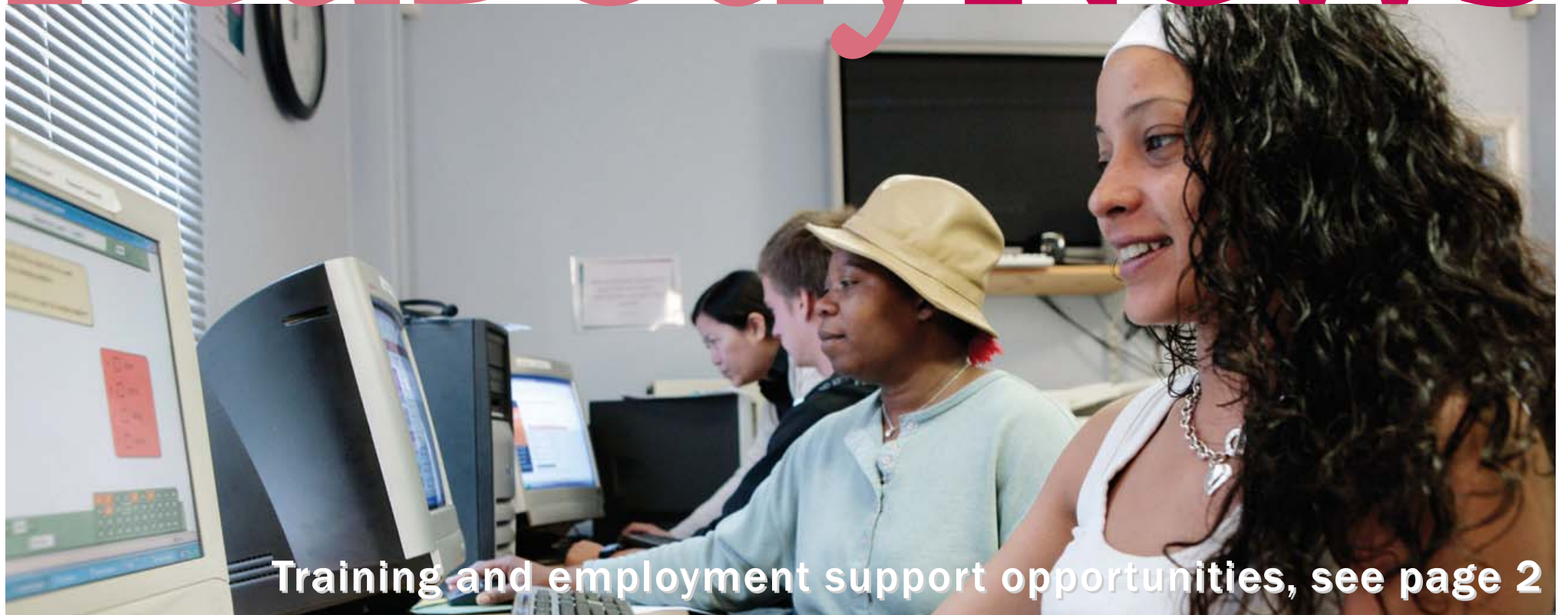


PeabodyNews



Training and employment support opportunities, see page 2

Peabody Trust updates tenancy agreements

WE are updating our tenancy agreements in order to deliver excellent housing services to you more effectively. We are currently in the process of consulting with you about these important changes and the process will be different depending on the type of tenancy you have.

All our tenancy agreements set out the rights and responsibilities of Peabody Trust and our tenants. The old tenancy agreements had not been reviewed for nearly 20 years. The new tenancy agreements will be up-to-date and easier to understand. They will reflect best practice among registered social landlords and ensure that we meet all our legal and regulatory obligations to you.

For example, there is more detail and clarity around what happens

when you end your tenancy, responsibility for repairs, how we calculate your weekly payments (rent and service charges), arrangements to access your property for repairs and other works, and how we will serve you notices in the future.

Here is how the updating process will work: If you are a secure tenant (generally, a Trust resident before 15 January 1989), you have already received information about the proposed changes. Please read this and tell us what you think. Once we have considered all your comments we will write to you again with a copy of the new tenancy agreement. The new conditions will take effect for secure residents from the middle of November 2008.

If you are an assured tenant

(generally, a Trust resident after 15 January 1989) you will also have a chance to give your comments. Assured tenants who would like to give feedback on the proposed changes can contact Peabody Direct to request an information pack with more detail.

If you are a resident living at Strawberry Vale, Pembury or one of the Kings Cross 10 estates, or are in supported (including sheltered) housing, you can also request more information from Peabody Direct, though your tenancy agreement will not be affected by this review.

We are happy to discuss this with you if you have any questions. You can call the Policy Helpline through Peabody Direct or email policy.helpline@peabody.org.uk.

Project moves towards 21st century vision

CHIEF executive Stephen Howlett talked to *Peabody News* about the 21st Century Peabody Communities project.

PN: How close are we to our 25-year vision for Peabody's estates and communities?

Steve: Our independent researchers, the Institute for Public Policy Research, have now delivered their final report to us, following detailed studies of four Peabody estates. They have spoken to over 450 Peabody residents in recent months and carried out reviews of best working practices around the world and the best estimates of what London's communities could look like by 2030.

There is a huge amount in this report and it will take us some time to work through it to decide

on the best way forward. Our aim is to reach some conclusions by the autumn when we publish the report.

PN: Can you give us a preview of the results?

Steve: Our residents gave us very valuable feedback that we will definitely be taking on board. There are some parts of the current service they want to see improved and we have plans in place to tackle these issues.

Some findings were quite surprising. For example, very few residents seem to have heard of our non-housing services, like our youth activities or training and employment support (see *'Creating opportunities for you'*, page 2). Those residents who do use these services, however, really

value them and one possibility for the future might be to expand these services to greatly enhance opportunities for them.

We also need to decide how we can best try to meet the Greater London Authority's tough targets for cutting carbon emissions in our homes.

PN: What are the next steps?

Steve: We now have three Peabody teams who are helping us take some of these ideas forward, as well as coming up with some extra proposals of their own.

The help our residents have given us with this work has been fantastic, so many thanks to everyone who has offered their views. We look forward to talking to many residents again before the report is published.

