we will create more successful places by:

- Build homes to meet need and aspiration
- Reduce our carbon footprint
- Partner for cultural, environmental and industrial infrastructure
- Invest for health and local prosperity

Committed workforce

In 2021-26 we will attract and retain talented people by:

- Enhance equity and diversity at every level of every team
- Provide personal development for every staff member
- Create a flexible, agile, safe working environment
- Focus on health and wellbeing

Strong foundations

In 2021-26 we will secure our financial future by:

- Reduce operating costs
- Sustain quality
- Increase surplus
- Increase efficiency through smart technology

2023-24 SNAPSHOT

What we've done in 2023-24

83% service satisfaction

83% of residents who filled-in our survey said they're satisfied with our services. Our teams are working on You Said, We're Doing action plans to do more of what we do well, and improve what we don't. Look out for this year's survey, open from September. The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) this year. We have to report the opinion only of our tenants to the regulator, so our TSM results and improvement plans are on our website.

poplarharca.co.uk
search resident satisfaction



75% of residents are satisfied that we listen to them and act on what they say



78% of residents feel that we keep them informed about things that matter to them

Listening, learning, acting

Our Community Panel set us the challenge of a new engagement strategy to make sure we listen, learn and act on what you tell us.

Look out for:

- opportunities to have your say on an antisocial behaviour panel, and asset management and building safety forums
- answers to your questions, issues resolved and your feedback shared
- better communication

poplarharca.co.uk
search get involved



83% of residents say we treat them fairly and with respect



2023-24 SERVICE SATISFACTION

192,243
Total number of contacts (exc website visits)

83%
Of residents satisfied with Poplar HARCA services

47%
Of contacts made online

549
Total number of complaints

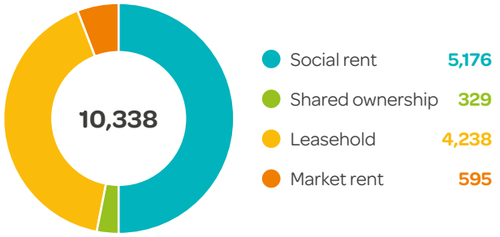
88%
Of complaints resolved at stage one

100%
Compliance for gas servicing, electrical, water, asbestos and fire

6,259
People involved in shaping our services

2023-24 SUCCESSFUL PLACES

10,338
Number of homes owned and managed



75%
Of residents satisfied we are making a positive contribution to our neighbourhoods

76
Number of homes built

£164
Average weekly social rent including service charge

£12.7m
Social value (projects which benefit your community)

2,003
People supported

34,068
People engaged with events, initiatives, our youth service and volunteering

2023-24 SNAPSHOT

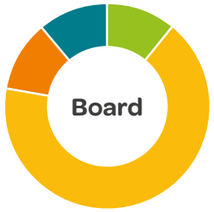
About our team

EQUALITY, DIVERSITY AND INCLUSION (EDI) MONITORING STATS

Age



20-24	5%
25-34	25%
35-49	38%
50-59	19%
60-64	8%
65+	5%



20-24	0%
25-34	11%
35-49	67%
50-59	11%
60-64	0%
65+	11%

Ethnicity



Asian	29%
Black	18%
White	45%
Other	7%



Asian	33%
Black	11%
White	56%
Other	0%

Gender

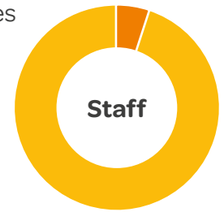


Female	45%
Male	55%



Female	44%
Male	56%

Disabilities



Yes	5%
No	95%



Yes	0%
No	100%

2023-24

COMMITTED WORKFORCE

377
Total number of staff

33%
Of staff live locally

92%
Of staff are proud to work for you

79%
Of staff feel engaged

86%
Of staff agree we care about their wellbeing

89%
Of staff recommend working for Poplar HARCA

2023-24

STRONG FOUNDATIONS

G1 V2
Regulator rating

A- Investment grade with a stable outlook
Credit rating

28%
Operating margin

£9,473
Cost per social housing property

100%
Statutory compliance

£89.2m
Annual turnover

Service satisfaction relies on listening and responding, being open to challenge and doing what we say we will.

