

# PeabodyNews



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## Building the Peabody Trust of the 21st century

PEABODY Trust has started a major new research project to find out more about what the twenty-first century Peabody community should look like. We are planning to use the results to improve the quality of our homes and services.

The Trust has appointed an independent team of researchers to look into what residents would like

now and for the future. The first phase will begin soon and involve discussions with residents from across Peabody properties. Then, using this feedback, the researchers will concentrate on four sample estates, interviewing around 50 residents on each and holding a number of focus groups.

The researchers will also be

looking outside Peabody Trust for the best examples of providing good homes and services to housing communities. They will be thinking about how changes to our society over the next few years will affect the actions we need to take.

In spring 2008, we will decide with you, our residents, how we can turn the research recommenda-

tions into practice and create a new vision for sustainable Peabody communities. We'll then report back on our findings.

Your views are at the heart of this project. We will be consulting the Customer Panel, the Residents' Liaison Committee and as many of you as we can, every step of the way.

Chief executive Stephen Howlett said, "This will be a big project for Peabody Trust during the next year. We believe that over time it will lead to very positive changes in the quality of what we can offer our residents. Please do take the opportunity to get involved if you are approached and feel you can."

### New director of customer services



A WARM welcome to Sandra Skeete, Peabody Trust's new director of customer services as of September 2007. Sandra replaces outgoing interim director Julie Webb.

Sandra comes to the Trust from City West Homes, where she was director of customer services managing 20,000 leasehold and tenanted homes within Westminster. Sandra has also served as chief executive of Refugee Housing Association and is a board member of Clapham Park

Homes. She has been active in community housing in London since 1986 and was named one of the top 50 women in housing by *Housing Today* in 2003.

Chief executive Stephen Howlett said about her appointment, "Sandra has proven herself to be an effective leader with extensive local authority contacts. This is particularly important to us now as we make a step change in the quality of our housing management and estate services."

Sandra will take responsibility for resident involvement, Peabody Direct, estate management, caretaking and cleaning, community safety, leasehold and lettings, and policy. She said: "I am excited about getting down to work to keep customer service at the heart of everything we do. My priority is to improve your satisfaction with our service and listen to your feedback to make the Trust more accessible and responsive."



Young Peabody residents at Pimlico estate gave their views about proposed open space improvements during a consultation day in July – then got on with the serious business of having fun.

## Sundial Centre finalist for UK Housing Award

CONGRATULATIONS to the Sundial Centre, a finalist for the 2007 UK Housing Awards in the category of "Creating integrated communities". Peabody News spoke to Sundial Centre manager Surjit Power to find out more.

**PN:** Tell us about the Sundial Centre.

**Surjit:** We're a community centre for all Tower Hamlets residents over 25. We focus on support services for older people, and bringing the

younger and older generations together.

**PN:** Why has Sundial been recognised for excellence?

**Surjit:** Sundial is unique because we've moved away from traditional approaches to care. We offer a day care centre and resources centre, and provide sheltered housing, outreach and activities for people over 50. The Housing Awards recognised that we've been very successful in

sustaining a healthy community.

We're lucky to have such enthusiastic staff at the Sundial Centre. They constantly come up with creative ideas and are passionate about what we do.

**PN:** How have you built the community at Sundial?

**Surjit:** We make our activities as inclusive as we can. For example, we recruited Bengali and Somali speaking staff and regularly hold

cultural events, women-only classes, and massage and reflexology sessions to encourage members of cultural communities to attend the centre.

We also partner with other local organisations to bring younger and older residents together to develop new skills and stop isolation. It's fantastic to see them learning and having fun with each other.

**PN:** What are you excited about

over the next few months?

**Surjit:** We will be open on Sundays to allow more people to visit. We will also be celebrating cultural festivals, developing programmes around men's health and launching new workshops for our younger and older generations. There's always lots going on at the Sundial Centre and I hope to see you there soon!

Call the Sundial Centre at 020 7021 4137 for more information.

## Residents' Conference Special

# Residents' Conference 2007 goes green

OVER 250 residents attended this year's Residents' Conference at the QEII Conference Centre in Westminster. You came to "embrace your space" and discuss how to make Peabody estates cleaner, greener, safer and better. You came to put faces to names of Peabody Trust staff and get answers to your questions and concerns. And some of you came to see old friends, meet new ones and listen to the excellent Peabody youth choir over lunch.

The discussions throughout the day were focussed on what we can do now to make our future better. Board of governors chair Pam Alexander and chief executive Stephen Howlett made it clear that while the Trust is making progress we are not yet where we would like to be, whether it's on the Trust's customer service or our action preventing climate change.

Opening the conference, Pam talked about how the focus at Peabody Trust has been on transforming customer service. She pointed to the



"We're working to improve": Chief executive Steve Howlett addressed the conference and answered your questions

shift in the Trust's priorities over the last three years as a start in the right direction.

Amongst other key issues, Steve highlighted improvements at Peabody Direct and the important investments the Trust has made in Peabody homes over the past year through Decent Homes works. He also described the priority that is being given to open and communal spaces around Peabody estates through the SOUND and IMPROVE programmes.

Steve discussed the current state of the repairs and maintenance service, acknowledging that while it was still not good enough, a turnaround team has been put in place to improve service. The caretaking service was on many of your minds, and Steve explained how the changes to the system have been working since the rollout to 118 environment caretakers in July.

He closed his remarks with plans to visit even more Peabody estates during the next year and the promise that the Trust will keep on listening, responding and improving.

The Peabody Youth Forum then took to the stage, highlighting through a multimedia presentation the issues that matter to them on their estates. You can read more about their thoughts below ("Youth Forum speaks out").

This year's keynote speaker was Charles Secrett of the London Development Agency, who talked about climate change and greener living. He spoke about the urgent need to act but emphasised the positive news that there is much that we can all do now to create a better quality of life.

Good discussions came out of the workshops, with many of you taking the opportunity to bring up issues relating to your own estates and Peabody staff offering practical suggestions that you could take back to your homes and communities. The workshop topics were *Communities - Safe as houses; Peabody's green footprint, Green spaces, communal places, Caretaking service - the next steps, What should the role of residents' associations be?* and *Playful estates?*, and the sessions were productive and lively.

The ideas raised included: providing estate maps and photos of estate personnel on notice boards; better and greener lighting on estates; cleanliness spot checks by estate managers; better communication to residents about estate personnel's schedules; increased presence of gardeners and more gardening resources; better communication with residents' associations; more facilities where residents' associations can hold events; swifter action on anti-social behaviour; and improved victim support in cases of anti-social behaviour.

The Trust will be looking at ways to make some of these ideas and more a reality.

Many of you gave feedback after the Q&A sessions indicating that you would have liked more time for questions. The written questions that weren't answered directly at the conference are being responded to by senior members of Peabody staff in writing. No questions will go unanswered.

We are currently carrying out a review of how we involve our customers, including a review of events such as the Residents'

Conference. Your comments have provided us with lots of ideas for next year and we welcome more suggestions. Watch *Peabody News*

for more information or contact the Resident Inclusion Service on 020 7021 4013 or by email at [resident.inclusion@peabody.org.uk](mailto:resident.inclusion@peabody.org.uk).



A wide selection of exhibitors were on hand at the conference, including London Cycling Campaign, Energy Saving Trust, London Time Bank, and many Peabody services like Peabody Direct



Everyone who attended had the opportunity to ask a question and get a response from a senior member of Peabody staff



"Act now": Keynote speaker Charles Secrett spoke about how we can all live greener lifestyles

## What you said about the conference:

"I found it very informative. I wish there could be more time for the workshops. Too much time spent on speeches although important."

"Great fun. I have not attended before. Very informative and stimulating also a very pleasant day out. Good information on what to do about various situations should they arise. Subject matters on green issues very interesting."

"We need to get more residents involved."

"No specific activities to keep kids occupied. It is difficult as a parent to keep them entertained while trying to pay attention to the conference. I may not attend again next year."

Photography: Jody Kingzett (5), Matthew Frith (1)

## Youth Forum speaks out

"WHAT would you like?" Members of the Peabody Trust Youth Forum went out to three different Peabody



Pelena Cosme spoke at the conference about her experiences

### "What would Peabody's young people like?"

- more safe places to play
- less concrete
- more parks to have fun in
- more activities at youth clubs
- more attractive estates
- more pride in where we live
- more respect for other peoples' property

estates to find an answer to that question and more. The Residents' Conference was then treated to a dynamic multimedia presentation that expressed what Peabody young people are feeling about the spaces in which they live, in their own words.

Youth Forum representative Pelena Cosme of Vicarage Lane was there to introduce the presentation. She embraced the chance to visit the other estates and said of the whole experience: "It was so encouraging that the Youth Forum was able to put ideas forward and get residents talking about issues that affect everyone."

Anyone between 13-19 can join the Peabody Trust Youth Forum. Call Sharon Barbour on 0207 021 4318 for more details.

## Green Neighbours embrace their space

AT this year's Residents' Conference, two Peabody Trust Green Neighbours were honoured. These Green Neighbours are both residents who have embraced the common spaces on their estates and led by example.

Green Neighbour Chris Pimlott of the Wyndford estate is a strong advocate of recycling as well as a keen gardener and an active member of his residents' association. His estate manager Wells Chomutare described Chris as "extremely passionate about green issues and recycling in particular." Chris lobbied the local council to provide a recycling service, while personally encouraging his neighbours to drop their own recycling off with him for disposal. Thanks to Chris's dedication, Islington Council has agreed that there will be recycling points on the estate going forward.