Going 'potty'



In April, Willow Tree Lane residents, Peabody staff, local councillors and police officers exercised their green thumbs by potting 600 plants supplied by Greenscene to help their community bloom.

Meet Steve Howlett



IN May, Chief executive Stephen Howlett returned to Vicarage Lane for a Coffee Morning and was pleased to see that progress has been made in solving issues raised by residents during previous visits.

Steve visits a number of estates during the year to talk directly to you. His most recent Coffee Morning was at Rosendale Road and Peabody Hill estates on 24 July. He will also visit Lumley Flats on 25 September. If you would like Steve to visit your estate for a Coffee Morning, please call resident inclusion manager Graeme Beedham through Peabody Direct or email ris@peabody.org.uk.

Visitors to our offices

IF you would like to speak to a member of Peabody staff at one of our offices, you should try to make an appointment beforehand by calling Peabody Direct.

Visitors to Peabody Trust's offices without an appointment will be seen by an on-call staff person within 10 minutes or, where appropriate, given access to a telephone to contact Peabody Direct. Please be aware that

while we are always happy to help with your query, we will not always be able to accommodate requests to see a specific member of staff without an appointment.

Remember, for all repairs, services and queries, the best way to contact the Trust is through Peabody Direct on freephone 0800 0224040 or by email at peabody.direct@peabody.org.uk.

Your Peabody neighbourhoods

Making safer neighbourhoods a priority

WE understand that your satisfaction with your neighbourhood and your estate is influenced by how safe you feel. We know that you want to be able to enjoy your home in peace.

A substantial investment of resources and staff is being made in the Trust's Community Safety team during 2008/09. New, permanent community safety officers are being hired under a new team structure. The larger team means that we will be able to deal with anti-social behaviour cases more efficiently and better support victims of crime. Importantly, it will also allow us to work more effectively with partners where there is specialist advice needed or opportunities for community involvement.

We are committed to clearer lines of communication with you about the matter you are facing. Improved systems and processes



A junior recruit at European Neighbours Day

will help our new team to keep track of case histories. Where we can't resolve a situation to satisfaction, we will explain why

and provide the support needed to find alternative solutions.

We will be measuring the success of these changes through resident satisfaction surveys. This will be a further opportunity for us to learn from your experiences and improve our practices.

Learn more about how you can help us deal with anti-social behaviour on this page.

At-a-glance

Peabody's Community Safety team will be doubling in size with the addition of experienced permanent staff. This will provide support to our estate managers and enable us to work more closely with your local police and Borough Safer Neighbourhoods teams.



Estate manager Ade Aladebola with residents in West Dulwich

Creating opportunities for you



It's never too late to learn how to use the internet. Visit a learning centre for free web access, training on email, shopping online, hobbies and more

PEABODY'S learning centres are doing excellent work to open doors and improve quality of life in your community. Free training and employment opportunities for adults are available now, in your area.

We currently have 8 learning centres across London that provide employment and training support. The centres have IT suites where we offer a range of programmes to fit the needs of all learners. Training includes Microsoft packages, and using email and the internet. Centre

staff are there to help you and members of the local community to gain new knowledge and qualifications. They also provide support with finding voluntary and paid employment.

Everyone who comes to the centres gets a personal learning experience based on their individual needs, in a relaxed environment. Our employment training advisers and tutors are there to help. They work closely with local employers and all the centres have job boards that are great resources for those people

looking for work close to home.

Our learning centres are used by adults who want to learn new skills or speak to someone about getting into work. The centres are the perfect starting point to get back into learning, whether its upgrading your current skills to further your job goals or getting a useful qualification.

Even if you aren't sure what work or skills are right for you, your nearest learning centre can help you find out more. As well, many learning centre programmes offer reimbursement for travel expenses and lunch, and sometimes help to pay for clothes to wear to a job interview.

Why not drop by a centre for an open Friday or a taster session? For general enquiries about local programmes, IT training, employment support and more, or to find the closest centre, call freephone 0800 587 8215.

"Having a job you enjoy is important. It gives you a sense of purpose, improves your mental well-being and provides a better economic life than benefits can."
Head of employment and training Nuala Geary

Dealing with anti-social behaviour

WHAT IS ANTI-SOCIAL BEHAVIOUR (ASB)?

There are many forms of ASB but all of them can have a negative impact on your quality of life and on your community.

Here is how we classify the urgency and severity of the anti-social behaviour you report:

High-level ASB includes crimes such as domestic violence, hate crimes, drugs, physical assault, etc.

Low-level ASB includes issues and disturbances such as noise nuisance, disputes with neighbours, graffiti, problem pets, etc.

You can find out more from www.peabody.org.uk or by calling Peabody Direct.

ASB: WHAT CAN BE DONE

What should you do if you experience anti-social behaviour?

- 1 Start by reporting the ASB to Peabody Direct. Call on freephone 0800 0224040 or email peabody.direct@peabody.org.uk.
- 2 Peabody Direct will log your case and it will be passed to the Trust's dedicated team of community safety officers for prompt review.
- 3 You will be contacted within one working day by a community safety officer if your case is high-level ASB. The officer will take more details from you so they can better judge how to deal with your case. If your case is low-level ASB, you will be contacted within 5 working days, either by your estate manager or by a community safety officer.
- 4 Together with you we will agree what the Trust will do to deal with the case and what you need to do to assist yourself. Actions can involve supporting you as a victim of crime, informing and working with the police, speaking to your neighbours, interviewing perpetrators, contacting Environmental Health noise teams, etc. In severe cases, the Trust will take legal action to enforce tenancy conditions.
- 5 Sometimes it may be advisable for you to inform the police as well as Peabody Trust. If you have experienced actual or threatened violence, damage to property or a criminal act, we can support and advise you but these are criminal as well as ASB matters.

We take all reports of anti-social behaviour very seriously and we will do our best to work with you, your neighbours, the police and others, to

resolve your case to your satisfaction.

However, you should also be aware that your desired outcome may not always be possible. For example, we cannot in the majority of cases move you from your current home or move your neighbours from theirs. As well, our legal ability to take action against types of low-level ASB such as noise nuisance is limited. In these situations, we will explain to you what is legally possible and what is not.