SERVICE SATISFACTION HIGHLIGHTS



Satisfaction

83%
Of residents satisfied with Poplar HARCA services

75%
Of residents satisfied Poplar HARCA listens to their views and acts upon them

83%
Of residents agreed Poplar HARCA treats them fairly and with respect

78%
Of residents satisfied with Poplar HARCA keeping them informed about the things that matter to them

Online services

47%
Of contacts were online

27,300
HARCALife resident newsletters emailed

289,000
Website visits

58%
Newsletters read

Online Services
Resident online communications

Website visits	289,000
MyHARCA logins	62,794
Chatbot conversations	2,800
MyHARCA payments	17,472
Digital correspondence	3,598
Social media enquiries	227



Antisocial behaviour (ASB)

70%
Of residents satisfied with the way their ASB case was handled

6
Total number of evictions

79%
Of residents satisfied with Poplar HARCA's approach to handling ASB

678
ASB cases, **167** of which needed formal or legal intervention

Residents: involved and influencing

178
178 Board, Committee, Estate Board and Gathering Group members

2,200
Chatted to us during consultations, listening campaigns and door knocks

3,881
People involved with service reviews, testing, feedback and surveys

Residents: Involved and Influencing
Board, Committees and Estate Board members

Estate Board and Gathering Groups	115
Joint Estate Panel (JEP) members	14
Board and Committees	23
Youth Empowerment Board	26





Complaints

62%
Satisfied with our approach to complaints handling

1.3%
Of complaints sent to Ombudsman

549
Complaints logged

6
Ombudsman decisions

88%
Of complaints resolved at stage one

78%
Maladministration rate

98%
Of complaints responded within target

454
Councillor and MP enquiries

Total number of complaints

Remedied at stage 1	485
Remedied at stage 2	57
Complaints escalated to Ombudsman	7



Type of complaints

Repairs	361
Housing management	139
Estate cleaning and regeneration	44
Communities and neighbourhoods	5



Ombudsman determination

Maladministration	6
Service Failure	1
No maladministration or service failure	2
Outside Ombudsman jurisdiction	3



Repairs

26,590
Repairs carried out

8.5
Days to complete repair

94.9%
Of residents satisfied with last repair (SMS survey)

69%
Of residents satisfied with a repair in last 12 months

100%
Compliance for gas servicing, electrical, water, asbestos and fire

100%
Of disrepair cases responded within target

64%
Of residents satisfied with time taken to complete most recent repair

68%
Of residents satisfied Poplar HARCA maintains their home well

Estate Services highlights

Our Estate Services team keep where you live safe, clean and green.

2,768
Emergency out of hours jobs logged

2,839
Missed bin collections reported to Tower Hamlets Council

449
Estate Ambassador visits

97.8%
Of estate service cleaning rated A or B

335
Warnings for dumped rubbish

2,872
Antisocial behaviour incidents logged and reported

749
Tonnes of bulk rubbished cleared



You said...

Sort out leaks more quickly

Offer more appointment times for surveyor visits

We want to talk to you about major repair works

We want more wild green spaces.

We want where we live to be cleaner and safer.

We want a say in how our estate is looked after.

We did...

We've worked with our plumbing contractors to to speed up response times

We now offer am and pm appointments

We met with residents at Gayton and Sleaford Houses to talk about major works being done to these blocks

We've re-wilded green spaces on your estates.

We:

- collected 749 tonnes of dumped rubbish
- told the council about missed bin collections
- agreed priorities with residents at regular Estate Ambassador walkabouts

We carry out Estate Ambassador walkabouts on every estate – open to every resident.

We jointly identify and agree work needed to keep your estates clean, green and in good repair.

Housing

244
Total number of homes let

3.6%
Social rent arrears

82
Overcrowded families rehoused



You said...

Petrol and diesel cars should be able to get parking permits.

It takes too long to get a response to parking enquiries

There are rough sleepers in our block.

Some of us feel are afraid at home because of domestic abuse and antisocial behaviour.

We never see you on our estate.

We're worried about rent and service charge arrears.

You're not doing enough about people committing tenancy fraud.

We did...

We changed our policy so parking applications are open to all vehicles.

We now have a dedicated Parking team

We work with charity partners to support rough sleepers to find a safe place to sleep. We're also supporting 21 rough sleepers into homes through our Housing First initiative.

We can offer enhanced home security and have a dedicated Community Safety team. We logged 678 reports of antisocial behaviour. Most resolved through informal interventions.

Our Community Safety team do regular patrols with residents, police, the council, ParkGuard, and other partners.

We increased the number of payment agreements by 51%.

There was a 'key amnesty' , and there's a reward for anyone providing information that leads to a home being returned.

