

Peabody News

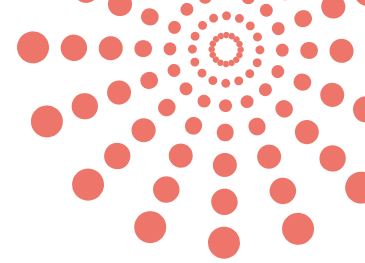
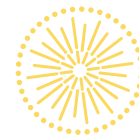
YOUR MAGAZINE FEBRUARY 2022



Art is bringing people together

New year, new start!

Welcome

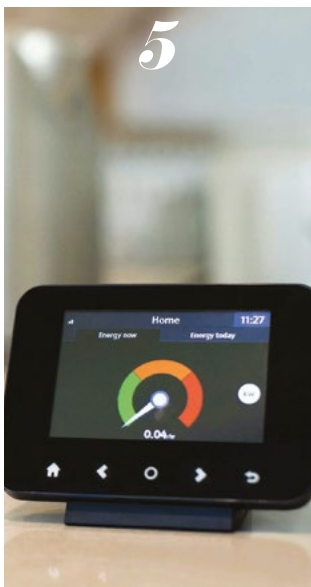


Hello and welcome to your newsletter. Here you'll find the latest news from across Peabody communities as well as updates on our services.

Need to get in touch?

Call us on **0300 123 3456** or visit www.peabody.org.uk/contact-us

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Hello from our CEO

Hello and welcome to our first magazine of 2022, I do hope you are all keeping safe and well. It's been a busy few months for me after joining Peabody as Chief Executive in October. I've enjoyed getting to know our teams who are supporting our customers on the phone, in their homes, in schemes and out and about in the community. We're continuing to work towards bringing Peabody and Catalyst together as a larger organisation on 1 April 2022, with Catalyst joining Peabody as a subsidiary.

As we move forward, what really matters is how we connect with and serve our customers where they are, make the most of our resources and meet the challenges of the outside world. While we will be bigger, we will have visible local teams. As part of our plans, we will be breaking our services down into areas so that we will be closer to you, our residents.

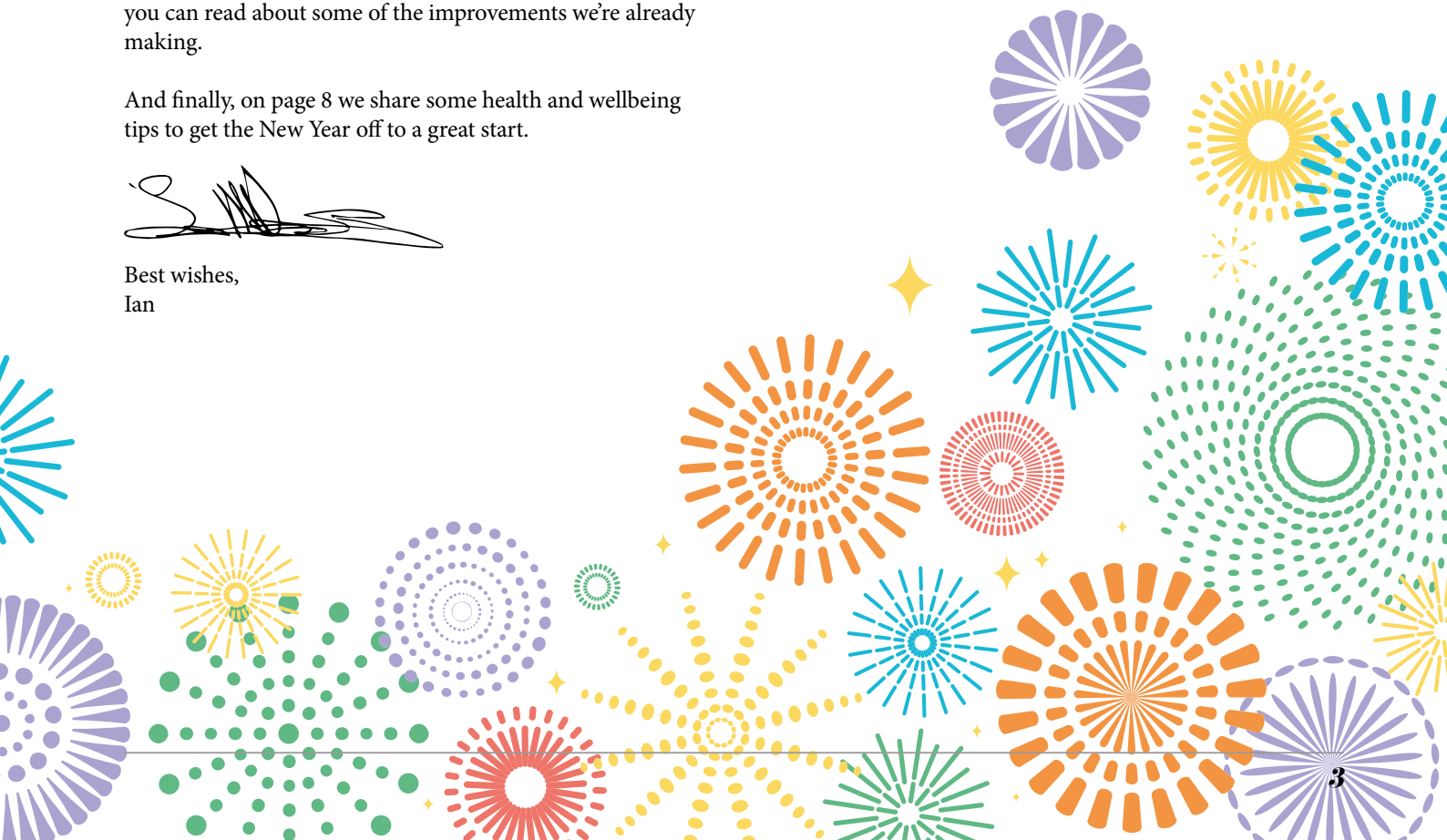
It's important that we make it easier for you to get in touch and get what you need from us and we're working on being more reliable in resolving your queries (particularly when it comes to repairs). By joining together, we'll be able to invest more in homes, communities, technology, and people, allowing us to go further and faster with our plans to improve the services you receive from us.

We will continue to listen carefully to what you think about how we're performing. I know how important it is that we really understand the issues you raise and would like to thank everyone that joined our online residents' meetings in January. Your feedback is vital in helping us to improve and provide the reliable service you rightly expect. On page 4 you can read about some of the improvements we're already making.

And finally, on page 8 we share some health and wellbeing tips to get the New Year off to a great start.



Best wishes,
Ian



Improving our online services

To improve your experience, we're making some exciting changes to our online services.

This Spring/Summer, we'll be introducing a new way to make it much easier to access our services through our website. It will be faster to report a repair, view and manage your rent and service charge payments, view your balance and download statements, all at a time that suits you. You'll also be able to chat with us online.

Prefer to speak with us over the phone? Don't worry - you'll still be able to call us as usual. This new system will sit alongside our existing contact channels and handle routine queries. This means our teams will have more time to manage more complex requests from customers.

We'll continue to develop and add new features to our website based on your feedback, look out for more information from us soon.

You spoke, we listened

Thank you to everyone that joined our online residents' meetings in January. We really appreciate you taking the time to let us know what you think.

During the sessions, many of you shared your views about the services and issues that matter to you. Here's a summary of the common themes that were raised:

- Communal repairs and communication
- Cleaning and estate management
- Time taken to complete your repairs
- Challenges with our complaints process
- Impact of the merger with Catalyst Housing Association and what this



- means for Peabody residents
- Being more local and having a dedicated point of contact for issues affecting your building or local area
 - Lack of clear and up to date information on service charges

What happens next?

Your feedback is valuable to us, and we'll continue to make sure that your views are listened to and acted upon to help improve our services and shape our plans for the future.

From your feedback, we know that many of you would like more opportunities to talk to us about local

issues, so, we'll be holding smaller meetings for different locations and estates. This is an opportunity to ask questions, find out what's happening in your area and meet Peabody managers. We will be in touch with more information on how to join these meetings.

You can keep track of how we're progressing in our magazine and online here:

<https://bit.ly/3FYzM97>

Changes to our group structure

In October 2021, we consulted with residents on our proposal to transfer homes from Peabody South East back to Peabody from 31 March 2022.

We received a small number of responses to these plans, and the consultation has now ended. Thank you to everyone who gave

their feedback. We have listened to your comments and will be asking our Boards to approve the transfer. If they accept, this will go ahead in March just before we merge with Catalyst Housing Association. We will be writing to all Peabody South East residents again soon with more information on what happens next.



Booked your energy advice session yet?