WHAT YOU CAN DO

Take action on minor issues

It's not always easy to resolve a problem with a neighbour, but often communicating with them is a good start. Here's some advice to help you deal with minor issues such as noise nuisance, vandalism or disputes.

- Explain clearly how their behaviour or actions is causing difficulties for you.

- Listen, there are two sides to every story.

- Stay calm and don't argue—just walk away if necessary.

Report incidents to Peabody Trust

Always remember: Peabody Direct on 0800 0224040 is your first point of call to report anti-social behaviour. If we don't know about your situation or about issues of concern on your estate, we won't be able to take action to help.

Respect your estate

Our environment caretakers are keeping many of our estates at a gold standard of cleanliness, while major investment projects like SOUND, our cyclical programme of decorations and external works, and IMPROVE, our programme of works on the environment and security of estates, are beginning to make much-needed improvements.

You have a role to play too. A clean and well-maintained estate discourages anti-social behaviour such as graffiti. It's also vital to health and safety, such as fire prevention. It is important that you keep the communal areas of your estate clear—not only can rubbish dumped in corridors or common spaces be a hazard for those with mobility difficulties, but it is an open invitation to arson or accidental fires.

Respect your neighbours

A thriving community is the best way to stop anti-social behaviour before it starts.

Every issue we celebrate a Peabody 'Good Neighbour' who is making life special for their friends and neighbours (see page 6). We know there are many more of you out there—thank you.



A trip hazard: This damage was caused by delivery vehicles running over the corner of a curb. Have you seen damage like this on your estate? Report it to Peabody Direct on **0800 0224040**

Avoiding slips and trips

ONE of the Trust's top health and safety concerns is to make sure that there are no hazards on your estate that might cause an accident. Your environment caretaker and their supervisor are being trained to spot hazards on your estate and will carry out regular checks to try to spot any safety issues.

Their first task is to make any problems safe and this might mean closing the hazardous area off or highlighting it so it is easier to spot. We will then work to find a long-term solution, but this may take time as we will need to fully survey the damage and speak to contractors.

We need your help. If you spot a hazard on your estate and are concerned that it could cause injury, please call Peabody Direct immediately to report it.

Occasionally accidents will happen: if you or a member of your family, are injured while moving around your estate, please let us know by calling Peabody Direct. They will pass the information to your estate manager who will get further details from you so that the Safety team can investigate and reduce the risk of another accident. Thank you for helping us to keep your estate slip and trip free.

Your satisfaction, our performance

FINDING out what you think about our services helps us to improve them. The feedback you give us is reported to senior managers and the Board of Governors through our key performance indicators.

In a new *Peabody News* feature, we will report on how we are performing on issues that are important to you. Below is a sample of how we did during April to June 2008 as compared to January to March 2008.

67% of you were satisfied with your last repair (▲ 4%)

46% of you were satisfied with the lettable standard of your home when you moved in (▲ 8%)

71% of Peabody Direct calls were answered within 20 seconds (▼ 1%)

90% of repair appointments were kept by PMP (no change)

74% of complaints were resolved at Stage 1 (▼ 5%)

Translation service

This document gives information about housing news, events and local information. If you need any part of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

Ce document indique les nouvelles, les événements et les informations locales sur le logement. Pour obtenir ces informations locales en gros caractères, en braille, sur cassette audio ou traduites dans votre langue, contactez-nous au numéro ci-dessous.

O presente documento põe-no a par de notícias sobre habitação, eventos e informação local. Caso precise de determinada parte desta informação em letras gordas, em braille, em cassete áudio ou explicada na sua própria língua, queira contactar-nos no número mais abaixo.

Bu belgede, sosyal konutlarla ilgili haberler, etkinlikler ve yerel konularda bilgiler yer almaktadır. Bu bilgileri kabartma Braille alfabesi, iri harfli baskı ya da kaset teypi olarak edinmek istiyorsanız veya kısmen Türkçe'ye çevrilmesini arzu ediyorsanız, lütfen aşağıdaki adrese başvurun.

تعطي هذه الوثيقة معلومات حول الأخبار المتعلقة بشؤون الإسكان والمناسبات والمعلومات المحلية. إن كنت بحاجة إلى أي جزء من هذه المعلومات بالحروف الطباعية الكبيرة أو بطريقة برايل للمكفوفين أو على شريط كاسيت صوتي أو القيام بتوضيحها لك بلغتك الخاصة، يرجى الاتصال بنا على الرقم المذكور أدناه.

হাউজিং-এর খবর, ঘটনাপ্রবাহ ও স্থানীয় সংবাদ সম্পর্কে এই ডকুমেন্টে তথ্য রয়েছে। বড়ো ছাপার অক্ষর, ব্রেইল, অডিওটেইপ অথবা আপনার নিজস্ব ভাষায় যদি তথ্যের কোন অংশের ব্যাখার প্রয়োজন হয় তাহলে নিচের নম্বরে আমাদের সঙ্গে অনুগ্রহ করে যোগাযোগ করুন।

Peabody Direct: 020 7021 4444
Freephone from landlines: 0800 0224040

Peabody News is published three times a year for tenants and leaseholders of Peabody Trust. The purpose of *Peabody News* is to provide information about the Trust's policies and services, promote Trust activities and encourage readers to become actively involved with the Trust.

Peabody News accepts submissions on subjects that are of general interest to all residents with priority given to promoting the activities of recognised Peabody Trust residents' associations.

Editor: Rachel Sheer
Designer: Paul Beaton
Printed on recycled paper

Address all submissions or enquiries by 10 September 2008 to:

Peabody News
Peabody Trust
45 Westminster Bridge Road
London, SE1 7JB
peabody.news@peabody.org.uk

Peabody Trust

business for neighbourhoods

Introducing new parking enforcement

LONDON Parking Control (LPC) has been appointed as our new parking enforcement contractor following a tender process and full consultation with 150 residents.

LPC have over two years' experience working in central London with other housing associations. They have excellent references, particularly regarding customer service, and they will be introduced across all Peabody estates by the end of 2008.

You will shortly receive a letter from us introducing LPC. Parking bay and garage licence holders will then receive further information

from LPC that will explain how to apply for a permit. This information will give you a timeline for when parking enforcement will take effect on your estate.

Please note that you will only be asked to take action once you have received the letter from LPC. If you have any questions about the change in contractor, please contact neighbourhood client manager Alex Lambert through Peabody Direct or email alex.lambert@peabody.org.uk.