Green neighbour John Green of York House worked for three years on improving the garden there, turning it into a communal place that other residents, young and old,

now help to nurture and maintain. Steve Coleman of the Trust's landscape gardening team said: "John has turned a dull Alpine-looking garden into a natural, colourful flower garden." John's work is an example of how taking pride in the place where you live can bring a community together.



# Choose your next Peabody home

IF you need to move, you will soon be able to choose your next Peabody home through an easy-to-use new lettings service called Selections.

The web-based service gives you the opportunity to bid for Peabody homes as they become available. You can also find market rent and keyworker homes, and homes for sale, on the website. Homes will be advertised online every week and registered users can bid using their

band on the website, by phone or by text message. You will be able to bid for any homes that match the size of your family and you will be invited to view a home if you have one of the highest priority bids.

If you are already on the waiting list for a new home, you will be automatically registered and you will receive details about how to use the service. If you have not registered before, you can go to the

Selections website and fill out the online application form.

Home advertisements will be posted in the Trust's public offices and if you have a mobile phone that receives email, you can also get adverts that way. If you have support needs (for example, if you are housebound without internet access), we will send you printed adverts each week. Access to computers and training is available for

free from the Trust's neighbourhood learning centres.

Assistant director for lettings Jenny Scott said, "We understand that many homeseekers are frustrated with the current rehousing process. Selections will be an improvement in service as well as giving our customers choice in their next Peabody home."

Peabody staff launched the new service at the Residents' Conference

and have taken the Digivans to estates to show how the service works.

If you would like more information about Selections, or if you or anyone you know needs help to access the service, please contact the Lettings team by email at [selections.info@peabody.org.uk](mailto:selections.info@peabody.org.uk) or call Peabody Direct.

<http://selections.peabody.org.uk>

## Peabody's London Leader

THE Mayor of London Ken Livingstone recently named chief executive Stephen Howlett as one of 15 London Leaders who will guide the city and its residents into a more sustainable future.

Steve was asked to commit

himself and Peabody Trust to an action plan that would change the future of London for the better. He pledged: "To develop an initiative to encourage social housing residents to adopt healthier diets and sustainable lifestyles."

## 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 belge, 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.

Address all submissions or enquiries by 8 January 2008 to:  
Peabody News  
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45 Westminster Bridge Road  
London, SE1 7JB  
[peabody.news@peabody.org.uk](mailto:peabody.news@peabody.org.uk)

Peabody Trust

 business for neighbourhoods

## Trust programmes win lottery funding

### Well-being through Active 8

Peabody Trust, in partnership with five other housing associations, has received £4.7 million from the Big Lottery Fund for Active 8 London, a portfolio of 123 projects to improve the health of 43,000 people in social housing communities across all boroughs. Look out for Active 8 events and programmes coming soon to your area – they'll help you snap out of unhealthy

habits and increase your overall mental and physical well-being.

### Lottery funding win for green spaces projects

An exciting partnership between Peabody Trust and fellow social housing providers Places for People and The Riverside Group has recently been awarded £15.6 million from the Big Lottery Fund.

As part of the five-year project,

Peabody Trust will create community-friendly green spaces on three of our estates. These estates will be some of the first to be included in the IMPROVE programme that is currently being developed to improve the open spaces on over 40 Trust estates. The Trust will also campaign to bring the issue to the awareness of government and other housing associations.

"The green spaces on social housing estates have been neglected for too long," said landscape regeneration manager Mathew Frith. "Through this programme we will help raise the awareness needed to make sure this isn't the case in the future."



The Green Spaces for People project will increase biodiversity on estates



## Looking for a way into work?

UNEMPLOYED residents can receive free, personalised job skills training and the chance to gain IT and GCSE equivalent qualifications, thanks to a new programme called Sporting Chance.

Are you unemployed and between the ages of 16 to 65? Are you looking for a chance to develop important skills and meet new people?

Drop by a participating learning centre in your community and you'll

have the chance to take a simple self-assessment. You'll be given one-to-one support and a personal job map that will guide your development in literacy, numeracy, computer skills, finding work and much more. Your programme can be as flexible as you need it to be.

If you are interested in gaining a qualification or need help looking for work and want to find a participating learning centre near you,

please call freephone 0800 587 8215.

Sporting Chance is funded by the London Development Agency.



## US ambassador becomes Peabody's honorary president

US ambassador Robert H. Tuttle has been appointed Peabody's honorary president after a change to the Trust's constitution approved by the Charity Commission and Housing Corporation.

When George Peabody founded

the Trust in 1862, he appointed five trustees. One of them was the United States minister in London. Ever since, the US minister or ambassador has been a trustee or governor of the Trust.

Ambassador Tuttle is keen to

continue to support Peabody Trust in his new role. A board of governors meeting will be held at his official residence, Winfield House, to mark his honorary presidency.

## Resident inclusion news

### Resident Liaison Committee

At the September meeting of the Resident Liaison Committee, assistant director of maintenance Sean Gallagher gave an update on the progress made since March in improving the maintenance service. Members gave their views on how the service can build on these accomplishments to increase satisfaction among residents.

### Diversity Forum

The Diversity Forum received feedback from the customer involvement review of resident involvement and discussed ways in which diversity could be celebrated throughout the year. The group have requested a meeting on the theme of communication.

### West and east regional forums

Peabody governor Hattie Llewelyn-Davies attended both forums to listen to the concerns of resident representatives. Both forums discussed the recent changes to the caretaking service.

## Property matters

### Apprentices learn on the job

THE Decent Homes programme is not only bringing your home up to standard, it's also building futures for local young people. As part of their work with Peabody Trust, Decent Homes contractors Connaught and Wates take on apprentices, training them in areas such as gas servicing, carpentry, plumbing and electrics. Every apprentice is supported as they work toward different levels of professional certification.



Keeping George Peabody's ideals alive: six apprentices meet Steve Howlett

### Decent Homes surveys to start soon on more estates

THE Trust's Decent Homes surveyors will soon start surveying homes on Chelsea Gardens, Devonshire Drive, Pellipar Gardens and Vanguard estates in order to establish what work, if any, needs to be carried out to bring each home up to the Decent Homes standard. All tenants will be written to in advance of the surveys and will be able to make specific appointments for the surveyors' visits.

### Decent Homes programme resident satisfaction

FOUR months after Decent Homes works are completed within your property, you will receive a questionnaire asking how you feel about the work that was done.

The more residents who return the survey, the better the Trust can understand how we can improve our service. For example, as a result of recent feedback from residents we are now supplying clearer written information about the various kinds of work that may be necessary in a home to bring it up to the Decent Homes standard. A resident focus group is working with Trust staff to identify what further improvements need to be made following resident feedback.

If you return your satisfaction survey you are entered for a twice-yearly draw for £50 worth of Marks and Spencer vouchers. The first draw took place in August and the delighted winner was Mrs. Jackman of Tachbrook estate, who

said, "I will buy myself a couple of woolly jumpers for the winter."



### SOUND project update

SOUND, the Trust's programme of repairs and redecoration to the outside and internal communal areas of our estates, is now well into its first year. Works are currently taking place on the following estates: Artic Street, Bethnal Green, Chessum House, Chelsea Gardens, Cranworth Gardens, Grosvenor, Harrow, Holland House, Pilton, Roscoe, Southwark, Spring Place, Tottenham and Vanguard. Works will also be taking place to Bowmans Buildings and North Row later in this year.

The Trust is currently surveying further estates for the 2007/2008 programme.

All affected residents will be informed in advance of planned SOUND works and will be given further details during a resident briefing session held on their estate.

### Decent Homes fun days draw crowds

COMMUNITY spirits were high on Saturday, 8 September, at fun days hosted by Decent Homes contractors Connaught and Wates on Pimlico and Palmer estates. There were tents with plenty of refreshments and prizes for all residents young and old who took part in the fun activities.

At Pimlico, Connaught helped

find future Peabody stars with "Pimlico's Got Talent" and a penalty shootout. Both winners will be treated to a day out at the BBC.

Wates's fun day at Palmer helped to promote environmental issues. Residents planted trees alongside local MPs and the community safety police were there to put serial numbers on residents' bicycles.



Connaught's Decent Homes team show Pimlico their X-Factor

### DIY handy hints: Unblocking a sink

THERE are a number of minor repairs that are the responsibility of residents. These are set out in the *Residents' Handbook* and include the unblocking of sinks.

Unblocking a sink is usually straightforward. Sinks are connected to the foul water drain. There is a "U shaped" trap between the drain and the sink that creates a seal and is full of water all the time. These traps often get clogged with debris such as food waste, hair or fat. There are a number of ways you can clear a blockage.

1. Purchase a drain unblocker solution from a supermarket or hardware store.

2. Use a plunger:

■ Temporarily block the overflow hole in the sink (try using wet cloth or something similar).

■ Make sure there is enough water

in the sink to create a seal and place the end of the plunger completely over the sink drain.

■ Push down on the plunger several times with both hands. This will force water through the waste pipe and dislodge the blockage.

3. Empty the trap:

■ If the clogged sink is full of water, put the plug in the drainhole and place a bucket beneath the trap underneath the sink and remove the trap. Some "bottle" traps twist off. "U shaped" traps have two retaining nuts.

■ Empty the contents of the trap into the bucket. Make sure the pipes that attach to the trap are clear.

■ Replace the trap and check to make sure there are no leaks.



### Keep your home safe and win big

**DID you know that, by law, the Trust must do a gas safety check on tenanted properties every year?**

Did you know that by keeping your scheduled appointment, you could win £300?

