



Resident Review 2022/23

Residents *at the heart*





Contents

- 4** Welcome from Peter Baffoe
Chair, Customer Experience Committee
- 6** A message from Elly Hault
Chief Operating Officer
- 8** About Peabody
- 10** Meet your Managing Directors
- 12** Our business strategy
- 14** Residents at the heart
- 16** How we are doing
- 16** Getting the basics right
- 18** Keeping you safe at home
- 20** Safety in your neighbourhood
- 22** Complaints
- 24** What we spend and how we spend it
- 26** Supporting communities
- 28** Building new homes
- 30** Creating a sustainable Peabody
- 32** Getting in touch



Welcome from Peter Baffoe Chair, Customer Experience Committee

As Chair of the customer experience committee, I wanted to update you on our progress this past year.

Working alongside colleagues and fellow residents has given me the opportunity to hear your challenges and experiences - both good and bad. This unique perspective, as a resident and Board Member, helps me to speak up on your behalf to try to improve things for everyone.

We've seen some challenges in the past year, especially with the rising cost of living, high inflation and more scrutiny on the housing sector. But despite these challenges, we're committed to steering our organisation in a positive direction for the future.

I know that services sometimes fall short of your expectations, and we've heard your feedback about repairs, communication and about getting in touch with Peabody. The Board agrees our number one goal is getting the basics right for you, our residents, and we're working hard to address this. We're making progress towards being more local and connected where you live. But there's more work to be done. As our teams join together as a new organisation, we expect to see improvements coming through gradually..

Even when we miss the mark, we try hard to live our values and purpose - helping people flourish by providing quality homes and services and making a positive community impact. We're continually working to support your wellbeing and make our communities even better places to live.

Our Customer Experience Committee is working to make sure residents are at the centre of everything we do, and that we keep our promise of high-quality, accessible services for everyone. Here's what we focused on this year:

- **Monitoring key projects like improving repairs.** We guided our teams to improve the resident experience based on your input.
- **Advising on ways of working to get residents involved locally.** We listened to what you said and used this to decide which areas to focus on.
- **Reviewing satisfaction and complaints data.** We spotted areas needing work based on your experiences.

My commitment as Chair is keeping you at the heart of everything. If you're thinking of getting involved in any way, please don't hesitate. Get in touch with our team and they'll talk through the different options available.

I look forward to continuing our work to serve you better.

Best wishes,

Peter



Remembering Lord Bob Kerslake 1955-2023

We were devastated when our Chair, Lord Bob Kerslake, passed away on 1 July 2023. He was a remarkable man, well known for his kindness to everyone he met and who worked tirelessly to improve people's lives. He achieved so much and will be greatly missed by many. David Hardy has taken over the role of Interim Chair until a permanent Chair is appointed.



A message from Elly Hout Chief Operating Officer

I'm pleased to share highlights from the past financial year in your annual review, looking back on April 2022 to March 2023.

Since joining Peabody earlier this year, I've been out and about getting to know our teams and working hard to support residents. I've really enjoyed meeting many of you across our communities and hearing your experiences and feedback. Thank you to everyone I've met so far for making me feel so welcome, and for your patience and understanding as we try to make things better.

From speaking to many of you, I know that we absolutely must get the basics right. You've made it clear that getting repairs done on time, having quality homes, and providing local support must be our focus. I want you to know that we are fully committed to making this happen. We've made good progress towards becoming more locally focused and better connected to you.

Our new organisation

We brought together two organisations in 2022 to create a new Peabody committed to delivering a great service to our residents by focusing on what you've told us matters most. Our new three-year Group Strategy was developed following consultation with residents, colleagues and stakeholders. It sets out our three clear priorities. These are:

- Supporting and developing our colleagues to put residents first.
- Getting the basics right by improving our services and being more visible in local communities.
- Creating a sustainable Peabody.

Local Peabody

Our focus is on delivering services with a personal and local touch, with you, our residents, at the heart of everything we do. We believe that by taking a local approach, we can provide you with the service you deserve.

We've created a regional structure that's the same in each area to make sure we offer the same services to all our residents. We'll also be adapting our services and working with you to meet specific local needs where necessary.

Getting the basics right

We know we need to prioritise investing in our existing homes and delivering a better repairs service. Last year, we completed 256,000 repairs and invested £356m improving our homes. We put new bathrooms into 1,021 homes and 1,319 had new kitchens. We also replaced 353 windows and 1,886 boilers. Safety is our number

one priority - we spent £66m on building and fire safety work this year and remain committed to protecting residents from extra costs wherever possible.