You can learn more about LPC on their website at www.londonparkingcontrol.co.uk.

More options through House Exchange

ARE you looking to move home? Are you ready to try something different to find the ideal property? Peabody Trust is delighted offer a new, free-to-use, online service called House Exchange that will offer you even more choice.

Through House Exchange, we have partnered with some of the largest social landlords within London, including Circle 33, London and Quadrant, and the Hyde Group. The service gives you the opportunity to swap homes with one of the 18,925 social housing residents registered with the service who want to move.

House Exchange offers four different types of searches—if you can't find a direct match, you can search for a three-way swap! The service also offers automated email alerts to customers when a suitable new home becomes available in their chosen areas.

Registering is easy on the House Exchange website at www.peabody.houseexchange.org.uk. You will receive an ID number and a personal identification number (PIN) for use with the service—remember, House Exchange is separate from our choice-based lettings Selections service, so this will be a different ID number.

If you would like further information, or are unable to register online, you can find out more through Peabody Direct.

In bloom



Orange hawkbits flourish at Goldsmiths Close, W3

Is there other performance information you would like us to publish? You can let us know by calling the Policy team through Peabody Direct or email policy.helpline@peabody.org.uk. We would also like to hear from you if you do not want to be included in the surveys we regularly carry out to measure your satisfaction.

Selections: It's your move

Looking to move? Find your next Peabody home through Selections.

There are many ways to view Peabody homes and bid on them.

- Phone
- Text messaging
- <http://selections.peabody.org.uk>
- Visit the Pembury office or Head Office

The Selections information brochure tells you everything you need to know to start bidding. It can be downloaded from <http://selections.peabody.org.uk> or call Peabody Direct and we will post you a copy.

Don't have access to a computer? You can visit one of our learning centres to go online. Call **0800 587 8215** to find a centre near you. There is also a PC for Selections users at Head Office.

Get involved!

Customer involvement opportunities

WE'RE looking for Peabody residents who are serious about helping us to raise the standard of our services. We understand that everyone has different skills and different commitments in their daily lives—that's why there are a range of ways you can take part, suited to how much involvement you're looking for. They include focus groups, the Resident Review Committee, Customer Inspectors, our Customer Panel, and even the chance to sit on our Board of Governors or one of its committees. The roles of Resident Review

Committee member and Customer Inspector are unpaid; however, you will receive a generous attendance allowance, a contribution towards any childcare costs and a grant to purchase IT equipment to assist you in your work.

You can find out more about any of the customer involvement opportunities highlighted on the right by contacting resident inclusion manager Graeme Beedham through Peabody Direct or by emailing ris@peabody.org.uk.



Estate walkabouts are just one of the ways you can make a difference where you live

Join the new Resident Review Committee

WE'VE reviewed the role of the Resident Liaison Committee and updated it to give you more choice and authority. It will now be known as the Resident Review Committee (RRC), with the power to help define excellent customer services and examine how the Trust performs.

We are looking for residents to join this committee. As a member of the RRC, you would be able to choose the services to be reviewed and could commission reports from Peabody. You would also instruct the Customer Inspectors (see "Become a Customer Inspector", this page) to investigate service areas so that you and your fellow committee members could make customer service improvement recommendations for the Trust to take on board.

We are recruiting now for the RRC, so please do ask for an application if you are interested.

Free training for residents

WANT to get involved but don't know where to start? The best place to begin is with one of our free training opportunities:

- Dealing with anti-social behaviour
- Good news! Producing newsletters and publicity
- How can I make a difference? An introduction to tenant involvement

- Running a community project
- And much more, including courses you suggest

Learn something new and meet other people who are keen to make a difference in their Peabody community. Why not take that first step today?

Become a Customer Inspector

CUSTOMER Inspectors are a new role for residents who like to be personally involved in helping to improve our customer service. We are looking for resident volunteers to be our first Customer Inspectors.

In the role, you would carry

out activities such as mystery shopping, work shadowing, surveys, interviews of Trust staff and desktop reviews.

All volunteers will be given full training to develop new skills and will gain a broad understanding of how Peabody Trust operates.

Residents' associations

WE will be working closely with residents' associations to make sure we understand your local issues. If your estate does not currently have a residents'

association, you may wish to consider starting one. Funding and training are available from the Trust for new residents' associations.

Key roles available

THE Trust is looking for residents to take on five influential roles with our governors. We want to recruit a resident governor to the Board and there are also positions available on three committees: Property, Resident and Community, and Finance.

This is a fantastic opportunity to get involved with the Trust at

the highest levels and to bring a fresh perspective to discussions and decisions that affect all residents. Support and training will be provided, expenses paid, and equipment provided where needed. Contact company secretary Graham Lawrence through Peabody Direct to chat about the roles or email graham.lawrence@peabody.org.uk.

Money for young people's ideas

THE government's Youth Opportunity Fund is a resource that puts money directly into the hands of young people to give them access to the activities they want to do. Young people manage the fund, which is then spent where they decide there is need.

Are you between 13 to 19 years of age? If there is a need for young people's activities in your area, you can submit a bid for

funding. You don't need to be part of a Peabody Trust youth club or a youth organisation to apply—but if you need help putting your bid together, you can get support from your local youth centre.

So put your great idea for your local area into action. Contact youth partnerships coordinator Sharon Barbour through Peabody Direct or email sharon.barbour@peabody.org.uk.

Peabody's youth groups have already benefited from the fund:

- Vicarage Lane: development of a youth forum
- Strawberry Vale: bike building project
- Clapham: youth club sessions
- Whitechapel: activities equipment

Complaints service focus groups

WOULD you like to influence how we deal with complaints in the future? We are looking for volunteers to take part in focus groups about the complaints service to take place in late autumn. The focus groups will be informal, an opportunity for you to voice your opinion and provide the groundwork to improve the service. This is not a forum to talk about individual complaints, but it is a place where you can share your ideas about the system in general.

Let us know before 1 September if you are interested in taking part by calling business improvement officer Lana Bennetts through Peabody Direct or emailing complaints@peabody.org.uk.

Flexible times will be arranged for the focus groups, so please specify if you would like a daytime or evening session. Refreshments will be provided and participants will be reimbursed for travel and childcare costs.