Awards and recognition



Housing Technology Awards
Customer and Tenant Services Bronze Award for smart home device roll-out

Tower Hamlets Together
Integrated Care Award for Ade Akande, who leads the Get Active programme for Spotlight, our creative youth service

Employment Related Services Association (ERSA) Employability Award
Tailored Employment Support of the Year for the Active Inclusion programme, led by Clarion Futures

Team Modeshift National Sustainable Travel Awards Partnership of the Year Award
Chrisp Street Community Cycles, in collaboration with Sustrans and Hubbub

Sustrans Sustainability Leader Award
Chrisp Street Community Cycles

London Youth Awards
Moosa Miah, Services Committee Board Member awarded Young Leader of the Year

Extra support when you need it



Marwar, a resident and stroke survivor, has used his life changing experience to advocate for stroke awareness on a national stage.

Marwar shared how Farzana, one of our Safeguarding team, has been crucial in his rehabilitation.

"She's (Farzana) not just a safeguarding officer, she's part of our lives."

Marwar

Farzana arranged for storage and adaptations to make life at home a little easier and safer. She also worked with agencies who've provided specialist advice and support.

"No two people's situations are the same so you have to treat each case as an individual case and an individual person."

Farzana

If you or someone you know needs extra support, get in touch with our Community Safeguarding team.

Visit **poplarharca.co.uk**
search advice and support

Healthy homes

We work with energy efficiency company ZapCarbon to help residents protect their homes and save energy.

Together, we ran an anti-mould programme for 350 residents, which involves;

- a healthy homes assessment
- every home given a health rating
- how to save water, heat, and energy, as well as avoid humidity build-up that can lead to mould

"My home looks much better, cleaner and more hygienic."

Resident who took part in the HealthyHomes programme

Find out how to report damp and mould.

Visit **poplarharca.co.uk**
and search mould

Get online

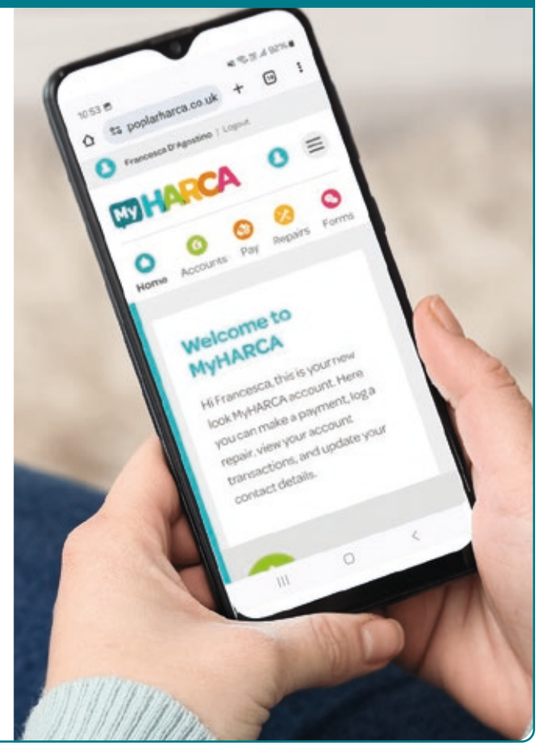
All your needs in one place – a new MyHARCA

Your online portal, MyHARCA, has had a makeover. MyHARCA provides a quick and convenient way to get the information you need. And now it looks better and is easier to use.

What can you do on MyHARCA?

- Check your account balance – which is normally updated instantly
- Make payments to different accounts via a single transaction
- View repairs
- Request and pay for a fob key,
- Report mould
- Get in touch with us

To sign up to MyHARCA visit
myharca.poplarharca.co.uk



Success is feeling proud of where you live. It's a safe affordable home, enjoying good health, and being able to take-up opportunities.

SUCCESSFUL PLACES HIGHLIGHTS



Satisfaction

75%
Of residents satisfied Poplar HARCA makes a positive contribution to their neighbourhood

77%
Of residents satisfied Poplar HARCA looks after communal areas

Homes

62
Affordable homes built

14
Shared ownership homes built

150
Affordable homes let

13
Shared ownership homes sold

Total new homes built when regeneration completes

New homes built

Stroudley Walk	274
Aberfeldy Masterplan	1,539
Teviot	1,900
Chrisp Street	761
Poplar Riverside	143
One Thames Quay	71



The Feldy
New community centre opened

Safety and sustainability

100%
Fire safety checks

26,590
Repairs carried out

1,937
Homes with valid Energy Performance Certificate (EPC)

92%
Blocks taller than 18m with satisfactory EWS1 assessment

49.4
Emissions per £m revenue

67%
Of residents satisfied Poplar HARCA provides a safe home

41
Blocks in scope for building safety act

75 (Band C)
Average energy performance (SAP) rating

4331 tCO2e
Carbon footprint

3,610
Number homes fitted with smart devices

Spotlight's golden moments

It was a busy year for Spotlight. Our creative youth service continued to deliver programmes co-produced with young people, to support their safety, wellbeing and inspire creativity.