Nobody should have to put up with damp and mould in their home. We take this very seriously and would ask anyone with a damp and mould issue to get in touch immediately. This has been a big focus for us over the past couple of years and we have a specialist team and specialist contractors in place to help us tackle the issue.

We're continuing to build much-needed new social homes and completed 2,399 new homes this year. We also started 2,376 new homes and are doing what we can to create homes and communities that are fit for the future.

Helping people flourish

With the cost of living and energy bills going up, we know that many of you on low incomes are struggling to make ends meet. Our teams are here to support you. During the year we introduced our new support finder service on our website to help you access local services.

In these challenging times, our wellbeing and advice services and care and support programmes continue to help people who need them the most. Last year we supported 443 people into work and helped 689 residents to get new qualifications. Whether you need help to kickstart a new business, advice on getting into work or help to improve your skills, we're here for you.

Last year, we invested £10m in community activities, working with partners to tackle food insecurity and more through initiatives like wellbeing cafes, food pantries and community kitchens.

Like many other housing providers, we're facing our own economic challenges with high inflation, rising interest rates and the ever-increasing cost of living. Higher prices affect us too, as it costs us more to provide services. This means we often have to prioritise what we spend to make sure that we're focusing on the areas that matter the most to our residents.

We're keeping your voices and needs at the heart of these decisions. Our focus is on making sure everyone's home is safe and comfortable, supporting communities and quickly resolving issues by listening to you to shape our services. I hope you find this review useful as we continue improving your experience.

Best wishes,

Elly



About Peabody

We're one of the UK's oldest not-for-profit housing associations. We want to help people flourish by providing great homes and housing services and making a positive impact in communities. We're also an inspiring, inclusive place to work.

We're responsible for 107,000 homes in London and the Home Counties, providing services to more than 220,000 residents. We also provide care and support services to over 20,000 customers.

We help provide safe and well-maintained homes, which we believe are the foundation to positive health and wellbeing. And we work with residents and partners to provide a broad range of services and support programmes to help people live their lives to the full.

Our values

They are shared by colleagues, residents and the Board and give us a focus on what matters most at Peabody.



Do the right thing



Pull together



Be kind



Celebrate diversity



Love new ideas



Keep our promises

What we do



Provide homes to over 220,000 residents



Deliver reliable services



Invest in our communities



Build new homes/tackle homelessness



Support people to flourish

Our homes

South Counties

13,376

North Counties

20,388

North East London

23,710

North West London

26,507

South London

23,468

Total

107,449

Meet your Managing Directors

We understand that one size doesn't fit all. This is why we've created five regions, one of which is run by Town & Country Housing, part of the Peabody Group.



Annemarie Fenlon
Managing Director
North West London

Highlights from the past year

For me, last year was all about getting closer to our residents and providing safe and secure homes and communities. A great example of this is our regeneration of Friary Park in Ealing.

In the first part of this project, we've built 113 new homes out of a total of 295 and helped 75 existing residents move into their new homes. We've worked closely with residents throughout this process, providing a single point of contact during their move.

We've also seen the community come together during this project. Residents formed a group called "Neighbours who become friends in the community" which means they can get funding for community projects and make their neighbourhoods even better. It's such a lovely example of helping our communities to flourish and grow.

Key priorities for 2023-24

Sometimes, it's the little things that make the biggest difference. You've told us that we need to be more visible and responsive. This year in North West London, we're focusing on having more people who work directly with residents so you have a local contact who can quickly help with any issues. We're also working closely with our repair teams to make sure the most important repairs get done first, based on what we know about your local area.

Each region is run by a Managing Director who's responsible for building strong relationships with our stakeholders in that area, and delivering the things that you tell us matter the most to you. Each has their own team who work with residents to provide a more local, personal service. We asked each Managing Director to share their highlights from the past year and plans for your area in 2023-24.



Kirsty Pepper
Managing Director
North Counties

Highlights from the past year

Like other regions, we've been working hard to get closer to our residents and address your needs at a local level. Being a more rural area means we have different priorities, and a big one was improving the cleaning and gardening services of our communal areas. Many of you told us that the contractors we hired were not doing a good job, so we took action to fix this.

After some careful planning, we decided to deliver the cleaning and gardening services through our in-house teams. It's a major achievement and we're already seeing improvements with better performance, accountability, and a stronger sense of responsibility.

Key priorities for 2023-24

Looking ahead, my focus for this year is to make sure our Neighbourhood teams become more embedded in your local communities. We want them to be visible and actively involved. We're holding local listening events where you can share your thoughts and feedback with us. Look out for details of what's happening in your area.