YOUR SAY YOUR WAY

PARTICIPATING in the Customer Panel does not take a big time commitment and is a great way for you to give your opinion on the issues that matter to you. You can even take part from the comfort of your own home!

We want you to share your thoughts with us. You will be helping us to improve our services to you and we'll even give you a gift voucher as a thank you for taking part in consultations.

To join the Customer Panel, you can call Peabody Direct, email policy.help@peabody.org.uk or fill in an online form at www.peabody.org.uk.

At our learning centres



Success story: Ada Marian centre manager Andrew Slee celebrates the three-year European EQUAL pilot project alongside some of the programme's beneficiaries: Adam Temenu (far left), Isiah Green (second from right) and Tunde Omojola (far right). Led by Peabody Trust, EQUAL helped more than 200 Londoners get into further study, employment or volunteer work.

THE Trust is continuing to improve training and employment support opportunities through our learning centres.

In addition to our current programmes, as an approved Learn Direct provider we are pleased to be taking on the Learn Direct courses at the Green Man Community Centre on the Strawberry Vale estate in Barnet.

Through the summer we are also improving our delivery by making some centre location changes:

- The Engine Room in the Old Kent Road is to move into Darwin Court. In addition to its training programmes, it will provide our over-50 residents with improved access to IT training and support.
- West Silvertown centre is moving to the Whitechapel centre but residents across Silvertown and Newham will continue to be able to access support through a range of local organisations.

Leaving your home clean and clear

IF you are moving home you must leave your home clean and clear of any goods, personal possessions and rubbish.

To help you with this, the Trust will reimburse you £50 in costs for clearing your home. However, if you leave belongings in your home, you could be charged costs ranging from £145 for a one bedroom to £305 for a four bedroom home. We will also charge an administration fee of £25, a fee of £30.00 per fridge or freezer, and £150.00 per additional load removed.

After you have given notice, your lettings manager can provide advice on how your local authority and the London Recycling Network can help you dispose of larger items. You can contact the Lettings team through Peabody Direct if you have any questions.

If you are moving into another home, you will understand why it is important that the property is clean and welcoming for you when you arrive. Help us to make someone else's move special by leaving your old home in good, clean condition.

Your home, your estate

Decent Homes update **Gas servicing available now**

NEARLY 50% of the Decent Homes surveys have now been completed, with contractors Wates and Connaught working hard on a number of estates. Many of you have already benefited from Decent Homes improvements to your property, whether it be a kitchen replacement, electrical works or new central heating, and we would like to thank everyone who has given access to our surveyors.

Is the DECENT team at work on your estate? Our resident liaison officer Jonathan Sampaney now hosts monthly open mornings and afternoons in our show flats on the estates where our contractors are currently working. Please call Jonathan through the Decent Homes Help Desk on 020 7021 4619 or email decent.homes@peabody.org.uk to find out when he will be visiting your estate.

SAVE winter hassle with summer servicing! You can schedule your home's mandatory annual gas servicing for the summer months to avoid a rush in cooler weather when you really need the heat.

By law, every Peabody home needs to have a gas safety check once a year, so we've made it easy to get the appointment time that works for you. You can arrange for an afternoon or morning timeslot on any weekday. The appointment will last about an hour and it's a completely free service.

A gas safety check helps to protect you and your neighbours. It's a very important procedure that must be carried out with no exceptions, so why not call the Gas team today and make your annual checkup as convenient for you as possible?

To book an appointment or for more information, contact the Gas

team through Peabody Direct. If you suspect a gas leak, call Transco on 0800 111 999.



Our service staff from contractors Seaflame and K&T are friendly and punctual

Decoration service is expanding



OUR decoration service for older and vulnerable residents has been successfully piloted on some Wandsworth estates with a 94% satisfaction rating from the 81 customers who have benefited.

We are pleased to announce that it will now be offered to all Peabody estates on a rolling basis, beginning on the Palmer estate, N19. The service will then move to the Tachbrook estate, SW1, around November 2008.

To qualify, you need to be either on Disability Living Allowance or over 65 years and on full housing benefit. For those who qualify, the service offers to paint one room in your home. Your only payment will be for the costs of the paint.

Do you live on Palmer or Tachbrook estates and want to take advantage of this great offer? Contact Peabody Direct for more information and an application form.

Watch this space in the next issue for news about where the decorating service will be heading next!

Save water this summer

THOUGH it might seem like we have our fair share of water in London, we live in a water-stressed area. We should all try to reduce the amount of water we use, so here are some tips to help you get started.

- Turn the tap off when brushing your teeth. A running tap wastes 6 litres of water a minute.
- Call Peabody Direct to report your leaking taps. A leaking tap can waste 5,500 litres of water a year.
- About a quarter of all the clean, drinkable water you use in your home is flushed down your toilet. Save water when you flush your toilet by putting a 'hippo' (a device that saves water) in your toilet cistern. These are free from Thames Water on 0845 9200 800 or on-line at www.thameswater.co.uk.
- When buying a new washing machine or dishwasher, buy one that uses less water. This will generally be cheaper to run because you are using less electricity to heat the water. Your retailer will be able to tell you how much water an appliance uses.
- Try and wait for a full load before you start your washing machine. A full load uses less water than two half loads.
- Use your shower (if you have one) instead of your bath. A bath can use a lot of water (over 100 litres), while a shower only uses a third of that amount.

If you would like more information, visit www.waterwise.co.uk.

Decent Homes apprentices

DECENT Homes works not only make improvements to your home, they offer a chance for young people to improve their careers! Contractors Wates and Connaught have taken on apprentices for the Decent Homes programme, which is a fantastic opportunity for young people from Peabody communities to get involved in learning the trade.

Apprentices Sam Cosgrove and Ross Mooney have been trainee assistant site managers since autumn 2007. Their long-term goals are to make the move from working on the sites to full-time management. These are goals that Connaught, Wates and Peabody Trust are helping them to achieve.

Both Sam and Ross said that their work as Decent Homes apprentices has taught them valuable people skills, especially how to handle themselves with confidence. Ross explained, "Three years ago, I never, ever would have thought I would become a management trainee. I thought I would still be fitting kitchens." Sam added: "The programme has

fast-tracked our careers. We have the qualifications now to go back on the tools or be in the office—it's the best of both worlds, sooner than we thought."