Congratulations to Mr. Thomas Mahon, Shadwell estate, E1. He kept his service appointment and has been drawn as the winner of the £300 prize donated by gas contractors K&T and Seaflame. For your chance to win next quarter's prize, just arrange for your gas service to be carried out and honour the appointment.

Gas safety is no joke. Every year, people across the UK die from carbon monoxide poisoning caused by unsafe gas pipes and appliances. That's why Peabody Trust takes your gas safety very seriously. Not only will the gas check help keep you and your family safe, but it will help save you money and keep your home greener by making sure your

systems are working at their best.

It couldn't be easier to get your annual gas safety check. Contractors K&T and Seaflame will contact you to arrange your appointment. We know you've got a busy schedule, so appointments are available Monday to Friday, in morning or afternoon timeslots. If you don't like the appointment time you've been given, you can call the contractor to arrange a better one for you. The gas safety check will take about an hour to complete and it's an absolutely free service from the Trust.

For more information, contact the Gas team on 020 7021 4610. If you suspect an emergency gas leak, call Transco on 0800 111 999.

Peabody Trust is proud to report that at the end of October 2007, 96.7% of properties had received their annual gas check. Are you in the 3% who haven't? Call the Gas team today to book an appointment - it's for your safety!

### Fireworks safety

FIREWORKS can be a fun way to celebrate the upcoming festive season, but they can be very dangerous. Over 1,000 people are injured every year in events involving fireworks. The best advice is to enjoy fireworks at organised community events such as New Year's Eve celebrations but if you are planning to light fireworks, do ensure that you use them responsibly and safely.

Please remember that it is against the law to let off fireworks in a public place (including the communal areas of Peabody estates) and you can be fined up to £5,000 if you do so. It is also illegal to:

- let off fireworks between the hours of 11pm and 7am;
- possess a firework in a public place if you are under 18; and
- sell fireworks to anyone under the age of 18.

Always call 999 for the police and/or the fire brigade in case of an emergency. You can also report misuse of fireworks or any anti-social behaviour to the Trust's Community Safety team by calling Peabody Direct. Enjoy your celebrations safely!

### Steve Howlett visits residents

ON 4 October, residents of the Vanguard estate joined chief executive Steve Howlett for a coffee morning held in Leander Court Community Centre.

Steve and residents discussed progress made on a number of issues including

repairs, tree roots, required work to the paving and roads, caretaking, anti-social behaviour, football cage, CCTV, Decent Homes and SOUND programmes, the ball games area and the laurel hedges. The discussion was followed by a walkabout

with residents around the estate.

Steve also held a coffee morning at Vicarage Lane on 4 November and will be visiting Abbey Orchard on the 12 February.



## Dear editor,

*DID you go, were you there?*

*I travelled to the annual Residents' Conference. Residents listened to a morning of green issues. But, were the Board listening?*

*Time and time again members of the Board told residents we know everything is not all right. But when residents told them what it was they wanted or was wrong – repairs, services, caretakers, estate offices – their comments were just dismissed. It seems the Board thinks [the issues are] residents that are green.*

*We had afternoon workshops to attend, but again no explanation [of why] the Trust is going down*

*this road. Residents weren't happy.*

*Mr. J. Windus, Shirley Road, CRO*

### Assistant director of policy and inclusion Jacqui Hird replies:

This year we decided on the theme of Cleaner, Safer, Greener and Better based on our consultation with the Resident Liaison Committee and our call for suggestions in *Peabody News*. We wanted to explore your interest in green issues and our feedback shows that a majority of you who attended the conference are concerned about the environment, recycling and green spaces on estates.

Peabody staff are always listening and at the conference we heard first-hand about your experiences with the Trust. As we continue to focus on improving our customer service, your feedback and experiences are very important to us. The workshops at the conference were an opportunity for us to discuss key issues with you such as environment caretaking, community safety and resident involvement.

At the conference, our senior directors and members of our board of governors addressed your questions. Those questions that were not answered at the confer-

ence have been given to Trust senior managers so they can respond directly to your concerns. If you asked a question and haven't yet received an answer from us, you will hear shortly. As well, the *Residents' Annual Report 2007* goes into more detail about the Trust's actions on our service promises to you.

If you would like to share your ideas about what the Trust should do next year regarding events for residents, please do contact the Resident Inclusion Service on 020 7021 4013.

## Letters policy

**Peabody News wants to hear from you.** All letters to the editor will receive a written acknowledgement but, due to space limitations, not all can be published. Letters included in *Peabody News* will represent general topics and concerns of interest to all readers. These letters will be edited for length and will not exceed 125 words. A response from a senior Peabody Trust manager will be included with each printed letter. Send your letters to:

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

## Your say your way

THERE'S no better way for you to have your say about the things that matter to you than joining the Peabody Trust Customer Panel. Through the Customer Panel you can get actively involved in influencing the Trust's policies, procedures and the housing services you use.

Many activities can be carried out from your own home. These activities can range from customer satisfaction surveys, policy reviews and focus groups to more formal involvement such as being involved

in the Decent Homes programme.

You can even choose which areas of the Trust's services you'd like to influence. For example, last year, feedback from Customer Panel members helped us to make changes to the Trust's parking arrangements and how the Trust gives out decorating allowances.

As a small thank you, Customer Panel members will also receive a £5 voucher after taking part in any consultation and get entered into a yearly prize draw for a £50 voucher.

To join the Customer Panel, email [policy.helpline@peabody.org.uk](mailto:policy.helpline@peabody.org.uk) or call Peabody Direct and we will send you an application form.



## A Splash of Colour

PEABODY Trust's Gardening teams provide a range of horticultural services for over 60 estates. This includes the supply and installation of summer and winter hanging baskets that provide the estates with a splash of colour all year round.

Summer baskets are installed in June and winter baskets were installed at the end of October. Plants for these baskets are hand-grown from seeds. This coming winter, at Vanguard and Devonshire Drive, the Gardening team installed new dark rattan hanging baskets filled with winter seasonal plants and flowers blooming with festive colour.

Here are some tips for making your own hanging baskets:

- Add P4 ("Swell Gel") to the compost mix as this will allow a constant water supply for plants in dry conditions.
- Add fertilizer pellets in and around the plants to enhance growth and flowering.
- Remove dead flower heads on a regular basis to encourage new flower heads.
- Use a perforated polyethylene liner in the bottom of the basket to slow down water flow from the basket after watering.
- The bigger the basket, all the better. This helps to retain water loss and stops over crowding of plant roots.
- If the compost in your basket completely dries out, add a small drop of washing up liquid to your watering can. This will help the water soak through the compost to bring moisture back to your basket.
- Hang the basket on a strong and sturdy bracket and chain that can hold its weight (you can often buy all three together). Remember to show your estate manager where you would like to install the basket to make sure it doesn't hang over or block access to any walkways, and have the estate manager check it for safety afterward.

Further advice and gardening tips can be found in the Trust's leaflet *With or without a garden*, available through Peabody Direct.

## Staying Active in Wandsworth

OVER 50s in Wandsworth can stay fit and have a great time doing it with a range of classes in tai chi, aerobics, line dancing, fitness walking and more. These activities are organised in Wandsworth by the Peabody Trust. For more information, call the Wandsworth Locality on 020 7021 4340.



The Young at Heart older persons' choir from Peabody Trust's St. John's Hill Centre were in full voice at the Clapham Estate Summer Barn Dance. Over 150 local residents enjoyed an afternoon of music and song from performers including the Clapham Youth Peabody choir

## Peabody's past uncovered: Tottenham

PEABODY Trust legal assistant and keen local historian Christine Wagg reveals some interesting facts about Tottenham Estate's history.

Tottenham Estate reaches its 100th birthday this year, having been built in 1907. Along with Rosendale Road Estate it marked a new departure for the Trust. These were the first estates where Peabody Trust built cottages; earlier estates had consisted solely of flats.

The land on which Tottenham Estate stands had once been open fields, and later part of it was occupied by White House Nursery. Old maps show several glasshouses where plants would have been cultivated. The Trust bought the site in 1903, and in a separate deal with the London County Council they

agreed to straighten out the western boundary which originally followed the path of a stream.

In 1905, the Peabody Trustees commissioned builders to construct 154 cottages at a total cost of £63,795. Improved public transport meant it was no longer essential for tenants to live close to their workplaces, so estates could be built further from the centre of London. Tramlines can be seen in the foreground of this early photo of the estate.

In October 1940, nine cottages were destroyed by bombing and four tenants were killed. A later raid caused further damage and the death of another resident. Almost all the estate's children were evacuated to the country at the start of the war,

but by September 1942 they had all returned and 138 children below the age of 15 were living on the estate.

After the war, new homes

replaced the ones that had been destroyed and prefabricated bathrooms were added to most of the original cottages.



### The lady of sunshine

IT is with sorrow that *Peabody News* reports the passing of Miss Kitty Sarah Ann Neal on 4 September 2007.

Kitty was born at 157 Whitecross Street on 5 October 1920. She lived at Fortune House on the Whitecross estate for the past 40 years before moving to Spain in 2006. A caring person, Kitty devoted her life to her mother, Sally Neal, until she died in 1986.

Her sister-in-law, Mrs. J.W. Neal, said: "Kitty was the sunshine of everyone's life and when you were in her presence you felt the spirit of well-being. She was a truly lovely lady and will be sadly missed."

### Oldest Lille Road resident dies

LILLE Road's oldest resident Philip Nelson Whybrow died just two weeks short of his 100th birthday.

Philip was one of the first residents to move onto the estate in SW6 when he was six years old. He was a London Transport engineer for 57 years. Philip and his family lived in several flats on the estate over the years.