I'm also working hard to talk to key stakeholders like local MPs and Councillors about housing issues and teaming up with other organisations to bring in more funding and improve services for your benefit.



Tracy Packer
Managing Director
North East London

Highlights from the past year

We've delivered a wide range of community activities across North East London, either directly or with our partners, at community centres in Chingford, Islington, Hackney and Bethnal Green. It's been great to meet so many of you in and around these neighbourhoods. We know it's important to get the basics right - so we've invested in improving our homes and repairs service to meet your needs. As we grow our teams that work directly with you, we're empowering them to make decisions and work in a way that benefits local people and the local area.

Highlights from the year include getting approval from Barking and Dagenham Council to build the first 935 homes of a 3,500-home development at the historic old Ford Stamping Plant. And we finished the final phase of Fish Island Village by the Olympic Park in East London - 588 new homes and affordable workspaces are now complete.

Key priorities for 2023-24

In the coming year, I'll be working more closely with our local teams to keep improving how we deliver services to you. By focusing on the right values and behaviours, I know we can become even more connected to our communities. I'm looking forward to making more progress on our strategy to get closer to you and really understand what you need from us.



Wells Chomutare
Managing Director
South London

Highlights from the past year

Our teams have been working hard to support residents across our South London neighbourhoods.

In 2022, Bexley Council gave us the green light on our initial plans for nearly 2,000 new homes in Thamesmead by the new Abbey Wood station on the Elizabeth Line. This will be a significant boost for an area which has seen lots of positive changes in recent years.

Last Autumn, residents started moving from their existing homes on the St Johns' Hill estate at Clapham Junction into the newly built Sawyers Apartments. The remaining residents moved into their new homes in May and June this year. This is part of a major regeneration project to deliver 599 high-quality new homes, a new community centre, play areas and a specialist housing scheme for older people.

Key priorities for 2023-24?

We're focused on keeping things local and understanding your needs better. By learning from what you tell us, we hope to strengthen your trust in our team, making sure we deliver the services you want in your area.

Our business *strategy*

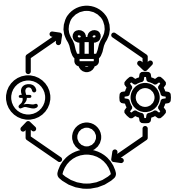
Our 2023 strategy for the newly merged organisation was called the Inaugural Business Plan. We identified three clear strategic priorities to help us achieve our purpose. And we had four clear areas of focus for the first year to help us deliver a successful merger.

Focus in our first year

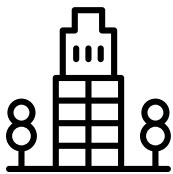
We set out the key goals for our first year, with a focus on improving our services and experience for residents and customers:



1
Creating one team with a defined culture



2
Intergrating our core business systems



3
Implementing our local model



4
Prioritising investment in existing homes

Our strategic priorities



All about people

We're an organisation with people at the heart and equality, diversity and inclusion at the core of our culture. We ensure our customers feel heard through meaningful engagement, and our new Peabody Academy will enable colleagues and customers to develop and grow together.



Getting the basics right

We're focused on what residents tell us matters most to them. We prioritise providing an effective repairs service, investing more in existing homes and providing simple and easy access to services through a new local model and new digital offer.



Sustainable Peabody

We're passionate about creating a sustainable Peabody, working with customers to co-design solutions to tackle climate change. We are committed to developing new social homes, investing in communities and our care and support services, and becoming a sector leader in placemaking.

How we're working to achieve our priorities



We put our residents first

underpinned by our values and behaviours.



We're visible in our local communities

and bring the human touch to our customer experience.



We're easy to do business with

offering our customers a better experience and make it easy to interact with us.



We use data to inform our decisions

and to run an efficient and effective organisation.

Residents at the *heart*

We're all about people, and particularly you, our residents and customers. Through our values and behaviours, we're focusing on what you want and need and making sure everyone, whatever their background, not only feels heard, but also included.

So how are we doing this?

Getting closer to residents

We're connecting with you through neighbourhood forums, local events, surveys, and by analysing data to gather insights that help us improve our services.

Working together

In January, we got together with around 50 residents to talk about the topics that matter most to you. We then shared the results in a 'you said, we did' report. We're building on this success with more regional listening events to understand what matters to you locally.

Co-design action group

This group of seven residents is our eyes and ears on the ground. Its aim is to help us improve our services based on your feedback and preferences. The group attended our regional listening events to hear how you want to get involved and to understand your local priorities.