Do you know someone who would be an ideal apprentice? Contact the Decent Homes Help Desk on 020 7021 4619 for more details.



Nineteen-year-old Sam Cosgrove (left) formerly worked for Peabody Maintenance Partnership (PMP) and is now with Connaught. Ross Mooney (right) is 22 and apprentices with Wates.

IMPROVE update

MEMBERS of the Customer Panel visited a number of parks and estates in April to help the Trust select landscape architects to work with us on the IMPROVE programme over the next 9 years.

IMPROVE involves open space enhancements to about 40 of the Trust's older estates as well as security improvements to blocks without controlled entry systems. The programme includes works such as landscaping and planting, boundary treatments like walls and fences, play spaces, door entry systems and extra lighting.

Following feedback from residents, design proposals for Rosendale Road (the first estate within IMPROVE) have been focussed on much-needed upgrades to the estate's roads and pavements, lighting and boundary features. Progress on the designs for Clyde Road, North Row Buildings, and Barnwell House are due to take place over the summer.

Progress updates and opportunities for your involvement will be announced as the programme continues to roll out. For further details about IMPROVE, contact landscape regeneration manager Mathew Frith through Peabody Direct.

Digital TV survey

THE Trust is preparing for the digital TV signal switchover that will occur in 2012. As part of this process, we will be consulting with residents on future digital TV signal provision across the Trust.

We will be conducting telephone interviews during the summer. Please help us if you are asked for your views, as your input will allow us to better understand your needs. For more information, please contact digital switchover project manager Simon Eversley through Peabody Direct or email digital.switchover@peabody.org.uk.

SOUND update

THE SOUND team has been busy with cyclical repairs and redecorations on the following estates: Bowmans Buildings, Dagenham, Lupino Court, Pilton Place, Shaftesbury Park, Southwark Street, Webber Row and Willow Tree Lane. Works will also begin on the following estates later this year: Bedfordbury, Carlton Square, Crosslet Vale, Dalston Lane, Eagle Wharf, Ebury, Fulham, Goddard's Place, Hackney, Hainton Close, Jackman Street, Lomond Grove and House, Nottingham House, Parnel House, Rich Street, Shepherdess Walk, Temple Treadway and White Lion Street.

The external and internal communal works to be carried out on your estate will depend on the condition of your estate. It may

include roof works, brick cleaning, works to the main walls, window renewals or overhauls, draft-stripping of windows, external redecoration and decoration of internal common areas.

When the SOUND team is due to start work on your estate, we will write to you in advance. If the works will involve more than redecoration, we will generally hold a briefing session so you can learn more and meet the contractors who will be working on your estate.

Please do give the SOUND team access to your home when requested—your cooperation is an important part of making your estate's improvements a success. Contact SOUND team secretary Mandy O'Connor through Peabody Direct for more information.

DIY Corner: Dealing with damp

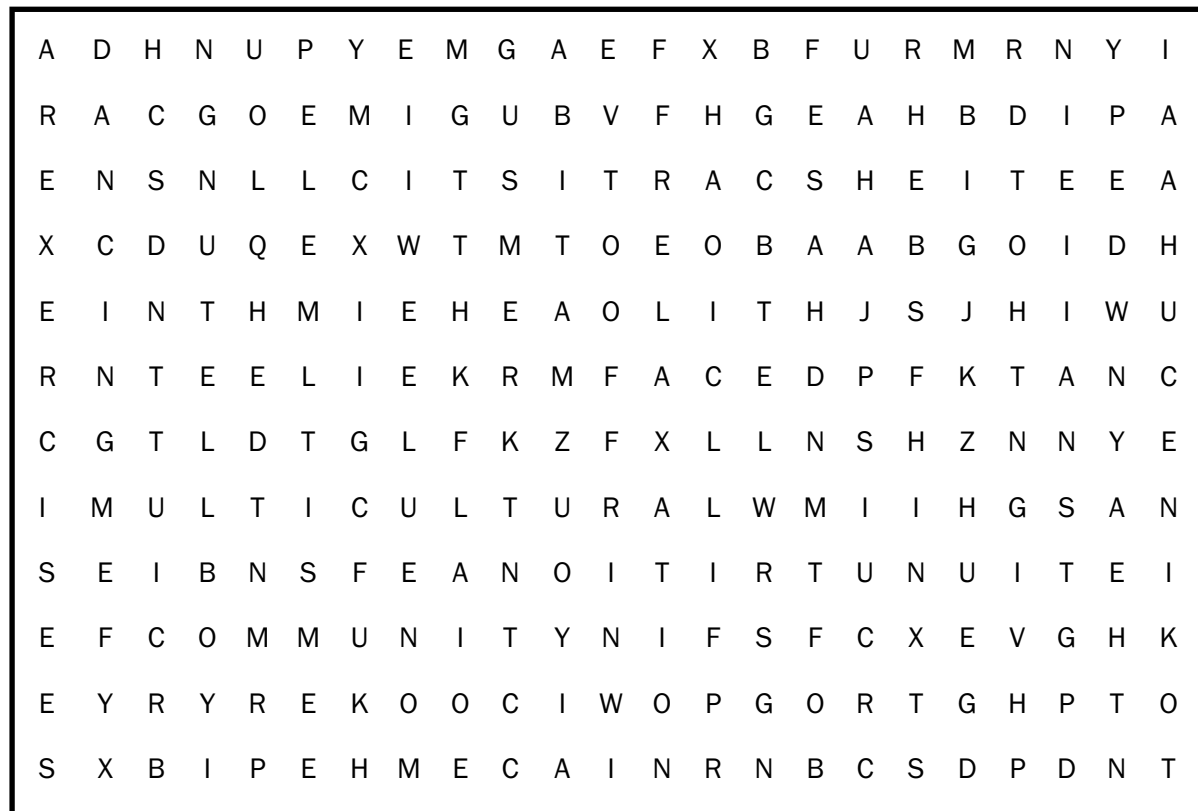


DAMP and condensation in your home can cause mould growth, rot and respiratory illness. There are some simple things you can do to help prevent problems from starting.

- Keep good airflow by opening windows and trickle vents whenever possible.
- Close kitchen and bathroom doors to stop steam going into cooler rooms.