Our three top Spotlight moments were:

- 66 young people who became Wellbeing Ambassadors, delivering peer-to-peer mental health support across eight schools
- We opened a second location, in the heart of the community, dedicated to young people affected by serious youth violence
- Ade Akande, who leads Spotlight's Get Active programme, received the Integrated Care Bullseye award from Tower Hamlets Together recognising his exceptional work and person- centred approach



Media coverage



- Total number of positive coverage **78**
- Total number of neutral coverage **81**
- Total number of negative coverage **17**

Community support and services

77%
Of residents satisfied with centre activities

224
Local people in jobs

10,289
Engaged in events

4,907
Young people engaged in youth service

565
Financial advice and payment plans

3.6%
Of people supported by Safeguarding and ASB as a % of all tenants

73%
Of residents satisfied with support from our community centres

1,196
People completed accredited training

18,072
People accessing health related activities

800
Volunteers

242
People supported by Safeguarding

Generating income and value

595
Market rent homes

£4.6m
Income generated from market rent

90
Properties sold

£20.1m
Income from sold properties

3
Right to buy (RTB)

2
Right to acquire (RTA)

72
Properties that couldn't be re-let

13
Shared ownership sold

£6.3m
Invested in community projects

£3m
Community funding secured

£12.7m
Social value generated

£5m
Employment and training

£2.8m
Health and Wellbeing

£2.4m
Youth Service

£1.8m
Volunteering

£0.5m
Digital Inclusion

Chrisp Street Community Cycles

Our partnership with Sustrans won two awards for its work to promote and increase access to cycling in Poplar, helping to lower emissions and improve community health and wellbeing.



Regeneration added value

Communities at Teviot and Stroudley Walk were given a boost, from regeneration project opportunities.

£400,000 has been invested in the Community Chest Fund with our Teviot partner, The Hill Group, supporting community projects such as an affordable food co-op and the Our Teviot Festival.

At Stroudley Walk, with developer Muse, we're supporting local businesses and investing in local young people. We've run empowerment workshops for pupils at St Agnes Primary School. Builders, McAleer and Rushe, also donated new play equipment to Children's House Nursery School



"We're proud that investment into the community is benefiting so many local people."

Paul Dooley, our Director of Development and Regeneration

Knitting the Air

60 east London community knitters are creating a unique exhibition raising awareness of air quality in Tower Hamlets.

They've created an impressive art piece showing air pollution data from two Breathe London air quality sensors.

Knitting the Air is helping raise awareness and understanding about an issue directly affecting the health and wellbeing of our community. It's part of Poplar Green Futures, a community strategy for better health and sustainability.



A riverly good time



Oar and Explore, a first of its kind Women's Boating Club, launched thanks to a partnership with Paddle UK, The Canoe Foundation, Active Thames, Tideway and Teviot regeneration partner, The Hill Group.

54 beginners and 20 families took part in family paddle days. Funded by our regeneration partnership with The Hill Group, a new pontoon on the Limehouse Cut Canal will open up more water-based activities in late 2024.

Community development and wellbeing

You said...

We want women's football.

We want help to maintain our community gardens.

We want affordable local cafes.

We need continued support with the cost-of-living crisis.

We did...

We support a Somali women's football group.

We raised funds, repaired 22, rebuilt 62, and bought 3 new raised beds for nine community gardens.

We capped prices so our cafes offer affordable and nutritious food.

We partnered with welfare advice and money management advice specialists First Love Foundation and Clean Slate, offered advice to 40 residents and helped them claim £80K in benefits.

A new era for Aberfeldy

We hosted 20,000 visits to a new community space in Aberfeldy Square.

With the Aberfeldy community and our regeneration partners, EcoWorld London working with us on the design, we've realised our ambition to deliver the things that local people said they need most. This includes community health, education, skills, training and employment.

"The Feldy is a wonderful statement of our commitment to residents and our community."

Victoria Coakley, Feldy manager



Visit **poplarharca.co.uk** search Feldy

Development and regeneration

You said...

We want to feel safe at home.

We want a say in regeneration.

We want to know what's happening with regeneration projects.

We did...

Building safety work has completed in 93% of residential buildings

- Resident Steering Groups (RSGs) in Teviot and Aberfeldy, include 180 residents in regeneration decisions. Our Youth Empowerment Board (YEB) also influence decisions.
- 74 RSG aspirations are central to Teviot regeneration plans.
- 2,000 residents took part in consultation events.
- 3,500 homes get regeneration newsletters and over 800 residents are in community WhatsApp groups.
- We also have drop- ins, and visit residents at home to talk one-to-one.

Aberfeldy's future



Two big milestones for Aberfeldy

The Mayor of London said yes to the next phase of regeneration

Residents successfully campaigned for a yes to planning, with the We are Aberfeldy community group supported by 3,000 local people.

The next phase will see 585 new affordable homes built to help with local housing need.

"We look forward to continuing to work with the Aberfeldy community to deliver new affordable homes, beautiful open spaces; community, faith, and health facilities; and new shops."

Steve Stride, Poplar HARCA CEO

The Aberfeldy Islamic Cultural Centre (AICC) signed a lease for a new site

The new mosque on Ettrick Street will support a larger congregation.



Welcome home, Arthur

Poplar Riverside allowed 62 families to move to new affordable homes, many from local estates.

On the same site, 14 shared ownership homes went up for sale. Built by Berkeley Homes, Poplar Riverside is on the site of the old gasworks on Leven Road.

"The neighbours, all the people since I started moving in... everybody I've met, they've all had a smile on their face."

Arthur, new resident



Employment and Training wins big

Our Employment and Training team jointly won an Employment Related Services Association (ERSA) award for the Active Inclusion programme.

Led by Clarion Futures, the programme has supported over 650 people in overcoming barriers to employment through training, confidence-building, and digital skills development.

Also known as The Hive, the team also achieved national recognition for delivering high quality information, advice and guidance, receiving a matrix standard accreditation from the Department of Education.



You said...

We want more practical employment and training courses.

We want to learn English and gain confidence in a relaxed-no pressure setting.

We want more opportunities to work in the health sector.

We did...

We now offer courses for Security Industry Authority (including paying for licences), Hospitality and Catering, and First Aid.

We run conversational classes, helping to make friends and practice English without the pressure of exams.

We have a partnership with Barts Health NHS Trust that offers job opportunities for learners.

We need talented people to want to work for us. People who live by our values and are motivated by our purpose.

COMMITTED WORKFORCE HIGHLIGHTS





Committed workforce

92%
Of staff proud to work here

86%
Of staff agree that Poplar HARCA looks after their wellbeing

89%
Of staff would recommend Poplar HARCA

79%
Of staff engaged

377
Number of full time employees

84%
Training attendance

8.3%
Of staff are agency workers

13.7%
Staff turnover trend (12 month rolling)

6.3%
Overall staff sickness

5.9%
Gender pay gap (2020 - 21)

15.9%
Overall ethnicity pay gap

Pay gap

Pay gaps don't mean groups are paid differently for doing the same job. For Poplar HARCA it is because some groups are over represented in some roles; and as we have a low staff turnover change is taking longer than we would like.

Volunteering is at our heart

As our Volunteering Partnerships Manager, Sabiha Khanam, leads our Volunteering team.

After studying Community Development and Youth Work at Goldsmiths University, Sabiha says she wanted to make a 'bigger change' and saw the housing sector as a great area to do so.

Sabiha has worked with us for just over four years.

"Poplar HARCA is pretty unique, especially with our community offer. My role is very varied, from creating opportunities for the community to volunteer, to shaping those roles, carrying out supervisions, and looking after the volunteers themselves."

Sabiha

To find out more about volunteering visit **poplarharca.co.uk** search volunteer





Helping residents keep their homes

Getting the best advice to make sure we're doing what's best for residents is a priority. This year, we welcomed Daniel as Director of Legal Services.

Daniel provides legal advice and support so we make earlier interventions to avoid someone being evicted.

"I understand the value of a home, and want to contribute more directly to communities."

Daniel

As a partner in several of the leading social housing law firms, Daniel's been advising housing associations for 30 years.



Young people, bright futures

Last year we launched a mentoring programme for young people on our Youth Empowerment Board (YEB).

YEB offers young people the opportunity to influence decisions about services and be heard by Tower Hamlets decision makers.

Mentor Caroline Murray, one of our Project Managers, and Sixth form student and mentee, Irini, and mentor and Project Manager, Caroline, found mentoring to be a two-way learning experience.