Local approach

We're taking a local approach with a personal touch to help improve resident satisfaction. We're actively seeking your input, making it easier for you to access our services online and working together to measure progress and empower our teams.

Improving diversity data

We're collecting better data about diversity to help us tailor our services to your unique preferences, goals, housing types and tenancy. We're also working with councils and communities to promote inclusion, address inequality and prioritise wellbeing.

Your voice matters

Your voice is vital in shaping our decisions and improving our services. This is in line with the Social Housing White Paper, which emphasises giving residents more influence in decision-making and developing services. We've updated our customer engagement strategy to reflect this commitment.



How we are doing

Getting the basics right

You told us we need to get the basics right. So we're changing the way we work to focus on a more local model that gives you easier access to our services, particularly repairs. We're also investing more in our existing homes.

We made significant progress addressing immediate priorities such as complaints, service charges and damp and mould. We focused on clearing backlogs and handling complaints more efficiently, which led to fewer issues being escalated. We also took steps to deal with fire safety actions and disrepair cases.

Overall satisfaction for residents across Peabody was at 58 percent last year. This is clearly not good enough. We're determined to improve and have clear plans and funding to bring together our repairs and contact centres to improve satisfaction levels.

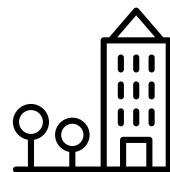
Last year we launched My Peabody to former Peabody residents. It's our new, quick and easy way to report repairs, make payments and update your details online at a time that suits you. As of the end of March 2023, 14,500 residents had registered to use the portal and each day more than 100 repairs and payments are reported and handled online through the platform. We're now rolling it out to former Catalyst residents, so if you haven't tried it yet, make sure you take a look.

We want to make things as easy and convenient as possible for you, so we still have teams working directly with residents to provide support in person.

How we looked after your home in 2022-23

Last year, we invested £179m in our existing homes, improving energy efficiency and carrying out essential building and fire-safety improvements, as well as general repairs and maintenance. As part of this, we installed 1,319 new kitchens and 1,021 new bathrooms. Thanks to the energy efficiency improvements, more than three quarters of our homes now have an energy rating of EPC C or above. During the year we completed over 256,000 repairs and are working hard to improve satisfaction with repairs, which is currently at 83 percent.

We believe that with local teams, we can better serve each area. We're committed to improving our repairs service. And we'll also continue to invest in projects to make our homes even more energy efficient over the next three years.



£179m

**invested in our
existing homes**



256,000
repairs



Did you know?

Our teams tackle all sorts of repairs, ranging from everyday tasks to major and complex issues. We handle 1,000 requests each day for 184,000 residents in 92,000 homes.

We're bringing in tradespeople to work across different neighbourhoods, to help us be more connected to each area. Their wide range of skills lets them tackle repairs quickly and easily.

How we are doing

Keeping you safe at home

Safety is our number one priority, and we spent £66m on building and fire safety last year. Our total building safety spending is now over £225m and we're committed to protecting residents from extra costs where possible.

Following the introduction of the new Building Safety Act in June 2022, we're gathering data on our high-rise properties to make sure there are no risks associated with the cladding on the outside of our buildings. We're carrying out safety-related repairs using the government's Fire Risk Assessment Prioritisation Tool and using our own compliance programme to help us understand the risks.

We're continuing to work through a three-year investigation programme and have set up an in-house surveying team with support from Savills.

In January 2022, there were positive changes to mortgage lending rules, with some banks removing the need for EWS1 forms. These forms relate to work that needs doing to improve the safety of the outside walls of tall buildings. In some cases, residents with an EWS1 form could only apply for a limited range of mortgages.

All of our buildings have up-to-date fire risk assessments (FRAs) and this year, our assessors completed 1,972 Fire Risk Assessments.



£225m
spent on
building safety





Safety highlights

We checked over 45,850 homes to make sure their boilers and gas appliances were safe. We also did 12,935 electrical safety checks. In 7,097 blocks, we looked at things like fire doors, emergency lighting, and common areas to make sure everything was safe.

How we are *doing*

Safety in your neighbourhood

We take antisocial behaviour (ASB) seriously and are doing everything we can to work with you to tackle it.

Noise disturbance is the most common issue reported to our Resident Safety Hub. One case involved Sandra, who noticed worrying noises from her neighbour Jenny's home. After contacting the Community Safety team, they discovered Jenny was experiencing domestic abuse.

The team provided support, contacted the Police, and secured Jenny's home with safety features. Now, she feels safe and knows she can rely on us for support.