- Always open a window or use an extractor fan in your bathroom after bathing.
 - Dry clothes outside if possible; if not, dry them in a cooler room with a window open. Try not to use radiators to dry clothes.
 - Wipe down surfaces where moisture settles, such as window sills, to prevent mould growth.
 - Make sure any air bricks or ventilation holes in your property are not covered.
 - Make sure there's a small gap between your furnishings and the wall to allow air flow.
- Remember, if you think you have a problem with damp, you should call Peabody Direct.

Wordsearch – 5 residents can win



Name: _____ OUR Activate London well-being projects aim to keep you healthy—mentally and physically—while you're having fun. That's why we've hidden 10 Activate London themes in this issue's Wordsearch. Go on, give your brain a workout. If your entry is one of the first five correctly completed puzzles drawn from the hat, you'll win a £10 voucher. The winners' names will be published in the next issue.

Address: _____

Activate London calendar

Take part in Activate London well-being activities near you:

Activity	What is it?	Who can come?	Where can I go?	How can I learn more?
55 Alive club	A local social group meeting regularly for an exciting range of activities including dances, outings, drama and art classes	Anyone over 50	Green Man Centre, Strawberry Vale Darwin Court, Southwark Wandsworth Locality Sundial Centre	Freephone 0800 587 8215 0207 021 4670 0207 021 4340 0207 021 4428
In My Prime league	Friendly competition league with activities such as board games and indoor sports	Anyone over 50	Darwin Court Sundial Centre	0207 021 4670 0207 021 4428
Smoothie Sessions	Invent and make your own smoothies while learning about the benefits of fruit and vegetables.	Youth Club members	Across London	Sharon Barbour 020 7021 4663
Walking the Past tours	Find out about the history of your local area with a qualified guide	Everyone	Islington and Tower Hamlets	Freephone 0800 587 8215
Walking Fit tours	Improve your fitness with fortnightly local walks in Southwark	Everyone	Southwark and Westminster	Freephone 0800 587 8215
Gardening Projects	Grow your own food, learn about gardening and meet new people!	Everyone	Across London	Freephone 0800 587 8215
Feelgood sessions	A range of therapeutic activities such as aromatherapy, Indian head massage, Shiatsu, Reiki, Yoga, Pranayama (breathing techniques), meditation and reflexology.	Everyone	Across London	Freephone 0800 587 8215
Makeover sessions	A range of therapeutic sessions to relieve stress including advice on skin and hair care, aerobics, advice on dressing well on a budget and the effect of colours on your mood.	Everyone	Across London	Freephone 0800 587 8215
Well-being Roadshow	Come and see our new Well-being Wagon bringing Activate London to your doorstep with on-board smoothie and health food sessions.	Everyone	Across London	Freephone 0800 587 8215

Activate London recipe

Spaghetti Bolognese with a healthy twist!

WHY not try this easy recipe using low fat turkey mince instead of beef or lamb mince? It makes one of the nation's favourite dishes as light as a feather.

Ingredients

- 2 tsp olive oil
- 1 onion, chopped
- 1 garlic clove, crushed
- 1/3–1/2 tsp allspice, freshly ground
- 500g turkey breast mince
- 400g canned chopped tomatoes
- 1 tsp Worcestershire sauce
- 2 tbsp parsley, chopped
- 2 tbsp basil, chopped
- 400g wholewheat spaghetti
- A few shavings of Parmesan cheese, to serve
- Salt, and freshly ground black pepper



Cooking time: 40 minutes | Serves 3–4

Method

- 1 Heat the olive oil in a wide saucepan or sauté pan. Add the chopped onion and cook over a medium-low heat, stirring occasionally, for about 10 minutes or until the onion is nearly see through. Add the garlic and allspice, and continue cooking for another 10 minutes or until the onions are soft, golden and floppy.
- 2 Add the turkey breast mince to the pan and raise the heat to moderately high. Cook, stirring constantly, for 3–5 minutes or until the turkey is crumbly and has turned white.
- 3 Pour in the canned tomatoes and Worcestershire sauce and stir to combine. Bring to a boil, then lower the heat and simmer for 15 minutes until the sauce is thick and rich.
- 4 Meanwhile, bring a large pot of salted water to the boil. Cook the spaghetti according to the packet instructions. Drain and keep warm.
- 5 Add the chopped parsley to the turkey mixture and stir to combine. Taste and adjust the seasoning as desired. Toss the sauce and spaghetti together in a large bowl then transfer to serving plates. Sprinkle with Parmesan cheese and freshly ground black pepper. Serve hot immediately.

Last issue

Wordsearch winners

CONGRATULATIONS to last issue's winners: J. Brane, Carlton Square; V. Burke, Shaftesbury Park; M. Keelty, Shaftesbury Park; P. McHatton, Clapham estate; and T. Perry, Hillingdon estate.

Riddle me this

DAVE Brookfield, W1, asks:

Q: Can you work out a route from Charing Cross station on the Strand to Hyde Park Corner without passing a single pub?

Do you have a joke, riddle or puzzle to challenge your neighbours? Send submissions to Peabody News and, if used, you will receive a £10 gift voucher!

A: Don't pass the pub, go in!

Please send all your entries, puzzles, comments and ideas for this page before 10 September to:

Peabody News
Peabody Trust
45 Westminster Bridge Road
London SE1 7JB
peabody.news@peabody.org.uk

Peabody Picnic in the Park

COME along to our Picnic in the Park! Bring your family, and picnic food and blanket for fun in the English summer and a chance to meet other Peabody residents.

Date: Saturday, 30 August 2008
Place: Hyde Park, Central London
Time: 11am – 4pm

What's on?

- Free fruit smoothies, healthy snacks and activities with Activate London
- Reduced price boat trips on the Serpentine for Peabody residents
- Free guided walks around Hyde Park
- Fun and games for all ages

If you wish to attend, please call 020 7021 4607 to reserve places for your family or email martin.odonnell@peabody.org.uk with your name, address and telephone number by Wednesday, 27 August.

And finally...

Call Peabody Direct

For all repairs, services and queries, call one easy number:

Peabody Direct
freephone from landlines:
0800 022 4040

email:
peabody.direct@peabody.org.uk

Peabody Direct operates Monday to Friday from 8am to 8pm. Outside of these times, an emergency-only service is available on the same telephone number.