Save money on your energy and water bills by booking an energy advice session.

An energy advice expert from our partners at AgilityEco can give you advice over the phone.

You'll get advice on:

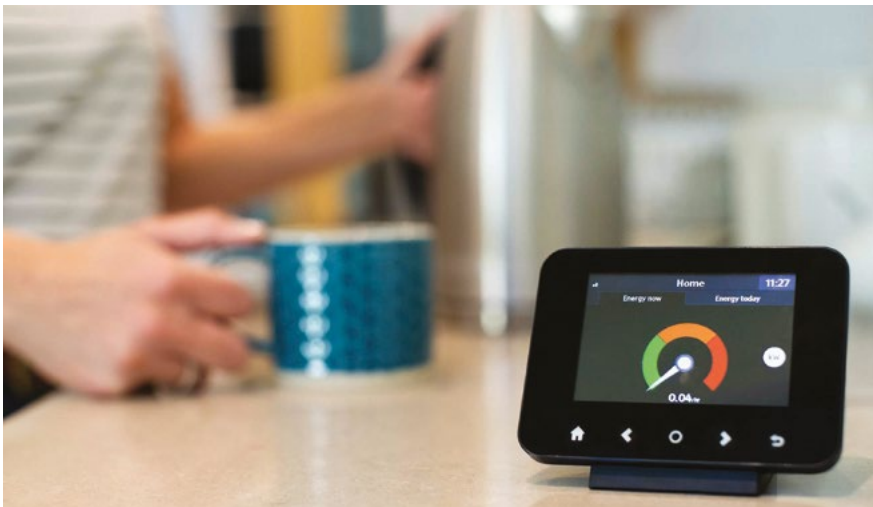
- Whether you're using your heating system as efficiently as possible
- Ways to use less electricity, gas and water while still staying warm
- How to apply for water-saving freebies
- Whether you are eligible for the Priority Services Register- Advice on smart meters, and more!

If you're on a low income or need

support to manage your finances, our partners can also help with:

- Budgeting for energy and water bills and dealing with debts, including energy and water debt write-offs and repayment plans
- Getting discounts on your bills through schemes such as Water Help and Water Sure
- Applying for grants to buy white goods.

Book your free session today by visiting bit.ly/3K8epWk



Energy and money saving tips

- £ Use your washing machine once less per week to save £8 a year on energy. Washing at 30°C saves another £6.
- £ Set your thermostat to 21°C. Every degree you turn down your thermostat could save you around £55 per year on your heating bill.
- £ You can buy self-adhesive foam strips to seal gaps around windows and doors.
- £ Only fill the kettle with as much water as you need. You could save about £6 a year.
- £ If you are on a low income, you could save money on your electricity bill through the Warm Home Discount Scheme. Find out more at <https://bit.ly/3fniNZ>
- £ Using LED bulbs can save about £30 a year compared to using older light bulbs. Turning off lights will save you around £11 a year too.
- £ Turn items off at the switch. This could save you around £35 a year by turning off appliances left on standby mode.

Keep it clear, keep it safe



Thinking about having a Spring clean? Please remember to dispose of all your unwanted items responsibly and don't leave anything in communal areas. Items left in communal areas like corridors or stair wells are a major hazard. Not only are they a fire risk, they also prevent firefighters from getting in quickly to people's flats. Please help us to keep you and your neighbours safe by ensuring communal areas are clear. This includes not leaving buggies, scooters, prams or bikes in those areas.

Satellite dishes and aerials

If you live in a flat and the building has a communal satellite dish, you don't need to install your own dish. If there isn't one installed, or if you live in a house, please call us on 0300 123 3456 to get written permission before installing one. Although the aerial systems in our buildings can support Sky HD or Sky +, Sky Q needs a stronger and more stable signal to deliver its content and recording options. Our systems aren't designed for this signal, and the adapters offered by Sky are not suitable.

We don't have plans to upgrade our existing communal aerial systems at the moment, but you can still access a range of extra channels through our system.

How Rose got her dream job

Rose had been looking to earn more money in their jobs for a while. When Rose saw an ad in her local community newsletter about Peabody's free employment service, she quickly got in touch: "We really couldn't thank Tina from Peabody's employment team enough. Her support has honestly been life changing. I'm so happy we contacted the service for support."

If you'd like one-to-one support from one of our expert employment case workers, just contact our team: <https://bit.ly/3IOAlnZ>

 WATCH NOW

Watch the short film about Rose here: <https://bit.ly/3GZgP7G>



Want to start a business or grow your current one?

Do you currently run a business or are thinking to start one? If you want to connect with other business owners or would like advice on growing your reach, our Enterprise Programme is here for you.

To find out more, email David.Bussey@peabody.org.uk or call 07860 595 414.

New year, new start

Want to kick off the new year with a new job or a better paid one? Our team of expert advisors can help you to do all that and more.

Are you:

- long term unemployed
- currently working but want a different or better paid job
- on a zero hours contract and want a permanent job
- stuck in a career rut and not sure what to do next?

Our team can provide advice and guidance over the phone or online to help you reach goals. We've helped thousands of people to, search for the right jobs, write stronger job applications and improve their interview skills.

We've also helped lots of business owners to grow their business through our Enterprise Programme. Even if you've just got an idea for a business and want advice about where to start, we can help.

Spread the word – you don't have to be a Peabody resident to benefit from our training opportunities, they're open to everyone!

Get in touch:

Don't wait – get in touch today to give your career a boost:

<https://bit.ly/3HZGXzc>

Our jobs bulletin

Get the latest jobs in your inbox. Sign up to our fortnightly jobs bulletin for the latest jobs and training courses:

<https://bit.ly/3la5lyn>

Free training courses

One of the best things you can do to upskill and prepare for your next career move is to get the right training under your belt. We regularly post new training courses online so be sure to check regularly:

<https://bit.ly/3tufvIW>



Looking for young people to help us be greener



We're looking for residents aged 18–25 to help make Peabody a greener organisation. As part of our 10-week Peabody Advisors programme, you'll get the opportunity to:

- Complete a Level 3 accreditation
- Work on a real-world business challenge to reduce the carbon footprint of our homes and estates
- Work with our Sustainability team and experience problem solving for a large organisation
- Get training in peer research, mentoring and creative design
- Access career support including one-to-one coaching, training opportunities and improving your CV

We'll support you to develop new ideas and you'll have the opportunity to present these to a panel of senior leaders at Peabody.

When does it start?

This is a 10-week online programme starting from 21 April 2022. Sessions are on Thursdays from 6– 8pm.

How to apply

Email young.people@peabody.org.uk to apply or for more information, by 5pm Sunday 6 March.

When applying, please include your CV and tell us why you'd like to join the Peabody Advisors programme.



Want to boost your wellbeing in 2022?



It's the perfect time to start afresh with anything you want to change. Here are some simple tips on how to improve your wellbeing.

Get active

We all know that sluggish feeling we can get after eating too much Christmas dinner. Try to counter this by doing some gentle exercise; go out for a walk in your local area, try doing some yoga at home or have a dance around the living room to cheesy tunes!



Stay connected

Being at home a lot more doesn't mean we need to be disconnected from friends and family. Take time to reconnect with your loved ones by jumping on a phone or video call or sending them a message.



Keep learning

A brand-new year is the perfect time to learn something new. Check out our free training courses to find what's right for you: <https://bit.ly/3trU48h>



Give back

Giving to others is so good for wellbeing, and it doesn't cost money to be generous and make others happy. Volunteering is a great way to meet new people, get involved locally and learn new skills. Find volunteering opportunities here: <https://bit.ly/3GuZSlc>



Get the zzz's in

Are you resting enough each night? If not, you can try getting ready for bed earlier to get yourself in the habit of falling asleep earlier.



Limit screen time

Try cutting back on screen time by limiting the amount of free time you spend in front of a screen, especially in the evening.



Top up your vitamin D

If you can – and if the sun is out – spend some time outdoors in the sunshine. You'll be amazed by how much better you feel!



Update your CV

Take stock and give your career a potential boost by updating your CV. Have a watch of our video on how to write a great CV: <https://bit.ly/3A2tLH1>



Keeping drinking - water that is!

Six to eight glasses of water a day for most people will help keep you feeling alert and energised.



Stress less

Mindfulness and meditation are great for calming your mind and body. These free guided meditations by Headspace are a great place to start: www.youtube.com/c/headspace



Here to help

Money problems?

Our specialist advisors can help with welfare benefits and money advice. It's a free service for all Peabody residents.

Contact us to arrange a meeting at <https://bit.ly/3Fs78wl>

Worried about your tenancy?

If you're at risk of losing your tenancy or need some extra support to manage it better, we can help. We work with a range of agencies and partners to meet your individual circumstances.

Get in touch for more information at <https://bit.ly/3trlkmd>

Art is bringing people together

This colourful wall mural was designed by East London residents and painted onto the side of Sundial Community Centre.

Rose, a local artist, ran six workshops teaching the community about working together, pattern and design. Together they designed the artwork and painted it onto the wall. She said: "Painting a massive wall mural has made it a more cheerful and welcoming place to live. But it's about so much more than that! We're bringing people together, building relationships, facilitating the community to be creative, and helping them learn."

Megan, who took part in the workshops, said: "I loved the project. It really impacted my mental health positively because it gave me a huge sense of belonging."



Your stories

Supporting mums into better jobs

Elise, who lives in Hammersmith and Fulham, received a microgrant from Peabody to help mums on low incomes to earn more money. Her project, Mama Haven, provides training and career advice to mums and supports them to apply for jobs and meet with new employers.

"The in-work poverty cycle has got to stop. We want to work with parents to help them get better jobs and progress in their careers."

Find out more about applying for a microgrant here

<https://bit.ly/3EDMSsx>



"We're happier here"



Keeping the community together was really important for us in Southmere, our newest development in Thamesmead. See what Helen had to say about moving into her brand-new spacious family home just in time for Christmas.



Watch a short video about Southmere here:
<https://bit.ly/3IBWk19>

New community garden



Last year, we partnered with Essex based charity, Motivated Minds, to make better use of the green space outside our King Edward Community Centre in Basildon. Local residents and community groups worked together to set up a new community garden for all to use.

If you live in or near Basildon and would like to visit the King Edward Community Centre or to find out about our local activities there, just email:
Ella.Rayment@peabody.org.uk

Let's get quizzical

Take a moment to relax and stretch your mind in a different way. Whether you're a whizz with words, or general knowledge, we've got you covered.

Wordsearch

X	V	O	E	B	X	N	O	Y	Q	C	G	U	K
C	O	P	W	K	H	Z	J	V	S	G	S	A	X
K	N	H	B	W	A	N	A	M	W	O	N	S	O
N	X	X	I	G	I	L	A	T	D	V	L	K	G
X	S	Z	F	B	P	N	F	H	T	M	R	A	W
C	O	E	W	R	E	T	T	W	C	E	B	M	H
N	C	B	V	G	A	R	J	E	O	C	L	F	N
E	H	N	T	O	U	C	N	K	R	N	K	R	J
Z	I	I	J	I	L	Q	S	A	G	L	S	O	D
O	L	W	F	C	M	G	N	H	T	P	H	S	L
R	L	S	K	E	S	T	O	O	B	E	A	T	O
F	Y	U	R	O	T	A	I	D	A	R	T	Y	C

BOOTS • CHILLY • COLD • FROZEN • ICE • FROST • RADIATOR • SNOWMAN
SNOWFLAKE • WINTER • SCARF • HAT • GLOVES • HIBERNATE • WARMTH

Can you spot the 5 differences in this wintery scene?



Winter quiz

- 'A Winter's Tale' is a song that reached number 2 in the UK singles chart in January 1983 for which singer?
- True or false. The Earth is closer to the sun in our winter than in summer?
- General Winter often refers to the winter climate of which country?
- Burning the Clocks is a winter solstice festival that takes place each year in which seaside resort?
- Chionophobia is the extreme dislike or fear of what?
- Which Christmas carol is based on a poem by the English poet Christina Rossetti?
- How many sides do all snowflakes have?
- In television's Game of Thrones what is the name of the ancestral home of House Stark?
- Which fruit has a variety called 'Winter Banana'?
- In fiction, where is the land of talking animals and mythical creatures that one White Witch has ruled for 100 years of deep winter?

Answers:
1 - David Essex, 2 - True, 3 - Russia
4 - Brighton, 5 - Snow, 6 - In the Bleak
Midwinter, 7 - Six Sides, 8 - Winterfell
9 - Apple, 10 - Narnia

Don't miss out on news and opportunities throughout the year

Resident e-newsletter

Sign up to our resident e-newsletter. You can also choose to receive our fortnightly jobs bulletin for the latest jobs just for Peabody residents:

www.peabody.org.uk/newsletter

Local online noticeboard

Did you know that we have online noticeboards where you can submit information about any local events or opportunities? Simply find your local neighbourhood noticeboard to see what's happening locally:

www.peabody.org.uk/neighbourhoods

Follow us on social media