Walking in your shoes

We've been joining local neighbourhood safety teams on late-night walkabouts to talk to residents about the issues they face after dark. Seeing things first-hand at night helps us better understand these issues. We'll use what we learn to create local action plans with residents, councils, and the Police to create neighbourhoods where people feel safe.

We're here to help

If you're experiencing antisocial behaviour, please don't suffer in silence. Contact our Resident Safety Hub for guidance and support by visiting [peabody.org.uk/contact-us](https://www.peabody.org.uk/contact-us) or call **0300 123 3456**.





How we are

doing

Complaints

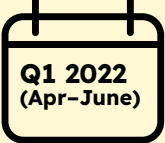
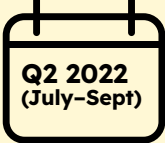

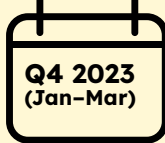
We always try to do our best but recognise that we don't get things right every time. The number of resident complaints went up last year and this is something we're working hard to change.

We've reviewed our processes, set up a task force to make our complaints handling process more efficient and partnered with a data company to help us spot patterns and prevent issues. We've also set up resident-led panels to learn from your experiences. Tackling damp and mould and resolving cases involving disrepair are top priorities so we're looking at how we work with contractors and prioritise cases. We've also brought in more support for our teams and created new ways for you to report any issues to us.

We're already starting to see the benefits of these changes and expect the positive trend to continue as we focus on doing what we can to help you, your family and community. If however, you've reported an issue, and it hasn't been fixed, please do let us know so we can take action to put it right and learn from any mistakes.

Complaints received in 2022-23

The table below shows the number of complaints we received this year.

	 Q1 2022 (Apr-June)	 Q2 2022 (July-Sept)	 Q3 2022 (Oct-Dec)	 Q4 2023 (Jan-Mar)	Total
Stage one	412	577	1131	1537	3657
Stage 2	95	121	173	155	544
Total	507	698	1304	1692	4201



What we spend and how we spend it

We know how important it is to provide value for money to our residents so we want to achieve the best return possible from every pound we spend. This means we don't look just at the cost of delivering a service, but also at the quality of the outcome for you.

We embed these principles in everything that we do to keep costs low. When managing homes, we look at long-term value and how to support properties. We're constantly looking to improve our repair service by finding contractors who deliver quality work, good value and a faster turnaround. Our new local contractors have already boosted resident satisfaction.

The rent that you pay for your home is set each year in line with the Regulator of Social Housing's Rent Standard. Our average weekly rent is £127, saving residents £621m last year, when compared to the private rental market. We are mindful of our charitable purpose in setting rents at the London Affordable Rent. This is lower than we are allowed to charge but is genuinely affordable for our residents on low incomes.

How your rent is invested

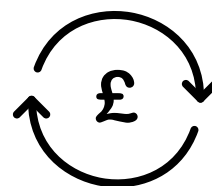
We know that all residents, and particularly those on low incomes, continue to feel the impact of the cost-of-living crisis. So we provide homes to those who need them most through social rented homes that are significantly below market rates. In 2022-23 we made an operating surplus of £258m. We reinvested all of this back into the organisation, improving our existing homes and communities and subsidising the building of new social homes. This year, we spent £179m in improving our existing homes, including £66m on building safety. Another £177m was spent on routine repairs and maintenance. In total, we spent £356m.

Your service charges

We aim to provide clear information explaining how rent and service charges are set and why they have changed.

In June 2022, we received a report about service charge concerns from our Resident Scrutiny Panel. We really appreciate the feedback provided in their report, which highlighted the areas we need to work on and made some recommendations for improvement.

We take these recommendations seriously and are working hard to implement them to make our services better. We know that this needs a joined-up approach, and our teams are working together to make sure service charges are timely, fair and accurate. We're working on putting the right resources and support in place to deal with queries efficiently and effectively. If you would like to contact us directly about any concerns, we're happy to look into them.



£258m
reinvested to make
neighbourhoods better
and build new social
homes.



£621m
saved for residents
compared to the
rental market

Spending highlights

£179m invested in our existing homes

£10m invested in community activities

£1.1m grants provided to local community groups

£66m invested in building safety



Rent 2022-23

Social housing cost	Weekly cost per home	Per £1 of rent
Repairs and maintenance	£40	£0.31
Major works	£45	£0.35
Management costs	£33	£0.25
Financing	£12	£0.09



Case study

New young people's advice service in Essex

We opened a new service for young people experiencing homelessness in Essex. Co-delivered with Nacro, this specialist housing and support service helps 16 to 25-year-olds feel more secure, increase their independence and improve their wellbeing.