Peabody Direct customer service operators aim to answer your calls within 20 seconds. For even faster service, avoid calling during the peak times of 9-11am and 4-5pm.



Adeola Gbadamose is one of the Peabody Direct customer service officers who has been trained to take your call quickly and effectively.

We want you...

...for the Peabody News Sounding Board!

Why not be a part of Peabody News, our thrice-yearly newsletter? If you've got access to email and some ideas about Peabody News, we would love to hear from you. Email peabody.news@peabody.org.uk to take part.

Tenant support advice line

020 7021 4491

Confidential advice and information about support for vulnerable residents
Mon - Fri: 1.30pm to 4.30pm, or
tenantsup@peabody.org.uk

National Debt Line

0808 808 4000
www.nationaldebtline.co.uk

Community Legal Service Direct

0845 345 4345
www.clsdirect.org.uk

Housing Benefit

Telephone your local authority, Citizens Advice Bureau or visit
www.adviceguide.co.uk.

Peabody opens doors



BedZED tours can be booked for the Open House weekend

THREE Peabody Trust estates will be part of the London's largest architectural showcase, Open House, over the weekend of 20-21 September. Members of the community will be able to visit the grounds of the Priory Green estate, the community resource centre at Darwin Court and the show home at BedZED.

All residents of these estates will be informed of the event's restricted opening hours before

the weekend. Trust staff and volunteers will also be on hand to supervise visitors and handle enquiries. Find out more about Open House on their website at www.openhouse.org.uk/london/home.html.

If residents' associations are interested in bringing Open House weekend to their estates in 2009, please contact the Communications team through Peabody Direct or email info@peabody.org.uk.

Celebrating neighbours

PEABODY residents on Peabody Hill and Rosendale Road estates went international on 27 May for European Neighbours Day.

The day's festivities were organised by the West Dulwich Tenants' Association and supported by the Trust. Many groups including the police, the fire brigade and the Wild Life Trust attended, while activities like aromatherapy, street dancing and self-defence demonstrations kept the crowds entertained.

Peabody staff were on hand with free plants and bird feeders as a green treat for the estates. Residents had the opportunity to learn more about the Trust's services as well as community work including the Activate London well-being programme.

Chair of the tenants' association Sue Randall said: "We want residents to realise that they live on an estate within a larger community that is very supportive. This was a great opportunity to bring together different parts of the community for the purpose of understanding each other in a celebration of diversity."

Dalgarno estate's tenant association also organised their own Neighbours Day activities. It was a great success, with food and fun for everyone who came out to celebrate.

If your tenants' association would like to participate in European Neighbours Day next year, contact resident inclusion manager Graeme Beedham through Peabody Direct or email ris@peabody.org.uk.



Peabody Trust community services director Stephen Burns helps with face-painting at Peabody Hill

Pride in our community spaces

COMMUNITY development coordinator Martin O'Donnell explains the importance of community facilities to our Peabody neighbourhoods.

"The Trust has a number of community halls, centres and spaces on our estates around London. They serve a number of purposes including meeting and activity space for volunteer-led community organisations, and hubs for service delivery to residents by the Trust and residents' associations.

"Facilities have been purpose-built or acquired over the years. Some small tenant halls have been converted from other uses: the hall at Rodney Road was previously a bathhouse, at Cleverly, pram sheds, and at Priory Green, a launderette.

"Peabody residents have always been actively involved with their centres. The Tachbrook Social Club, for example, was built in 1976 following the fundraising



The Green Man Community Centre at Strawberry Vale is home to a main hall, meeting rooms, an IT centre and many activities for residents

efforts of residents. The Hammersmith Tenants Hall is a pre-fabricated structure that was donated to the residents by the local council in the 1980s.

"The activities that take place in these local facilities help to build thriving Peabody communities. They include youth clubs, parent and toddler groups, exercise classes, lunch clubs and

activities for older people such as bingo."

The Trust is currently reviewing how these facilities are used to make sure residents get maximum benefit from them. If you would like to share ideas or suggest an activity for your local centre, please contact Martin through Peabody Direct or email martin.odonnell@peabody.org.uk.

Affordable homes through Housing Options

IF you're looking to buy your own home through New Build HomeBuy (the part-buy/part rent scheme formerly called shared ownership), your first step should be registering on the Housing Options website at www.housingoptions.co.uk. Anyone who cannot afford to buy a suitable home on the open market can apply, though participation is subject to income requirements.

Through Housing Options, you will have access to view all available Peabody and registered

social landlord HomeBuy schemes across London. Once you've registered, you can also contact Peabody Direct to find out more about the Trust's properties or visit www.peabody.org.uk.

Good news for Hackney residents

Hackney First Step is a low-cost home ownership initiative available to council or social landlord tenants within Hackney borough.

Hackney First Step works by increasing your buying power

on New Build Homebuy homes. For example, you can obtain a mortgage for a minimum of 25% (20% for 3 bedroom properties) of the value of the property, receive a Hackney First Step equity loan to up to a further 25% (or 30% for 3 bedroom properties) and pay a subsidised rent of no more than 2.75% a year to your landlord on the remaining 50%. Find out more from Housing Options at www.housingoptions.co.uk.

Welfare Benefits expert advice

WORRIED about how your children's changing circumstances will affect your benefits? Welfare benefits advisors Danny Hardie and Madeleine Thornton have the answers:

Question: My daughter is 16, and is finishing her GCSEs. She wants to take a year out before even thinking about college. At the moment I get all our rent paid by Housing Benefit, what will happen if she starts work?

Danny and Maddie say: "Until your daughter reaches 18, she won't be classed as an adult who should be making a contribution towards the rent. This means you will continue to receive full Housing Benefit unless your personal income circumstances change.

"Once your daughter reaches 18, then she will need to show the council how she is supporting herself. Housing Benefit will be adjusted to take into account the contribution she should make. It is vital that she tells the council about her income, otherwise it will be assumed she is on the highest income bracket and £47.75 will be deducted from your Housing Benefit."

Want to know more about this or other questions you may have about the benefits you are entitled to? Contact Danny or Maddie through Peabody Direct and they will be glad to help.