"He was a quiet, private man," said his daughter Janet Hill. "But everyone knew him on the estate. We'll miss him very much."

People

# You do it because you can

PEABODY Trust's Good Neighbour Jackie Mortimer has lived on Nags Head estate, E2, for 17 years and has known her neighbour Joan Gardner for much of that time.

When Joan was diagnosed with rheumatoid arthritis three and a half years ago, their friendship grew even closer. Joan nominated Jackie for Good Neighbour because, "Jackie spends hours sitting with me at my hospital appointments. She is always there for me if I need help indoors. She's very funny and a great friend. She certainly deserves

the Good Neighbour award – nothing is too much trouble for her."

And whether it's taking Joan to her grandchild's birthday party or the hospital, or just picking up some groceries from the shop, Jackie is always happy to help. She's also known for her love of the community where she lives.

"You do it because you can," explained Jackie. "Seeing a friend in need is hard and I want to help wherever possible."

Jackie was very touched that she had been nominated for the

award: "I may support Joan, but really we support each other."

Our Good Neighbour has won a certificate and a £50 Marks and Spencer voucher.

If you want to nominate your neighbour, complete the nomination slip and send it to: Editor, *Peabody News*, 45 Westminster Bridge Road, SE1 7JB.

All entries received will be carried forward and judged alongside new ones.



Joan Gardner enjoys a cuppa with her Good Neighbour Jackie Mortimer

-----

Your name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

I want to nominate: \_\_\_\_\_

Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

They deserve the Award because: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## SEASONS reaches Southwark's Somali elders

SEASONS, Peabody Trust's service for people over 60 living in Southwark, is bringing older people together through events that celebrate different cultural groups. There was a fantastic turnout at the recent event for the Somali community held in Camberwell.

Traditional Somali food and

entertainment were combined with free health checks and a chance to socialise. A masseuse was also there to treat aching muscles and translators made sure there was no language barrier.

Senior outreach support officer Howard Hutchins explained: "The day helped to break the cycle of

isolation and unite a community. It was a chance to meet up with old friends and make new ones."

SEASONS plans to hold similar events for other cultural groups within Southwark. Call SEASONS on 020 7021 4742 for more information.

## Support and training for your residents' group

ARE you considering setting up a residents' association? Does your residents' association or community group need support and training?

Contact the Resident Inclusion

Service by email at [resident.inclusion@peabody.org.uk](mailto:resident.inclusion@peabody.org.uk) or on 020 7021 4013.

We can give you advice and support in setting up your group or help

you to find the right training course to support your group – whether it be producing newsletters, how to produce accounts, chairing meetings or how to involve your community.



A Peabody Trust consultation day with youth forum representatives from Tachbrook, Vanguard and Vicarage Lane saw them head to the BBC, where they took part in a fun workshop about how to get into broadcasting careers

Photography: Len Cross (1)

# Tower Hamlets open day

THE Ada Marian Centre recently held a free open day, bringing over 300 Tower Hamlets residents and centre users out for some fun in the rain.

High points of the day included a delicious halal barbeque, t-shirt printing and party games for the kids, and a mobile dentistry unit that gave free checkups.

"Everyone had a great time," said peer befriender Keila Guedes. "It was a chance to meet new people and it gave the community a chance to discover all kinds of local services."

Did you know that there are many courses and services available from the Ada Marian Centre in E2? Centre staff recently attended the Careers Fair in Bethnal Green to talk about the different skills courses they offer. They also demonstrated how to write a CV that will get you noticed.

If you're interested in gaining important career skills, call the Ada Marian Centre on 020 7739 6668.



Participants go online at the centre during the fun day

## Welfare Benefits expert advice

CAN'T afford your rent? Struggling with bills? You may be entitled to more financial support than you think. Welfare benefits advisors Danny Hardie and Madeleine Thornton give the following advice:

*Question: I am a pensioner living on pension guarantee credit. My fridge has broken and I can't afford a replacement. I don't want to get into debt, but I don't think I have a choice. Should I get a loan to pay for the new fridge?*

**Danny and Maddie say:** Loans and credit cards should really be an absolute last resort. The interest rates can be so high you end up paying many times more than you originally borrowed. If you are on pension credit, income support or

jobseeker's allowance, you can apply for a community care grant to help you out with the purchase. The Peabody Trust Welfare Benefits team can give you more advice and complete the forms for you.

If you aren't on these benefits, there may be options available to you such as grants through charities, or interest-free or special low-cost loans. The Welfare Benefits team can help you explore your options.

The Welfare Benefits advisors offer free, confidential advice and information to Peabody Trust residents. Please contact Danny (020 7021 4065) or Maddie (020 7021 4136) and they will be glad to help.

## School "great" for Peabody youth

CHIEF executive Stephen Howlett and director of community services Stephen Burns recently paid a visit to Christ's Hospital, a charitable boarding school in Horsham, West Surrey. Established in 1552, Christ's Hospital provides young people between 11 and 18 years old, and in social or financial need, with the chance to discover their potential through a free or heavily subsidised boarding education. Nineteen

young people from Peabody Trust estates are currently attending the school.

Steve Howlett said, "We had the opportunity to meet two students who are Peabody residents during our visit and it was great to see how their lives were being transformed through the support of the school."

You can find out more about Christ's Hospital at: <http://www.christs-hospital.org.uk>

## At your leisure

## Wordsearch – 5 residents can win

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

We've hidden some of the themes discussed at the recent Residents' Conference in our wordsearch. Spot them all and send in your completed wordsearch. The first five correct entries pulled from the hat will all win £10 vouchers.

The winners' names will be published in the next issue.

GREENER  
 CLEANER  
 SAFER  
 BETTER  
 OPEN SPACE  
 CLIMATE CHANGE  
 PLAY AREA  
 YOUTH  
 CUSTOMER SERVICE  
 ENVIRONMENT

## Learn something new at Darwin Court

DANCING on a Friday night – dance yourself fitter!

**Bhangraerobics (all levels):**

Fridays, 6.00pm – 6.45pm, a fast and furious fitness class with an Eastern twist including Bhangra, Bollywood and Belly-dance moves.

**Belly-cise (all levels):**

Fridays, 6.45pm – 7.30pm, a gently choreographed oriental dance-style body conditioning class including simple bellydance.

Two classes for £5 or £3.10 each.

**Tai Chi Chuan for fitness and self-defence**

Tuesdays, 5.30pm – 6.30pm, Wudang / practical Tai Chi Chuan is a highly effective method of self-defence also practised for its health-giving benefits. Classes will include: Self Defence Applications, Pushing Hands, Handform and Weapons Training.

Classes are free.

Darwin Court  
 1 Crail Row  
 Walworth  
 London SE17 1AD  
 Tel: 020 7021 4670



Special Peabody News offer!  
 Free taster class for Peabody tenants with this token!

**ADMIT ONE**

Valid until 31 December 2007

**DarwinCourt**  
*Life begins at 50*

## Winter fun in London

THERE'S lots of free fun for kids to be had in London this season!

**Bright lights**

Starting in mid-November, Oxford and Regent Streets are filled with festive lights and delightful shop windows. Why not take a stroll and enjoy? You can also visit the Christmas Tree in Trafalgar Square. It's a gift from Norway for Britain's help during the Second World War.

**Riverside**

This year's Frost Fair takes place from 14 to 17 December at Bankside, SE1, by the Globe Theatre. Music and entertainment, ice sculptures, food and drink, and an open-air winter market make this fair great for the whole family.

**New Year's Day Parade**

Now in its 22nd year, this world-famous parade will bring 10,000 performers, half a million spectators and a TV audience of more than 200 million people together to celebrate the beginning of 2008. The parade starts at noon in Parliament Square, SW1, and finishes at Berkeley Street at approximately 3pm. You can find the route and plan your day at <http://www.londonparade.co.uk>.

## Find it!

DAVE Brookfield of Lumley Street, W1, is challenging you to find solve his word puzzles. Send in your correct answers to *Peabody News* and we will draw one winner for a £10 voucher. If you would like to create your own puzzle challenge for next issue, we'll send you a £10 voucher if it's used.

**1. He can win all Tom**

Hidden in this phrase are letters spelling the names of two kinds of buildings. Can you find them?

**2. He better agree this peace**

Hidden in this phrase are letters spelling the names of three American films. Can you find them?

## Festive photo competition

SEND us a photo of your fantastic seasonal decorations and you could win one of two £10 vouchers. Winning photographs will be printed in the Spring 2008 issue. Thanks to Lisa Carroll, CR7, for the suggestion.

## Give and take with time banking

DO you have time on your hands? Do you want to help others and get help in return? Have you considered time banking?

Time banking works by giving an hour of your time to use your skills. The person receiving your help then pays that hour back by helping someone else. Everyone's unique skills are valued equally. It's a great way to meet new people and make a difference in your neighbourhood.

If you want to join an existing time bank call 0800 694 1391 or visit [www.timebanking.org.uk](http://www.timebanking.org.uk) to get time banking happening in your community.

## Calling all ladies

LADIES Who Lunch is a tasty new monthly lunch club that is part of Active 8 London (see page 3). Ladies Who Lunch brings women of all ages and cultures together once a month to enjoy healthy and delicious food. It's a chance to cook favourite dishes for a buffet-style lunch and meet new friends.

Lunches have been planned in Chingford, Leyton, Leytonstone and Walthamstow. For more details about the next dates, or to find out how you can set up a Ladies Who Lunch programme at your own estate, contact Ingrid Worrell on 020 7922 8525.

## Last issue

**Wordsearch winners**

The five lucky wordsearch winners from last issue are: Grace Chan, Collier Street, N1; Julieta Batista Esteves, Carlisle Lane, SE1; Anne Jones, Wormholt Road, W12; Pauletta Libbert, Fortune Street, EC1; and Deirdre Woodley, West Hill, SW15. £10 vouchers are on their way.

**One word, two meanings winner**

The winner of last issue's "One word, two meanings" is Rahman Abid, Herbrand Street, WC1. The correct answers were: PEN, EXHAUST, ASH, BALL, ODD, DAWN and YARD.

Please send all your entries, comments and suggestions for this page to:

Peabody News  
 Peabody Trust  
 45 Westminster Bridge Road  
 London SE1 7JB  
[peabody.news@peabody.org.uk](mailto:peabody.news@peabody.org.uk)

by 8 January.

## Cookery corner

YOUNG residents on the King's Cross estate took part in cookery lessons over the summer. Among the treats they cooked up were delicious cranberry and banana muffins. Try them for yourself!

**Cranberry and Banana Muffins**

Servings: 12

Preparation Time: 15 min

Cooking Time: 25 min

**Ingredients**

200g flour  
 2 teaspoons baking powder  
 100g caster sugar  
 50g cranberries, dried  
 1 medium egg  
 1 teaspoon vanilla essence  
 50g low-fat spread, melted  
 100ml skimmed milk  
 1 medium banana, mashed

**Instructions**

- Preheat the oven to Gas Mark 6/200°C/fan oven 180°C. Place paper muffin cases into a muffin tray.
- Sift the flour and baking powder into a large mixing bowl. Stir in the caster sugar and dried cranberries.
- In a jug, beat together the egg, vanilla extract, melted low fat spread and skimmed milk. Stir into the dry ingredients with the mashed banana until just combined. Spoon into the paper cases.
- Bake for 20-25 minutes until risen and golden. Cool on a wire rack.

**Enjoy!**

## And finally...

### Peabody Direct is your direct line to the Trust

#### Improved service

THE friendly people at Peabody Direct are committed to answering your calls quickly and helping you right away without passing your question to someone else.

In August, Peabody Direct operators answered 19,604 calls; of these, 12,626 were answered within 20 seconds. In September, these numbers improved to 21,263 calls and 14,712 within 20 seconds.

For even faster service, avoid calling during the peak times of 9am – 11am and 4pm – 5pm. If you find it easy to email, why not contact Peabody Direct that way? Email

[peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk) and you'll hear back from us within 24 hours.



Sosawan Lithirith and our other customer service officers are ready to answer your calls to Peabody Direct

### One easy contact for all issues

For all repairs, services and queries, call Peabody Direct.

#### main line:

**020 7021 4444**

#### freephone from landlines:

**0800 0224040**

#### email:

[peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk)

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

#### Tenant support advice line

**020 7021 4491**

Mon – Fri: 1.30pm to 4.30pm, or [tenantsup@peabody.org.uk](mailto:tenantsup@peabody.org.uk)

#### National Debt Line

**0808 808 4000**

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

#### Community Legal Service Direct

**0845 345 4345**

[www.clsdirect.org.uk](http://www.clsdirect.org.uk)

#### Housing Benefit

Telephone your local authority, Citizens Advice Bureau or visit [www.adviceguide.co.uk](http://www.adviceguide.co.uk).

## Summer activities teach young people skills



OVER the past few months, Peabody young people took part in fantastic programmes aimed at teaching new skills and hobbies, and having a lot of fun. Peabody Trust youth and extended services manager Sharon Barbour showed Peabody News what was cool around Peabody estates this summer as young people got a chance to do something a little bit different.

#### “Do the right thing”

Pembury estate played host to a grippingly open workshop where the guest, an ex-gang member, spoke to 30 young people about the negative effects of gangs, guns and violence. Funding for the session came from Team Hackney.

#### Multimedia, music and more

Over at Strawberry Vale estate, 10 kids in the summer programme had the opportunity to create the

ultimate interactive project. Working together, they produced a dynamic DVD about life on their estate called ‘Strawberry Vale forever’. They also had the chance to mix their own lyrics into raps about their daily experiences.

#### Running rules!

Champion athletes Darren Cambell and Linford Christie came to cheer on the kids at the Pembury estate street athletics aimed at encouraging youth to participate in sport. An outstanding showing by six Pembury young people sent them on to a national competition where they made all of Peabody proud.

#### Kayaking qualifications

A lucky group of 10 young people from Abbey Orchard and Tachbrook estates took part in “taster” sessions in kayaking on

the Thames. Enthusiasm was so high that the Trust is now working in partnership with Westminster Boating Base so Peabody participants can earn qualifications.

*Whether its well-being, dance, cookery or much more, there's always a new experience out there for Peabody's young people. Contact Sharon Barbour on 0207 021 4318 to find out how you can join in.*



## Green Corners win for Ipsden

CONGRATULATIONS to environmental caretaker Roger Cox of Ipsden estate, SE1! Roger is the winner of a 2007 London Green Corners Award, which celebrates achievement in small gardens.

The residents and Roger have worked tirelessly to create a very special communal green area with many beautiful features. Estate

manager Matthew Bird nominated Roger and the Ipsden project, saying, “The estate is a pleasure to visit and the space is really enjoyed by all residents – especially elderly residents who can often be seen having a social on one of the benches in the courtyard. This award is much-deserved praise for everyone involved.”



#### Join the Peabody News Sounding Board

IF you are interested in becoming involved with Peabody News, let us know! We're looking for residents to join our Sounding Board email list. Sounding Board members have

already offered great suggestions for improving the newsletter – we'd like to hear from you too.

To join, email: [peabody.news@peabody.org.uk](mailto:peabody.news@peabody.org.uk)

## Discover the possibilities of new build homebuy

WANT to own a home of your own but unsure if you can afford London's sky-high prices? New build homebuy (shared ownership) may be the answer you're looking for.

Peabody Trust has 33 one- and two-bedroom properties available for new build homebuy at Coopers Road, SE1. To be eligible for these properties you must already live in the borough of Southwark or be a key worker in this or surrounding boroughs. You also need to have a minimum household income of

£25,000pa. To find out more email [homes@peabody.org.uk](mailto:homes@peabody.org.uk) or call the Sales and Marketing team on 020 7021 4496.

To find out more about how new build homebuy works and about new developments in your borough, contact Housing Options at [www.housing.options.co.uk](http://www.housing.options.co.uk) or telephone 0845 230 8099 for an application pack. Once you have been approved by the homebuy agent you will receive information about suitable new build homebuy schemes to view.



## Major repairs: What you need to know

THE Trust has recently developed an information leaflet for residents whose homes will be undergoing major repairs.

*What you need to know when major work is being carried out on your home* answers your questions about how the repairs process will begin, what the Trust needs you to do, and what you can expect from

Peabody Trust and its contractors. Head of maintenance Nigel Emberton explained: “The thought of having your home disrupted for major repairs can be stressful, but we're taking the mystery out of the process to make things simple. Residents asked for this leaflet and we were happy to provide it.”

For a copy, contact Peabody Direct.

# Residents' Annual Report

2007

1 April 2006 to 31 March 2007

## Dear residents,

Since we embarked on our comprehensive agenda for change three years ago, we have made good progress towards achieving our target of excellent customer service but there is still some way for us to go. That's why we are working to improve all our services to you while we look ahead to building the Peabody Trust of the twenty-first century.

The Trust's customer service charter sets out our service promises to you. This annual report is a review of how well we are keeping our service promises, based on resident feedback, satisfaction surveys and key performance information. The report

that follows is a snapshot of where we are with these promises and how we are working to get to where we'd like to be.

I have had the opportunity to meet many of you during the past year on my estate walkabouts, during the Residents' Conference and at some of the exciting initiatives Peabody has launched in your communities. It's always a pleasure to get to know Peabody residents and to better understand what is important to you, and I plan to meet many more of you in upcoming months.

I hope that this year you will take every opportunity to get involved

with the Trust's activities and give us feedback on how you feel we are doing. Peabody's new director of customer services, Sandra Skeete, and all the directors and staff look forward to working with you to achieve our mission by becoming nothing less than a first class landlord.



Chief Executive  
Peabody Trust



## Our progress on service promises

### Maintenance and repairs

We are aiming to improve our maintenance service significantly by ensuring all our services are working well together. We carry out 500 repairs satisfaction surveys every month to monitor our service, and we are clear that the time it takes us to complete maintenance and the overall standard of the maintenance service are not up to scratch. Many of your satisfaction ratings are, however, up from last year's results, and we will continue to work hard to achieve better results.

**85%** of Peabody Maintenance Partnership (PMP) repair appointments kept in 2006/2007

**73%** Overall satisfaction with the quality of the repair work carried out

**68%** Overall satisfaction with last completed repair



### Estate management

We have introduced estate management teams to improve our services to you and provide Peabody with more visibility on our estates than our old network of local estate offices.

**96%** of estate walkabouts were carried out on time

**100%** of estate action plans were ready for implementation

**80%** Overall satisfaction with the visit of the estate manager

### Caretaking

We have also improved our estate cleaning and caretaking services, thanks in no small part to your involvement. You, our residents, grade your own estates, telling us how you think things can be improved and leading walkabouts

to assess progress against the standards you have set. This year we will continue to build on the achievements reached so far. The changes to the caretaking service mean that we will have 118 environment caretakers, more than ever before, dedicated solely to keeping your estate clean.

**52%** of estates classed as Gold standard

**43%** of estates classed as Silver standard

**5%** of estates classed as Bronze standard



continued on back page

# Annual Performance Report 2007

This report is designed to show how Peabody performed on a number of key services to residents up to 31 March 2007. Most figures are taken from the return all housing associations make to our regulator, the Housing Corporation, each year. Other figures from the Continuous Recording of Lettings

(CORE) database that monitors all our lettings.

For a full copy of Peabody Trust's annual review and accounts, call Peabody Direct on 020 7021 4444 or freephone from landlines on 0800 0224040, or email [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk).

## £ Financial highlights

The Peabody Trust Group including subsidiary CBHA has over 18,500 homes for Londoners in housing need. Housing stock owned or managed solely by Peabody Trust breaks down as follows:

Turnover	Income from social housing lettings	Expenditure on maintenance	Expenditure on management	Expenditure for community regeneration	Homes in management total stock
<b>2006</b> £88m <hr/> <b>2005</b> £84m	<b>2006</b> £75.9m <hr/> <b>2005</b> £72.7m	<b>2006</b> £16.3m <hr/> <b>2005</b> £17.5m	<b>2006</b> £22.5m <hr/> <b>2005</b> £18m	<b>2006</b> £3.9m <hr/> <b>2005</b> £4.4m	<b>17,151</b>  <b>managed by the Trust</b> <b>16,069</b>  <b>managed by others</b> <b>769</b>  <b>non-social housing</b> <b>313</b>

## Total lettings (general needs and supported housing)

The Trust has let over a thousand properties either to new residents or existing residents transferring to a new home.

**1089** lettings in 2006/2007      **1063** lettings in 2005/2006

## New lettings by borough

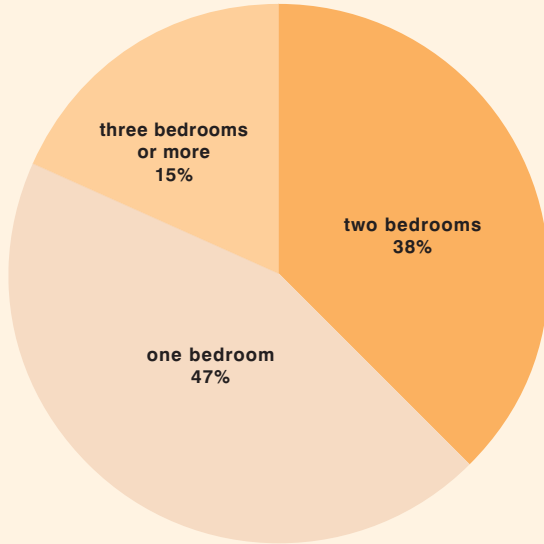
Peabody Trust owns or manages properties in the following London boroughs. Below is a breakdown of the 540 general needs properties let, by borough.

Barking and Dagenham: 1	Hammersmith and Fulham: 19	Merton: 0
Barnet: 5	Haringey: 18	Newham: 14
Brent: 1	Harrow: 0	Redbridge: 8
Camden: 0	Havering: 0	Southwark: 29
Croydon: 24	Hillingdon: 29	Sutton: 0
Ealing: 8	Islington: 117	Tower Hamlets: 39
Enfield: 0	Kensington and Chelsea: 20	Wandsworth: 30
Greenwich: 10	Lambeth: 23	Westminster: 79
Hackney: 64	Lewisham: 2	



## Lettings by bedroom size

The majority of the Trust's total lettings, both new lettings and re-lets, have been one-bedroom properties. High turnover among one-bedroom properties and demand from single adults for smaller-sized housing may account for this.



## Empty homes

When a Trust home becomes empty, for example, if someone moves out, we try and make sure that we re-let that home as soon as possible. In 2006/2007, the Trust brought more void (empty) homes back to availability and thereby increased the number of homes to let. We are currently working to improve our average re-let time.

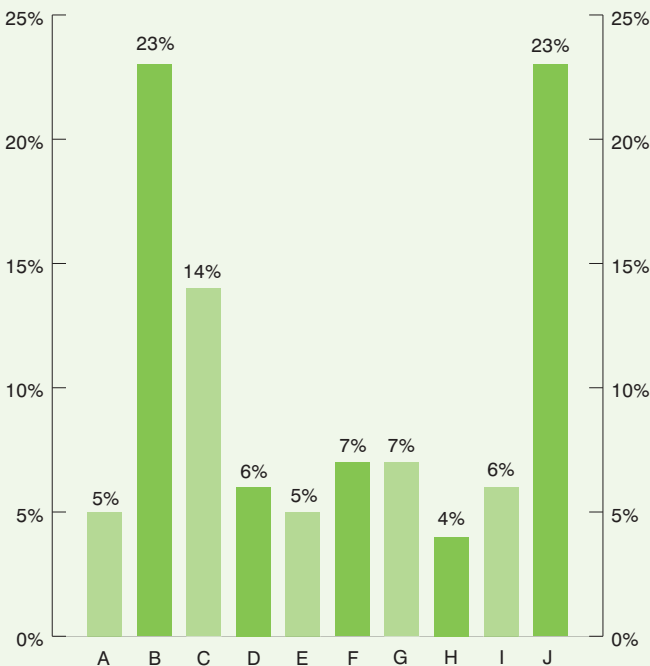
It took an average of **87 days** to let our empty homes.

As of 31 March 2007, the Trust had **44** empty properties.



## Net weekly income of new households

The Trust has welfare and benefits advisors who help residents to access the advice and financial support they need to sustain their tenancy.

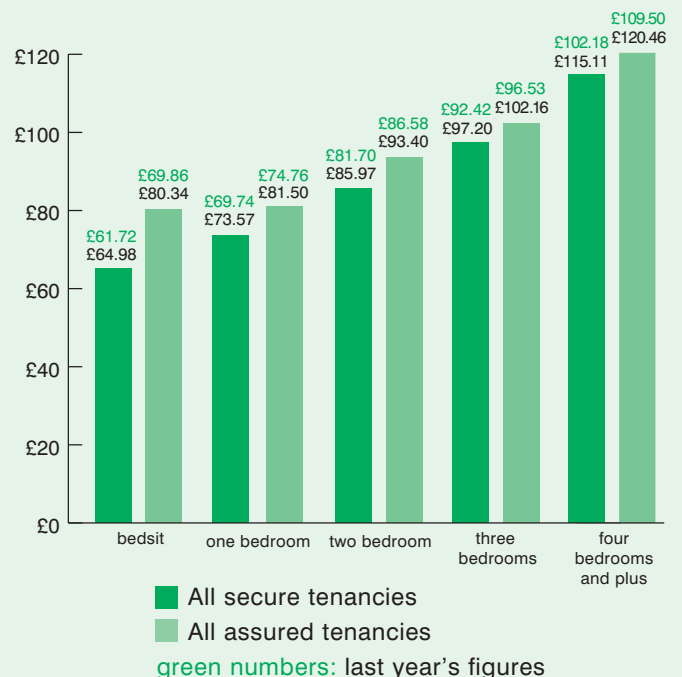


- A: Up to £49
- B: £50 – £99
- C: £100 – £124
- D: £125 – £149
- E: £150 – £174
- F: £175 – £199
- G: £200 – £224
- H: £225 – £249
- I: £250 – £274
- J: £275 and over



## Average weekly net rents

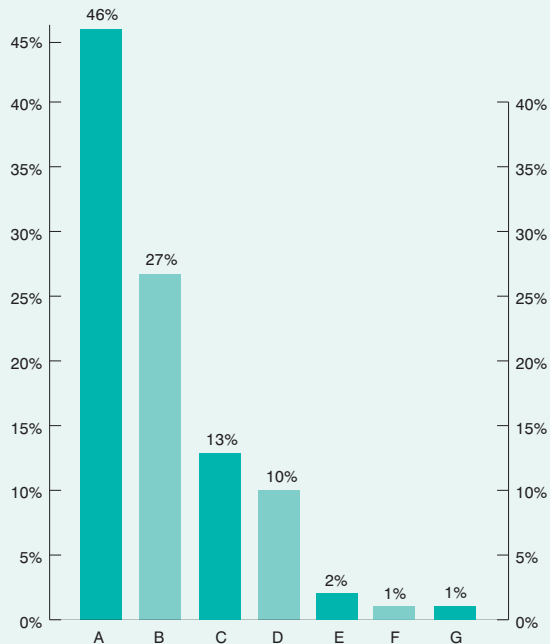
Peabody Trust increases rents based on changes in the rate of inflation. We make sure we are moving towards charging similar rents to other housing associations and local authorities in London. All figures below include service charges as per tenancy agreements.





## Household composition of new residents

In 2006/2007, the majority of total lettings have been to single adults. This may be due to the high number of one-bedroom properties let by the Trust during this period.

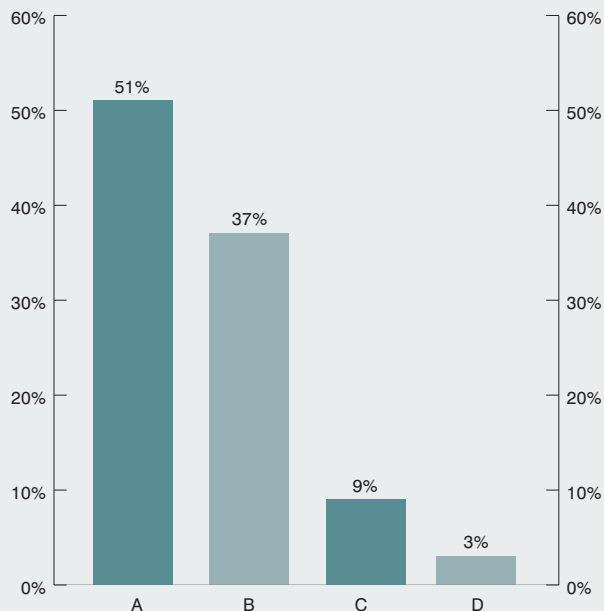


- A: Single adult (aged 16 to 59)
- B: One adult with at least one child < 16
- C: Two (or +) adults and at least one child < 16
- D: Other
- E: Single older person (aged 60 or over)
- F: Older couple (at least one aged 60 or over)
- G: Two adults (both aged 16 to 59), no children



## Where residents came from

Peabody Trust houses people who are in housing need in London. Trust properties are mainly let to people nominated by a local housing authority or to Trust residents who are moving from one Peabody home to another.

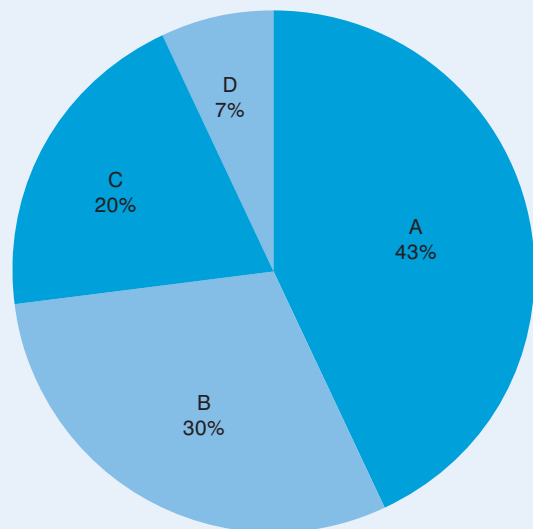


- A: Nominated by local housing authority
- B: Internal Trust transfer
- C: Other referral, for example, from the police, community mental health agency or voluntary agency
- D: Direct application/self-referral



## Ethnicity of new residents

The Trust has homes all over London and in many different communities. This adds to the diversity of our residents.



- A: White
- B: Black
- C: Asian/Mixed/Other
- D: Refused to say



## Energy efficiency

Standard Assessment Procedure (SAP) is a simple way of estimating the energy efficiency performance of dwellings. SAP ratings are currently expressed on a scale of 1 to 120: the higher the number, the better the rating. The type of heating systems and controls, and levels of insulation and ventilation influence SAP ratings. While the current Peabody rating is above the national average, we are always looking to improve our energy efficiency (for example, through the insulation and draught-stripping involved in the Decent Homes and Sound investment programmes) to reduce residents' fuel bills.

**62** Average energy efficiency rating given to Peabody's self-contained general needs dwellings.

By law, the Trust must perform a gas safety check on all its properties every year. Residents are encouraged to help Peabody meet its legal obligation by keeping the annual appointment scheduled by gas repairs contractors Seafame or K&T.

**98%**

of Peabody properties with gas supplied to the premises were in possession of a valid gas safety certificate or covered by the Trust's no access protocol.



## Complaints monitoring

Peabody Trust aims to be a first class organisation delivering high quality services to our customers. When customers feel that they are not satisfied with the way a Trust service has been provided, they can make a complaint. It is our aim to try and deal with all issues before they become a complaint.

The complaints process has three internal stages, starting with local resolution by the relevant service area. If the customer is still not satisfied, they can contact the housing ombudsman service who will carry out an external independent review.

**798** Total number of complaints in 2006/2007

**84%** Percentage of stage 1 complaints resolved in 2006/2007

**47%** Percentage of stage 2 complaints resolved in 2006/2007

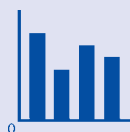
Complaints that go to stage 3 or 4 are monitored and recorded differently. Stage 3 and 4 complaints usually take a longer time to resolve because of their complexity.

### STAGE 3:

**56** complaints went to a stage 3 complaints panel hearing. Customers have up to one year to accept the recommendations from the complaints panel or they can refer the case to the housing ombudsman.

### STAGE 4:

**11** complaints have been sent to the housing ombudsman. In one case, the ombudsman decided the complaint was not within their remit. In the other 10 cases, we did not get a response during the financial year.



## Complaints by service area

The majority of complaints received concerned the following service areas:

**44%** Repairs/Maintenance

**16%** Estate management

Other complaints received concerned the following service areas:

**7%** Miscellaneous

**6%** Customer care

**6%** Decent homes

**5%** Staff issues

**5%** Lettings

**3%** Gas servicing

**3%** Rents – general

**2%** Leaseholders/Homeowners

**1%** Contractor issues

**1%** Policy complaints

**1%** Rents – service charges

# YOUR SAY YOUR WAY

Join the Peabody Trust Customer Panel and you can give feedback on many issues and services that are important to you.

It couldn't be easier to have your say on

- Anti-social behaviour and hate crimes
- Caretaking, cleaning and communal areas
- Community regeneration
- Customer service
- Green issues
- Lettings
- Parking
- Rents and service charges
- Repairs

and much more.



Make a difference where you live!  
Contact Peabody Direct on 020 7021 4444 or free from landlines on 0800 0224040 to receive your Customer Panel registration form.



## How Peabody's rents compared

The tables below show how average general needs rents per week charged by Peabody Trust compare with other housing providers in each borough. The rents shown exclude any service charges, water rates, heating or hot water charges residents may also be paying. The actual amount charged for homes may vary from these accounts. Booklet C of the *Residents' handbook* contains more details on how rent is calculated.

BOROUGH/ Bedroom Size	Peabody Trust	Peabody Trust	Reg. Social Landlord	Local Authority (incl. OPH* & supported) Apr-06	Average Target Rents Mar-07	BOROUGH/ Bedroom Size	Peabody Trust	Peabody Trust	Reg. Social Landlord	Local Authority (incl. OPH* & supported) Apr-06	Average Target Rents Mar-07
	Mar-07	Mar-06	Mar-06				Mar-07	Mar-06	Mar-06		
<b>BARKING &amp; DAGENHAM</b>						<b>GREENWICH</b>					
Bedsit	–	–	60.09	57.58	–	Bedsit	61.21	57.38	57.15	59.10	61.40
1 Bed	–	–	63.55	60.76	–	1 Bed	69.33	65.67	66.07	62.58	70.07
2 Beds	77.34	73.03	76.07	66.75	75.06	2 Beds	82.73	77.77	76.95	68.89	87.79
3 Beds	85.03	80.54	82.86	69.73	85.84	3 Beds	86.52	82.33	85.83	79.64	88.00
4 Beds +	102.67	97.70	91.09	74.06	108.96	4 Beds +	92.65	89.42	96.66	86.46	105.00
<b>BARNET</b>						<b>HACKNEY</b>					
Bedsit	–	–	56.41	43.68	–	Bedsit	67.26	55.89	55.24	59.77	83.28
1 Bed	65.52	61.00	68.35	60.71	70.47	1 Bed	68.16	65.48	64.87	61.55	71.68
2 Beds	73.97	69.23	81.44	71.14	80.42	2 Beds	72.72	69.88	73.12	66.16	77.21
3 Beds	83.92	79.20	93.82	81.01	89.92	3 Beds	79.41	76.53	82.83	74.19	91.30
4 Beds +	88.84	84.27	101.63	92.01	99.08	4 Beds +	97.23	93.49	98.79	85.93	114.96
<b>BRENT</b>						<b>HAMMERSMITH &amp; FULHAM</b>					
Bedsit	–	–	65.11	65.16	–	Bedsit	59.29	56.36	62.74	58.38	79.88
1 Bed	78.88	74.50	65.84	94.72	79.63	1 Bed	69.66	64.16	68.91	66.58	83.86
2 Beds	83.97	78.35	79.67	79.64	99.38	2 Beds	81.27	75.55	78.85	74.74	95.48
3 Beds	104.01	98.85	92.04	90.33	104.59	3 Beds	91.91	86.98	88.59	84.88	108.78
4 Beds +	–	–	105.81	106.63	–	4 Beds +	108.16	104.22	98.08	97.27	148.83
<b>CAMDEN</b>						<b>HARINGEY</b>					
Bedsit	64.25	60.57	60.79	52.86	76.06	Bedsit	58.15	56.14	56.74	76.08	57.04
1 Bed	73.26	68.97	73.82	66.31	93.09	1 Bed	68.83	65.48	65.15	59.33	68.17
2 Beds	79.52	75.14	84.82	75.92	112.27	2 Beds	81.73	74.86	76.69	69.69	79.80
3 Beds	94.65	90.25	94.57	86.55	135.92	3 Beds	93.33	86.82	87.83	81.31	95.12
4 Beds +	103.65	98.50	110.13	97.12	159.01	4 Beds +	104.94	100.32	100.49	80.27	108.99
<b>CROYDON</b>						<b>HARROW</b>					
Bedsit	–	–	56.13	52.55	–	Bedsit	–	–	58.40	60.83	–
1 Bed	73.93	69.58	66.75	61.79	71.38	1 Bed	–	–	66.11	68.22	–
2 Beds	85.63	81.35	80.97	71.85	83.24	2 Beds	–	–	78.04	76.57	–
3 Beds	94.52	89.12	92.53	86.70	97.09	3 Beds	–	–	91.36	89.93	–
4 Beds +	106.08	101.30	105.00	101.19	109.06	4 Beds +	113.98	108.65	104.90	103.43	120.71
<b>EALING</b>						<b>HAVERING</b>					
Bedsit	–	–	61.47	52.83	–	Bedsit	–	–	61.85	44.42	–
1 Bed	69.12	64.27	71.31	64.27	75.66	1 Bed	–	–	67.97	47.62	–
2 Beds	77.87	72.58	83.31	72.60	85.11	2 Beds	–	–	75.90	58.33	–
3 Beds	–	–	97.87	84.48	–	3 Beds	–	–	93.09	72.09	–
4 Beds +	–	–	107.73	72.03	–	4 Beds +	102.20	100.29	98.99	83.98	100.22
<b>ENFIELD</b>						<b>HILLINGDON</b>					
Bedsit	–	–	51.45	D/T <sup>1</sup>	–	Bedsit	–	–	56.38	N/A <sup>2</sup>	–
1 Bed	–	–	65.95	D/T <sup>1</sup>	–	1 Bed	71.76	67.93	67.51	68.05	70.51
2 Beds	86.38	81.86	78.49	D/T <sup>1</sup>	84.13	2 Beds	89.97	85.42	84.69	80.95	88.43
3 Beds	92.97	88.52	91.81	D/T <sup>1</sup>	93.89	3 Beds	97.20	92.51	94.00	96.02	97.91
4 Beds +	100.49	95.44	104.61	D/T <sup>1</sup>	103.64	4 Beds +	109.91	104.79	100.47	103.39	112.73



## How Peabody's rents compared

BOROUGH/ Bedroom Size	Peabody Trust	Peabody Trust	Reg. Social Landlord	Local Authority (incl. OPH* & supported) Apr-06	Average Target Rents Mar-07	BOROUGH/ Bedroom Size	Peabody Trust	Peabody Trust	Reg. Social Landlord	Local Authority (incl. OPH* & supported) Apr-06	Average Target Rents Mar-07
	Mar-07	Mar-06	Mar-06	Mar-06	Mar-07		Mar-07	Mar-06	Mar-06	Mar-06	Apr-06
<b>ISLINGTON</b>						<b>SOUTHWARK</b>					
Bedsit	58.16	53.85	55.89	55.26	68.56	Bedsit	66.07	62.28	65.74	N/R <sup>3</sup>	70.42
1 Bed	68.86	62.99	66.12	63.41	81.74	1 Bed	69.35	64.47	65.82	N/R <sup>3</sup>	76.74
2 Beds	79.18	71.99	76.55	75.50	96.54	2 Beds	81.38	73.79	76.91	N/R <sup>3</sup>	92.19
3 Beds	78.40	73.68	85.17	82.74	110.52	3 Beds	86.75	81.12	87.11	N/R <sup>3</sup>	98.18
4 Beds +	95.60	90.11	102.12	100.01	137.96	4 Beds +	93.41	93.87	101.48	N/R <sup>3</sup>	117.62
<b>KENSINGTON &amp; CHELSEA</b>						<b>SUTTON</b>					
Bedsit	70.03	65.46	59.48	56.63	86.76	Bedsit	–	–	62.97	48.79	–
1 Bed	68.75	63.79	68.79	67.72	89.12	1 Bed	83.11	78.75	66.78	60.04	82.00
2 Beds	76.41	71.77	77.41	85.09	105.78	2 Beds	93.57	88.73	79.38	70.03	93.09
3 Beds	84.34	80.26	86.66	92.97	117.28	3 Beds	102.01	96.91	91.99	78.42	104.18
4 Beds +	–	–	100.18	110.55	–	4 Beds +	–	–	99.63	78.59	–
<b>LAMBETH</b>						<b>TOWER HAMLETS</b>					
Bedsit	48.97	48.72	55.50	54.68	61.40	Bedsit	80.95	57.70	53.50	64.10	65.94
1 Bed	68.00	63.20	64.94	63.49	82.25	1 Bed	72.34	67.37	64.77	64.41	75.80
2 Beds	77.55	73.51	70.73	72.08	93.51	2 Beds	84.16	78.97	73.82	73.03	91.62
3 Beds	90.19	84.82	81.87	83.41	108.85	3 Beds	94.16	89.43	83.50	84.05	109.79
4 Beds +	103.36	98.38	95.19	93.14	119.88	4 Beds +	106.51	101.58	99.24	95.20	122.30
<b>LEWISHAM</b>						<b>WANDSWORTH</b>					
Bedsit	–	–	56.79	46.76	–	Bedsit	66.95	62.94	62.10	51.26	71.17
1 Bed	–	–	64.06	59.44	–	1 Bed	74.74	70.13	71.58	68.27	89.31
2 Beds	–	–	74.07	66.10	–	2 Beds	90.50	83.22	83.56	84.18	112.24
3 Beds	89.72	84.88	85.10	79.30	100.62	3 Beds	101.38	95.43	95.25	110.53	133.59
4 Beds +	100.05	94.56	99.07	84.61	115.28	4 Beds +	110.85	105.92	104.41	125.80	155.21
<b>MERTON</b>						<b>WESTMINSTER</b>					
Bedsit	–	–	62.35	D/T <sup>1</sup>	–	Bedsit	74.33	61.35	61.46	N/R <sup>3</sup>	78.82
1 Bed	–	–	64.97	D/T <sup>1</sup>	–	1 Bed	74.36	66.71	73.49	N/R <sup>3</sup>	98.15
2 Beds	–	–	79.53	D/T <sup>1</sup>	–	2 Beds	83.62	78.45	85.30	N/R <sup>3</sup>	114.09
3 Beds	97.67	92.71	89.49	D/T <sup>1</sup>	98.25	3 Beds	90.61	85.45	93.42	N/R <sup>3</sup>	130.64
4 Beds +	–	–	97.10	D/T <sup>1</sup>	–	4 Beds +	96.37	91.54	102.87	N/R <sup>3</sup>	159.74
<b>NEWHAM</b>						<p>These figures were collated by Peabody and include statistics obtained from the Institute of Public Finance and the Housing Corporation.</p>					
Bedsit	–	–	57.64	N/A <sup>2</sup>	–						
1 Bed	60.65	59.70	66.83	46.10	61.28	<p>* Older peoples' housing</p> <p><b>Local Authority Keys</b></p> <p><sup>1</sup>D/T: Disposed of, or transferred part/almost all stock</p> <p><sup>2</sup>N/A: No data available</p> <p><sup>3</sup>N/R: Non-respondent local authority</p>					
2 Beds	83.55	79.28	79.67	54.80	82.33						
3 Beds	96.91	93.01	88.24	70.86	96.66						
4 Beds +	106.59	101.35	98.36	94.30	109.74						
<b>REDBRIDGE</b>											
Bedsit	–	–	60.81	58.49	–						
1 Bed	–	–	67.14	65.71	–						
2 Beds	84.16	79.76	80.68	75.85	81.00						
3 Beds	93.24	88.67	93.25	86.61	93.56						
4 Beds +	102.31	97.20	103.85	99.26	103.66						

**Peabody Direct**

Peabody Direct, our customer service contact centre, provides service from 8am to 8pm every weekday. Peabody Direct has been through a period of change over the last year. We have recruited some excellent staff who are passionate about delivering a first class service to our customers and have refined many of our processes and systems so that our staff can assist with every call.

Year-end satisfaction surveys tell us that many of you find the staff courteous and polite but your overall satisfaction levels with the service are disappointing to us. To tackle this, we are using a specialist trainer who works with the Peabody Direct team on technical and customer service skills. We record all calls and these calls are listened to by management. Feedback is given to the team to ensure continuous improvement and a higher standard of customer care.

Peabody Direct has been working hard to meet call demands with the right number of staff. We are recruiting more part-time staff to support us during our busiest periods. Until we are consistently answering most calls within 20 seconds, we have introduced a freephone number (0800 022 4040), so that if residents do have to queue, there won't be a charge from landlines. For the fastest response, do try if you can to avoid calling during the busiest times from 9am to 11am.



**88%** Overall satisfaction with courteousness and politeness with Peabody Direct

**64%** Overall satisfaction with how easy it was to contact Peabody Direct

**57%** Overall satisfaction with Peabody Direct

**Major improvements to homes and estates**

The Trust has reduced the cost of its borrowing while at the same time making excellent progress towards ensuring all of our homes meet the government's Decent Homes Standard by 2010.

By March 2007, the Decent Homes programme had made 2,210 properties decent, and we are on target to make a further 1,600 homes decent by March 2008. The investment planned for repairs and improvements to homes and estates is substantial: £206 million by 2011 and £431 million by 2017.

Our feedback has told us that you are pleased with the customer service and the quality of work being carried out in your home during Decent Homes work. When the Decent Homes team comes to your estate, please do allow the surveyor into your home to assess whether work needs to be done.

**93%** Satisfaction with the customer service you received during your Decent Homes work

**95%** Satisfaction with the quality of the work carried out

**95%** Overall satisfaction with the contractor that carried out the work

**Lettings**

Our Lettings team is currently working to reduce the amount of time that Peabody homes remain

empty. Changes to the team and the service mean that we have a good idea about what we need to do in the future to reduce average re-let times and improve customer service.

**72%** Overall satisfaction with helpfulness of Lettings staff

**57%** Overall satisfaction with condition of the property when it was let

**72%** Overall satisfaction with customer service in the Lettings service

**Our specialist teams**

We have appointed two specialist welfare benefits advisors who can give you free, confidential advice on what benefits and tax credits you might be eligible for and help you make a claim. We want to make sure that you get what you are entitled to and are able to pay your rent on time.



Peabody also continues to deliver excellent job, training and education programmes, supporting neighbourhoods through community development. On average, over 300 people annually are helped into work and between 700 and 800 people enrol in one or more of our training programmes.

Peabody's service promises and the customer service charter are on our website at <http://www.peabody.org.uk/pages/GetPage.aspx?id=93> or contact Peabody Direct for a copy.