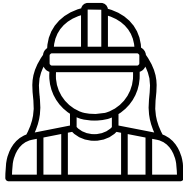
Supporting

communities

We help communities thrive, offer opportunities to grow, and provide support as needed. Everything we do is in partnership with the people we support to build a sense of belonging and promote success. Last year, we invested £10 million in community activities, working with local partners on projects like community gardens, kids’ clubs, food pantries, and outdoor gyms.

We supported 443 people into jobs and apprenticeships across a range of industries, as well as helping 689 people to achieve qualifications.

Our community investment programme supports residents to become healthier, wealthier and happier. Last year, we awarded over £1.1m in grants to local community groups and secured £68,000 for our Advice in Community Settings programme in Thamesmead schools, which helps families on low incomes access support. We helped 3,526 people with advice and support to improve their skills and our annual jobs fair connected over 1,600 people with 60 employers and a wide range of services and support. 17,438 people benefitted from our care and support services.



443
people supported
into jobs and
apprenticeships



689
people helped
to achieve
qualifications

Case study

“I am truly grateful to be a resident in a housing association that cares.”

Sarah* went through a tough year, dealing with personal hardships and mental health issues, leading to financial difficulties. Adam from our Collections team showed understanding and provided support, helping Sarah to manage her arrears and set up a new payment plan. Sarah expressed heartfelt gratitude for our commitment to diversity, inclusion and empathy, acknowledging our support during challenging times.

*name changed for privacy





Case study

Friary Park, Ealing

“Friary Park feels like family, it’s my home.”

Resident Nocketa Miller.

We’re working with Mount Anvil to create a new sustainable 1,228-home neighbourhood in Acton. Of those, 455 will be affordable homes, with 315 for social and affordable rent. Green space is at the heart of the development, with private outdoor areas and two acres of biodiverse public space. We partnered with Kew Gardens on courtyard gardens, woodlands and an eco-walk.

Building new *homes*

We're continuing to build high-quality new affordable homes that are sustainable for the future. We invest in our homes for the long term, ensuring they are safe, good quality and well maintained.

We develop strong relationships with partners like the Greater London Authority and Homes England. This brings new opportunities for growth and funding.

Last year, we continued to invest in affordable housing. More than three quarters of our new homes are for social rent and shared ownership and we have a strong pipeline of new homes. Our goal is to build as many new social homes as we can, whilst continuing to invest in our existing homes. Despite challenges with rising inflation and supply chain issues, we delivered more social homes than any other social landlord last year.



Creating a sustainable Peabody

We're passionate about our communities and our planet and know the impact we have matters. That's why we're developing new social homes, investing in our communities and working with residents to design solutions that tackle climate change.

With the cost of living and energy prices going up, we're making our homes more energy efficient and sustainable. Our Sustainability Strategy aims for net zero emissions by 2050. We'll do this by upgrading existing homes, building new homes to higher energy standards and supporting residents and communities to make greener choices.

Last year, we fitted 266 homes with solar panels and batteries, enabling our residents to generate their own electricity to use in the evenings. We also installed 15 electric vehicle lamp post charging points across our estates and are on track to meet our target of installing 50 across our estates in London over the next three years.

Greener homes

So far, we've secured £27.3m in government grants to improve the energy efficiency of our homes and we've matched this with £25m of our own money. This will improve the energy standards of over 6,500 homes and help residents in our least energy efficient homes save money on their gas and electric bills. The improvements include a range of things, including putting in better insulation, improving ventilation or installing a more environmentally friendly heating system.

We'll be writing to residents whose homes we think are eligible to book in a home energy check.