"Irini's given me a healthy reminder to be open to opportunities and the possibilities they hold – you never truly know where something might lead."

Caroline



"As a mentee, I learned to be receptive to feedback, advice, and suggestions from my mentor. Because she has experience, her insights can be valuable."

Irini

Financial capacity determines what we can achieve, and how long it will take us to achieve it.

STRONG FOUNDATIONS HIGHLIGHTS





Strong foundations

Statutory compliance
100%

Regulator rating
G1 V2

Fitch rating
A- Investment grade with a stable outlook

Operating margin
28%

Social housing cost per unit
£9,473

Total sales
£21.4m

Total turnover
£89.2m

Total operating surplus
£25m

Net assets £
£208m

Community investment
£6.3m

Community funding secured
£2.9m

Social value generated
£12.7m

Secure finances



Leading credit rating agency, Fitch, gave us an A- rating stable outlook rating which shows we're managing our business efficiently and effectively.

The Regulator of Social Housing also recognised our strong financial position by reconfirming our governance and financial viability grades which are:

- **G1 – We meet governance requirements - the highest rating.**
- **V2 – We meet viability requirements.**

We have the financial capacity to deal with a reasonable range of adverse scenarios but need to manage material risks to ensure continued compliance.

Value for money

EBITDA MRI % Interest Cover
122%

Gearing
59%

Return on capital employed
4%

Occupancy
99.6%

Rent collected
99.4%

Social housing cost per unit
£9,473





Value for money examples

£4.6m
From market rent

£20.1m
From property sales

£6.3m
Community investment

£12.7m
Social value generated

47%
Of all transactions done online

3,610
Number homes fitted with smart devices

83%
Resident satisfaction

£5m
Employment and training

£2.8m
Health and Wellbeing

£2.4m
Youth Service

£1.8m
Volunteering

£0.5m
Digital Inclusion

How we spend our money

Regeneration	44%
Loan interest	11%
Housing and estate management	21%
Repairs and maintenance	18%
Social Investment	2%
Other	4%



Directors remuneration and management costs

£39.7
Per property paid to the highest paid director

£175.1
Per property paid to all directors

£2,163
Management costs per property

Moosa makes decisions

It was a big year for Moosa Miah, 19, resident, economics student and a former Youth Empowerment Board member.

Moosa became our youngest senior decision-maker by joining our Services Committee. He uses his role to actively champion the perspectives of young people in our community. Moosa was also awarded Young Leader of the Year at the London Youth Awards 2023.

If you live or work in Tower Hamlets, have an interest in great governance, and are committed to community-driven decision making, we'd love to hear from you.

Visit **poplarharca.co.uk** search governance





Want to get involved?

There are lots of local people giving time and energy to making this a great place to live.

You can join them...opportunities advertised at **poplarharca.co.uk**

178
People involved with our Board, Committees, Estate Boards and Gatherings Groups

2,200
Residents involved with consultations, listening campaigns, door knocks and resident steering groups

3,881
Residents involved with surveys, resident testing groups, service reviews and feedback

Board and committees

Local people with skills, knowledge and experience are always sought to join our Board and Committees to help set Poplar HARCA's strategic direction.

If you live or work in Tower Hamlets, are committed to community-driven decision making, and have an interest in great governance, we'd very much like to hear from you.

Visit **poplarharca.co.uk** and search governance

Volunteering

We offer a variety of volunteering opportunities to suit all sorts of interests, career aspirations and experience.

Visit **poplarharca.co.uk** and search volunteering

Estate Boards and Gathering Groups

Neighbours have been coming together to hold us to account, help us improve and have their say since Poplar HARCA was set up in 1998.

Find out how you can join in.
dave.tull@poplarharca.co.uk

Resident Steering Groups (RSGs)

Big changes are happening on the Teviot and Aberfeldy estates. The residents affected by the changes are crucial to making sure that the decisions taken about where they live are the right decisions.

Contact Fintan on **07852 998 909** to find out more. New members can join any time.

Youth Empowerment Board

Our community needs young people to step forward and speak up. Talk to us if you're interested in where you live, keen to influence, aged 16-21, and have opinions on how things should be.

- A meal and refreshments at every monthly session
- Personal development and employability skills
- Trips to meet professionals in their work spaces, to gain insight into different industries
- Free residential event

#CreateRealChange

Interested? We'd love to hear from you.
katy@wearespotlight.com



POPLAR HARCA 25 years

poplarharca.co.uk