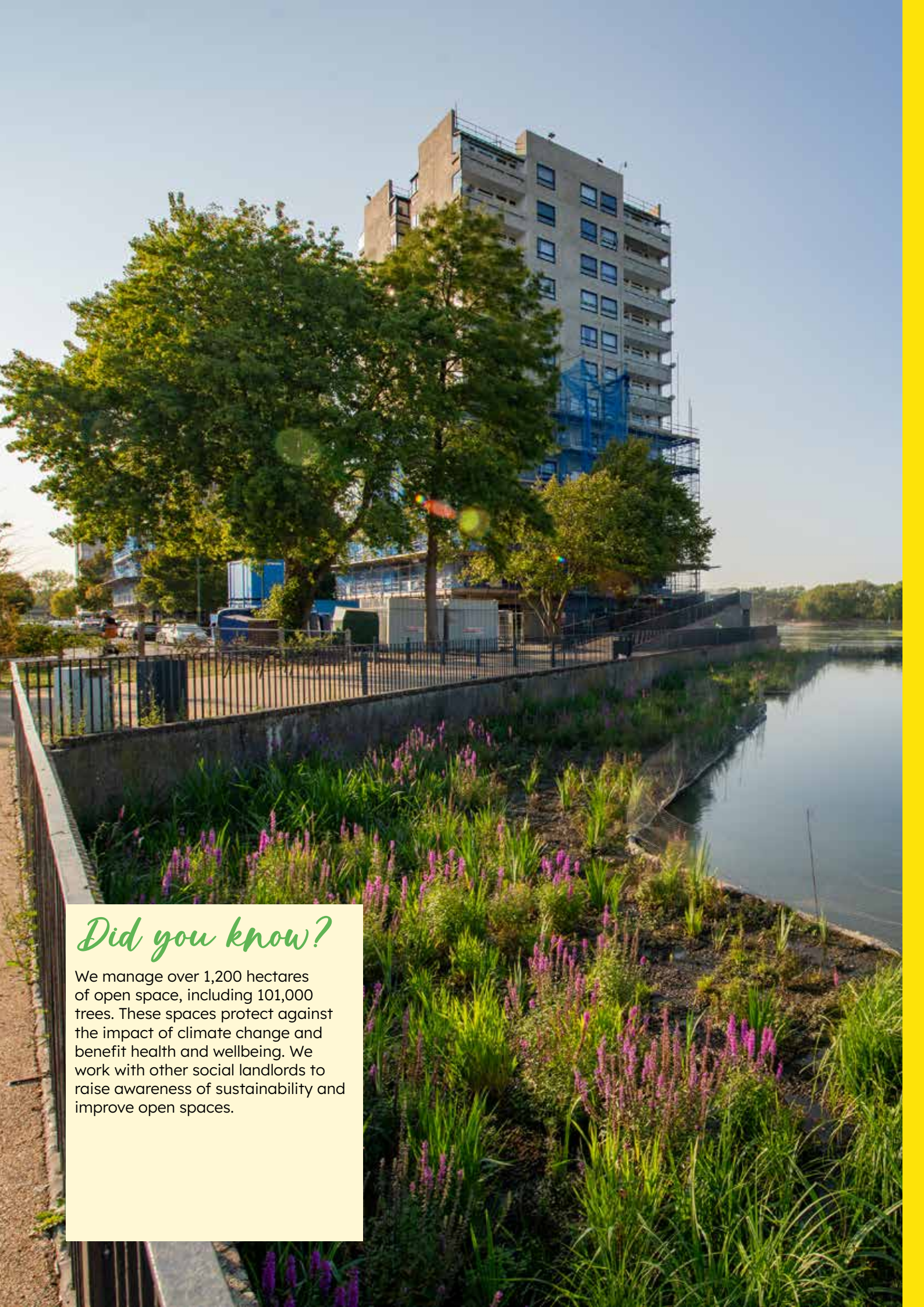


Highlights

546 people used our Energy Advice Service, saving money on their energy bills.

We added 15 electric car charging points on our estates.

263 residents got support from social enterprise Pocket Power to save on their water bills, phone tariffs and car insurance.



Did you know?

We manage over 1,200 hectares of open space, including 101,000 trees. These spaces protect against the impact of climate change and benefit health and wellbeing. We work with other social landlords to raise awareness of sustainability and improve open spaces.

Getting in touch

Write: 45 Westminster Bridge Road
London SE1 7JB

Call: 0300 123 3456

Online: peabody.org.uk/contact-us

If you would like this document in your own language, please call us on 0300 123 3456

Bu broşürün kendi dilinizde anlatılmasını istiyorsanız, lütfen bizi 0300 123 3456 numaralı telefondan arayınız.

আপনি যদি এই লিফলেটটি আপনার নিজের ভাষায় ব্যাখ্যা করতে চান তবে অনুগ্রহ করে আমাদের 0300 123 3456 নম্বরে কল করুন

Āpani yadi ē'i liphālēṭaṭi āpanāra nijēra bhāṣāya byākhyā karatē cāna tabē anugraha karē āmādēra 0300 123 3456 nambarē kala karuna

Si vous souhaitez que cette notice soit expliquée dans votre propre langue, veuillez nous appeler au 0300 123 3456

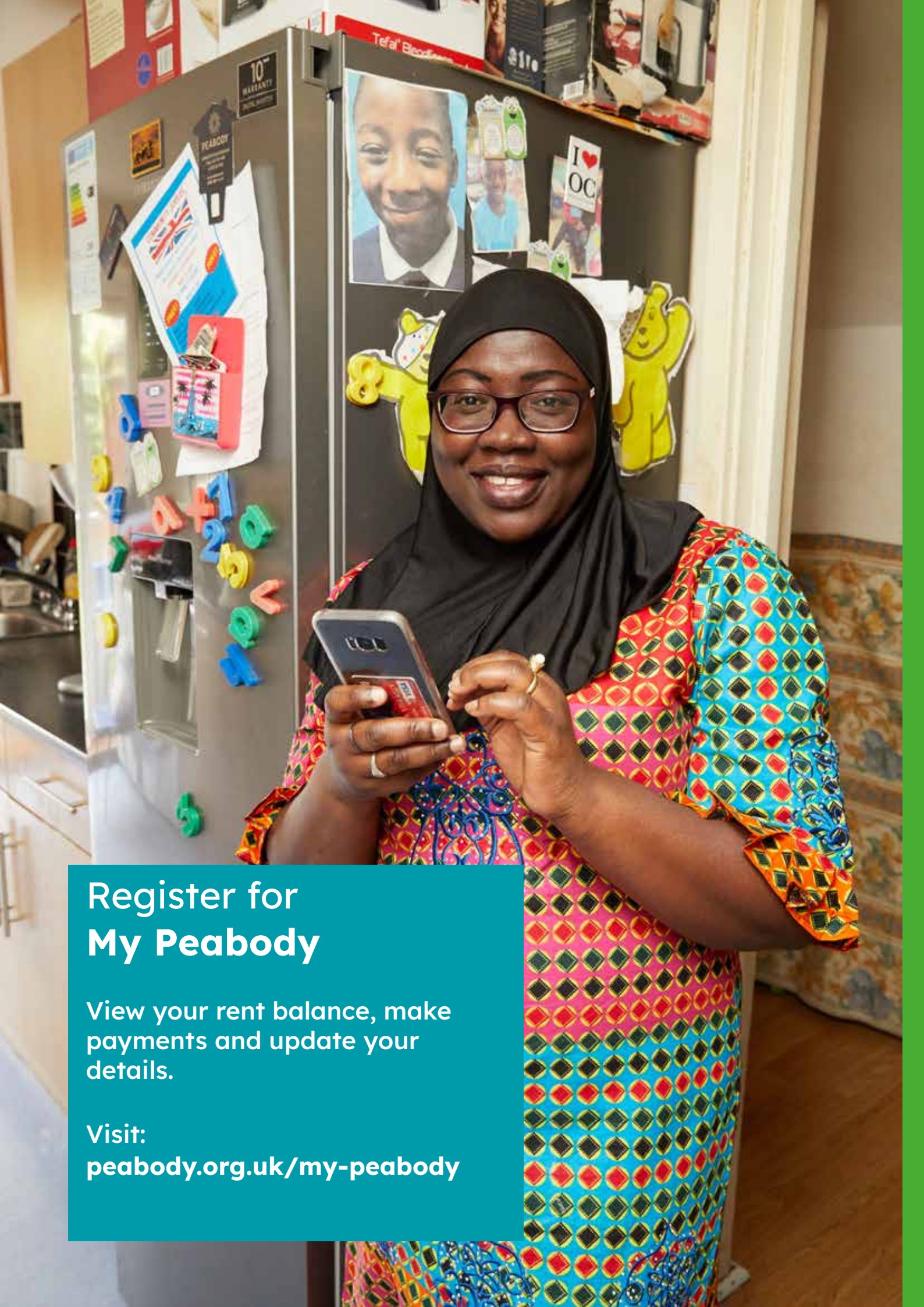
如果您想用您自己的语言解释本传单，请致电 0300 123 3456 联系我们

Rúguǒ nín xiǎng yòng nín zìjǐ de yǔyán jiěshì běn chuándān, qǐng zhìdiàn 0300 123 3456 liánxì wǒmen

إذا كنت تريد هذه الوثيقة بلغتك، يرجى الاتصال بنا على 03001233456

'iidha kunt turid hadhih alwathiqat bilughatiki, yurjaa aliatisal bina ealaa 03001233456

Nếu bạn muốn tờ rơi này được giải thích bằng ngôn ngữ của mình, vui lòng gọi cho chúng tôi theo số 0300 123 3456



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[peabody.org.uk/my-peabody](https://www.peabody.org.uk/my-peabody)



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JN: