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## NEW APPOINTMENT SYSTEM FOR REPAIRS

RESIDENTS now get an appointment for repair work carried out by Peabody Maintenance Partnership (PMP) operatives, thanks to a new automated system being used by Peabody Direct.

The new Opti-time system is linked via Peabody Direct to PMP's computer system, so that an appointment – either am or pm – can be made at the same time as the resident is reporting the repair on the phone.

Appointments will also be made for any

repairs reported via email to estate managers or to caretakers.

Appointments will take into account school runs and work commitments to offer the most convenient time for the resident.

Opti-time also provides worksheets for operatives, which plan their route over the day, so that their time can be used as efficiently as possible.

"Instead of residents waiting and waiting to hear when their repair will be fixed, they now get an appointment to suit them," said

Jacqueline Stoggall, senior consultant for IT housing consultants Sovereign.

Sovereign has been working with Peabody to develop the new system.

"We tested the system over six weeks before going live and plan to carry out regular reviews to make sure it's working well.

"The major benefit is that residents will know exactly when their repair will be fixed."

Under the new system Peabody still aim to carry out repairs according to the following priorities:

- Emergency repairs: within 24 hours
- Urgent repairs: within five working days; and
- Non-urgent/routine repairs: within 28 working days.

"In the long term, Peabody hope to open out the system to include other expert contractors," added Jacqueline.

"They are also planning to roll out hand-held technology to operatives, so that as soon as they have carried out a repair, it can be automatically logged with PMP"

### Pilot community patrols

THERE ARE currently two pilot community patrol schemes in place at Kings Cross and Vicarage Lane, due to problems with anti-social behaviour.

Random patrols are carried out after-hours by officers trained in the use of the Police and Criminal Evidence Act.

Initial feedback on the patrols from residents has been very positive.

The pilots will be reviewed after six months and could be extended to other estates.

### Green fingers in EC1

THERE'S a new garden, new trees and a new bench at Whitecross estate. Children from the estate worked with estate manager Said Boussabir and keen gardening resident Vicki Richards to develop the new look.

The project was organised by Tracey Dornans from Green Gym, a local gardening fitness programme, and funded by EC1 New Deal.

Working over many weekends, the green fingered team from Whitecross not only planted new trees, flowers and window boxes, but also built their own wooden planters to create a blooming garden in the main square.

"This project really brought the residents of the square together," said Said. "The children loved doing it."



Whitecross estate manager Said Boussabir with resident Vicki Richards, right, Tracey Dornans, left, and the children from the estate who helped create the new garden

### Befriend a resident

PEABODY are looking for residents in the Tower Hamlets, Hackney and Newham areas to become voluntary 'friends' to other residents.

The Befriender programme is funded by EQUAL, a European Social Fund, which aims to tackle discrimination in and out of the labour market and help disadvantaged people into work.

The volunteers would help and support people by encouraging them to go on training courses and improve their access to outside agencies and their employability.

After a successful voluntary period, befrienders are offered the opportunity to apply for a temporary paid contract with Peabody in the role. After this, the Trust helps them to look for another job in social regeneration.

"Befrienders offer holistic support to people who are socially excluded," explained EQUAL project director Mathew Corbett. "We train them in how to give advice and guidance and what the barriers to learning are."

"I really enjoy helping people to help themselves," said current befriender Keila Guedes. "Many people are unaware of their true potential. We listen to them without judging them, try to motivate them and reverse the way they think about themselves."

"I enjoy getting involved with the training and advice sessions," said Nurul Amin, who is also a befriender. "I like to motivate people, find out what they have in them."

• The EQUAL programme currently runs three projects, offering residents the chance to get involved in their local community.



Befrienders Nurul Amin, left and Keila Guedes

There is a weekly football, employment support and IT training session for 16–24 year olds, a weekly sewing day for Asian women and a programme offering ICT teaching to disabled people in their own homes.

"Many of our residents feel they have been let down in the past by the system," said EQUAL co-ordinator Andrew Slee. "We aim to build a relationship with them based on trust so that they feel they want to get involved."

For more information about the EQUAL programme, call Andrew Slee at the Ada Marian Centre on 020 7739 6668 or email him at [andrew.slee@peabody.org.uk](mailto:andrew.slee@peabody.org.uk).

# Translations

## English

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.

## Arabic

عربي

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.

## Bengali

বাংলা

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 ব্যাখ্যার প্রয়োজন হয় তাহলে নিচের নম্বরে আমাদের সঙ্গে অনুগ্রহ করে যোগাযোগ করুন।

## French

Français

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

## Portuguese

Português

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.

## Turkish

Türkçe

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.

**020 7021 4444**



Send your story ideas and other contributions for the next issue by July 14 to:

Peabody Times  
Communications  
Peabody Trust  
45 Westminster Bridge Road  
London SE1 7JB

or email [times@peabody.org.uk](mailto:times@peabody.org.uk)



# Inspection of Peabody Trust

IN JULY 2006 Peabody Housing Trust will be re-inspected by the Audit Commission's Housing Inspectorate to assess our improvement since the original inspection and action plan agreed between Peabody Trust and the Housing Corporation.

### What is the Housing Inspectorate?

The Housing Inspectorate is part of the Audit Commission, the independent body whose role is to ensure that public money is spent economically, efficiently and effectively. The Housing Inspectorate inspects housing associations and local housing authorities to ensure they provide quality services on a cost-effective basis to their tenants, leaseholders and the wider community.

### What will the inspectors be looking at?

Inspectors look at the quality of the services provided to tenants, such as you. During this inspection, they will be looking at:

- Stock investment, asset management and repairs and maintenance
- Income management
- Resident involvement
- Tenancy and estate management
- Access to services
- Diversity; and
- Value for money.

### What will the inspectors judge?

- How good our services are; and
- What our prospects for improvement are.

### What will the inspectors do?

- Visit estates and housing schemes and talk to tenants about the sort of things that we do
- Meet with tenant board members
- Spend time at our offices observing how staff deal with enquiries and requests for assistance
- Talk to staff at all levels to check out their understanding of our service standards
- Get the views of other organisations that we work with such as local authorities, the police and advice agencies; and
- Meet some individual tenants who have recently received a service from us, for example a new tenant or someone who has recently had a repair carried out on their home. These tenants will be chosen by the inspection team, not by us, to ensure fairness.

The inspection team chooses the tenants they would like to speak to at random. If the inspection team would like to speak to you during the inspection, they will let you know. All members of the inspection team carry identification.

Please note that inspectors cannot deal with individual complaints. If you have a complaint about one of our services, please use our customer complaints procedure.

The inspection team will produce a public report with their findings and recommendations. The full report will be available on the Audit Commission's website: [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk).

# Property Matters

## Contractors take partnership approach

DECENT Homes contractors Connaught have installed a number of free kitchens on Peabody estates, as part of their partnership approach to their work for the Trust.

They installed a free kitchen in the community halls at Tachbrook, Chelsea Manor and Dalgarno estates.

They also donated raffle prizes, installed Christmas tree lights and paid for several community initiatives on these estates.

The company recently donated £2k to Abbey Orchard estate to help them fund a new play area.

"We like to put something back into every community we work in," said senior site agent Dave Royce.

"We're a very resident-orientated company. We work for Peabody, but we really feel that the residents are our clients.

"Sometimes, at the end of jobs, we'll have a meal with residents that they have supplied. It's great to be appreciated."



Connaught contractors present flowers to Jean Keyte from Chelsea Manor TA after enjoying a beer and some food with residents

"I'm very pleased with my new kitchen. It took a bit more than two weeks, but the end result is lovely. There weren't any major problems and the contractors were very friendly."

Samantha Welch, Whitecross estate

"I was a bit peeved that the work took a lot longer than I was told it would, but it was worth it in the end, because my new kitchen looks lovely."

John Ross, Horseferry Road estate

## Disposals programme

IN 2005/6 Peabody raised approximately £40 million through the sale of empty properties on designated estates. This includes some commercial units.

"It is unfortunate that we have to sell homes, but this money is helping to fund improvements to the Trust's stock," says chief executive Steve Howlett.

### The Trust uses four main auction houses:

Strettons (020 7228 5864, [www.strettons.co.uk](http://www.strettons.co.uk)); Willmotts (020 7703 4401, [www.wilmotts.com](http://www.wilmotts.com)); Harman Healy (08456 777700, [www.harmanhealy.co.uk](http://www.harmanhealy.co.uk)); and FPD Savills (020 7824 9091, [www.savills.co.uk](http://www.savills.co.uk)).

If you have any queries about the disposals programme, you can call Maureen Adams on 020 7021 4410.

When Peabody disposes of homes within Trust blocks, they are sold on a long lease, which outlines the rights and responsibilities of both the Trust and the leaseholder. These leases are managed by the leasehold services team.

If you have any queries or concerns about the management of these homes, contact Sally Drake on 020 7021 4385.

If you would like to explore the possibility of buying your own home, call the marketing team on 020 7021 4496.

## Jobs and training opportunities

THERE has been a huge response to the jobs and training opportunities offered by the Trust's Decent Homes programme.

Contractors Connaught and

Wates have received 178 applications and the selection process is now underway. In addition to the opportunities the contractors are obliged to offer as part of their

contract with Peabody, they have also agreed to place as many applicants as possible in suitable positions within their companies or in their supply chain.

# RESIDENT ADVISOR HELPS PEABODY PREPARE

PEABODY TIMES spoke to Elmwood Court resident Joyce Williams, who is a tenant inspection advisor with the Audit Commission's Housing Inspectorate.

As a Peabody resident, she is not allowed to take part in the Trust's inspection in July, but has been helping the Trust with their preparations.

**How long have you been a Peabody tenant and when did you become a tenant inspection advisor?**

"I have been a Peabody tenant for 15 years, nine of these at Elmwood Court in Battersea.

I started working for the Audit Commission in 2000.

So far I have taken part in 33 inspections of different housing associations and housing authorities."

**What kind of things do you do as an advisor?**

"I am part of an inspection team. On the first day we are on site with the senior management team of the organisation. They make a presentation to us and we deliver one to them, setting out our expectations. After that we visit various sites for a walkabout and attend a series of meetings. Later we draw up reports on everything we have seen and heard. The final report is published on the Audit Commission's website."

**How do you get residents' views?**

"During the inspection we meet residents and leaseholders at focus groups, we carry out random telephone surveys and attend resident forum meetings. Sometimes we are invited to speak at residents conferences."

**How are you helping Peabody prepare for the inspection?**

"I am working with senior managers, Governors and resident Governors to get ready for the inspection. It's important Peabody not only meets the required standards, but also exceeds them. I try to advise them on how they can move from good practice to best practice. I have also helped host a training session for residents to prepare them for the inspection."

**What are the main things the inspectors will be looking for?**

"They will be customer-focussed. They will want to see that Peabody is listening to their residents, meeting their specific needs and working with them to develop their services. They will also look at the quality of their communications and evidence of performance in areas like repairs."



Tenant inspection advisor Joyce Williams

## A year on – new centre improves waiting time

AFTER A year of operating as a one-stop customer service centre, Peabody Direct has reduced the amount of time residents wait for their calls to be answered.

"We have a target of answering 95 percent of all calls," said the new head of Peabody Direct Gayle Stocken. "At the moment we're just below target with around 94 percent, with 80 percent of those answered within 20 seconds."

The centre, which has 18 customer service assistants, takes around three and a half thousand calls a week, 40 percent of these are about repairs or maintenance.

"It's taking time for people to realise that the new system does work," said Gayle.

"The perception is that it's difficult to get through to us, but in fact it's much easier and quicker these days.

"We're optimistic about the new Opti-time system, which gives residents an appointment for their repair work as they're on the phone. It should make a big difference to the quality of service we offer."

The customer service centre is on 020 7021 4444 and is open 8am–8pm Monday to Friday, with a 24-hour emergency service available outside these hours on the same number.

## So far so good for caretaking pilot

THE SIX-MONTH pilot project aimed at improving cleaning standards on four estates is proving a great success.

The pilots on Pembury, Stamford Street, Whitecross and Abbey Orchard estates separate the cleaning and repair duties carried out by caretakers. New environmental operatives are dedicated to cleaning and upkeep work.

"All four estates taking part in the project have been inspected twice since the original inspection," said project manager Barbara Brownlee, "and all of them have improved every time."

"We now have proof that with real hard work it is possible to undo years of poor cleaning," said Abbey Orchard resident Rita Perkins.

Chair of Pembury TA Dennis Eamon said: "The estate cleaning is excellent, much better than this time last year."

"The project has also thrown up some issues for us to look at," added Barbara. "These include a more even distribution of staff across estates and the long-neglected issue of moss removal from hard surfaces."

The estates are inspected by a team of residents and Peabody staff every month. Residents are warmly invited to take part in future inspections.

"Residents' opinions really count," said Barbara, "so please come along."

The next inspections are:

June 13	9.00am: Whitecross. 2.00pm: Pembury.
June 14	10.00am: Stamford Street.
July 15	9.00am: Abbey Orchard.

## Awards for considerate builders on Trust's sites

BUILDERS ON two Peabody sites have won Considerate Constructors Scheme awards for minimising disturbance to local residents.

Contractors Mansell won a gold award for work at Nile Street, along with only 27 other sites in the country. While Lovell received two awards – silver and bronze – for work on the major makeover at New Pembury estate.

"We're really proud," said development manager Ed Wallis. "We will be working with Lovell to ensure they get gold for the final phase!"

## Strategy to get users more involved

A NEW USER Involvement strategy for all users of Peabody's Support and Agency Services (SAS) has been developed.

The strategy sets out how Peabody plans to involve service users more, how SAS can improve its services and how they can ensure their services are customer-focussed.

SAS users include: everyone who receives floating support or outreach work; tenants in Peabody sheltered schemes and tenants schemes where support is provided on site and at our day centres; and members of the public that use our services.

"This strategy is a way of helping some of our users to develop existing skills or to learn new ones by being

involved with us on a voluntary basis in the areas of our work that interests or affects them," said monitoring and research officer Desanka Bajic.

"Our users should be able to influence our services and we can use their feedback and input to improve. This strategy is also a way for us, as an organisation, to become more accountable to users.

"We are setting up a monitoring group for the strategy to ensure its objectives are met."

For more information, call Desanka on 020 7021 4269 or email her at [desanka.bajic@peabody.org.uk](mailto:desanka.bajic@peabody.org.uk).

## Trust introduces more ways to pay your rent

PEABODY has entered into an agreement with allpay.net Limited, which means residents can now pay their rent through three major networks, The Post Office®, PayPoint and payzone.

Residents can present their payment card with their payment at all outlets that display these signs:



The card is swiped, the payment processed and a receipt is issued as proof of payment. The Post Office® accepts cash, debit card or cheque, PayPoint only cash and with payzone you can pay cash or use your debit card. The transaction is free of charge. The card has no monetary value and allpay.net Limited has no record of account balances.

Residents can also pay rent on line through the allpay.net website, [www.allpay.net](http://www.allpay.net). You will need the 19 digit reference number on your payment card and your credit or debit card. Peabody's own website also has a link to the allpay website.

Alternatively, you can make payments through allpay by phone on 0870 243 6040. Again you will need your 19 digit account number and your credit or debit card details.

If you have any queries, contact Peabody Direct or your revenues officer, who will be happy to help.

### Direct Debit payments must be in advance

All new direct debits are to be set up in advance. Any residents who currently pay by direct debit, but don't pay their rent in advance, will be asked to increase payment over a period of time to ensure that their account is in advance.

## And the winners are... Survey winners

THANK YOU to everyone who returned the survey sent out with the last rent statement. Your comments will be published in the next edition of *Peabody Times* and in the next rent statement. As the rent statements were delivered later than originally anticipated, the closing date for entry into the prize draw was extended to May 11.

The four lucky winners, who will all receive £25, are: JC Oakley from SW11; Mr R Douglas from WC2B; Miss B Preddie from SE25; and Miss J Cobbin SW1.

### Prize draw winners

THE FIRST prize winners in a new prize draw run by the revenues team have been announced.

The draw is to encourage residents to keep up with their rent payments. All residents who are in credit or have a zero balance (or arrears equivalent to four weeks rent if they pay by housing benefit) are entered automatically.

Chief executive Steve Howlett picked out the three lucky winners who are: Mr T J Craddock, Kensington & Chelsea, who won first prize of £500; Ms C L Adam, Lewisham, who won the second prize of £250; and Mr Z Yemo, Islington, who won third prize and £100.

There will be a draw every six months. The next one is in September. If you are unsure whether you will qualify for this prize draw, contact your revenues officer.

## Flowers in bloom in SW1

CHELSEA GARDENS residents are enjoying the flowerbeds in their new courtyard development.

Residents worked with Peabody to develop the new look courtyards, which were funded by a £10k Living Spaces grant.

# Resident inclusion update

## Diversity theme for this year's conference

YOU CAN now book your place at this year's residents' conference which will be on the theme of diversity. It will be held at the prestigious Queen Elizabeth II Conference Centre in Westminster on Saturday 16 September.

For the Trust, diversity is about:

- Understanding your diverse needs
- Listening to what you want from the Trust to address those needs
- Providing appropriate services
- Tailoring those services to better meet your needs; and
- Using diversity to add value to communities.

The conference will interest any Peabody tenant, homeowner or service user who wants to find out more about how they can get involved with us and how Peabody is engaging with people from all parts of local communities.

The conference will run from 9.30am to 3.30pm and will be chaired by chair of governors, Pam Alexander. The keynote speaker is Trevor Phillips, former broadcaster



and chair of the Greater London Assembly and chair of the Commission for Racial Equality.

This year's workshops will focus on issues residents have requested and are likely to include:

- Responsive repairs
- Decent Homes
- Community Relations (including diversity, safety and resident inclusion); and
- Youth issues.

There will be exhibitions, films, workshops and the chance to talk to staff, governors and other residents. Lunch will be provided and we hope the day will be fun and informative.

The Queen Elizabeth II Conference Centre is fully accessible for people with disabilities and has good public transport links. There is no parking at the Centre, but there are four public car parks nearby.

There are only 300 spaces available for the event, so book early by calling 020 7021 4272 or 020 7021 4013.

Alternatively, you can email ris@peabody.org.uk or write to Amanda Gheki at the policy and inclusion service, Peabody Trust, 45 Westminster Bridge Road, London, SE1 7JB.

## Diversity forum looks at new safety strategy

COMMUNITY SAFETY manager Leanne Donald-Whitney told the forum that a new Community Safety Strategy was being launched to promote diversity. "We need to understand and accept different cultures but also celebrate the differences," she said.

"We are actively pursuing a multi-agency approach to this area of our work and specialist trainers will be brought in to train all staff involved with ASB."

If you are interested in seeing a

copy of the strategy or talking to Leanne about it, call her on 020 7021 4111 or email her at leanne.donald-whitney@peabody.org.uk.

• Interim assistant director of the policy and inclusion service Cara Gelston also presented the forum with a draft of Peabody's Valuing Diversity Action Plan. "This year we want to focus on building a better relationship between staff and residents on diversity issues," she said. "The Forum will be instrumental in developing this relationship."

## New members and chair for RLC

THE Resident Liaison Committee welcomed two new members – Amanda Isaacs and Peter Fey – at their AGM in April.

Fred Calcott was elected chair and Kirk Mitchell vice chair of the committee for 2006/7.

The chair explained that the board has decided to carry out a review of how residents are selected on to delegated committees. This review will be completed by October and the RLC, Diversity Forum, Homeowners Forum and the Customer Panel will all be consulted.

Interim assistant director of the policy and inclusion service Cara Gelston confirmed that the mentoring programme for resident representatives set up with the Housing Quality Network would continue.

The RLC also discussed what service areas they were interested in being consulted on and receiving reports from. They agreed they would invite chief executive Steve Howlett and chair of governors Pam Alexander to come and talk to them about Peabody's future plans. Other guest speakers will include a senior representative from Pinnacle to provide an update on caretaking and a senior representative from IS Carparking to discuss car parking.

Anyone is welcome to join the panel.

For more information, please contact assistant director of policy and inclusion, Jacqui Hird on 020 7021 4371 or call the resident inclusion advice line on 020 7021 4013.

## Trust changes 'will take time'

AT THEIR AGM Peabody chief executive Steve Howlett told the East and West Consultative Forums that turning the Trust around will take more time than he imagined.

"The fire at head office, which destroyed the IT and telephone system set us back six months," he said.

Steve said the £1 million saved every year from the closure of the estate offices is being put directly into the repairs budget. He talked about the new quality assurance team created to improve the complaints system and spoke about how the Trust will meet the Decent Homes standard.

He admitted concerns about the caretaking and repairs services. "We are committed to delivering a top quality service," he said, "but we're not there yet."

For a full copy of the minutes of these meetings, contact Graeme Beedham in the resident inclusion team on 020 7021 4013.

### What does diversity mean to you?

TO HELP us plan this year's event, we want to know what you understand by the term diversity?

Tell us by phone – 020 7021 4013 – by post, by writing to the resident inclusion service at 45 Westminster Bridge Road or email us at ris@peabody.org.uk.

Delegates at the conference will be asked the same question as they arrive, with the 'best' three answers winning a prize.

## New panel to review Residents' Agreement

A NEW RESIDENTS' Agreement Panel will work with Peabody's policy and inclusion service to monitor and shape the future of the Residents' Agreement. There are currently eight members.

The agreement sets out all the different ways residents can get involved with Peabody. It explains how residents are consulted and how Trust services are monitored

and measured.

Every quarter the Residents' Panel will review four key areas:

- Opportunities for involvement: monitoring and reviewing leaflets
- Ways of getting involved: monitoring the development and use of the Customer Panel
- Involving everyone: monitoring the diversity information Peabody holds about residents; and

• Corporate standards for meetings/standards of information: monitoring compliance with corporate standards for meetings.

The panel will report in *Peabody Times*, through the Peabody website, in the annual report to residents and to the governors through the Resident and Community Committee.

# SO, HOW ARE WE DOING?

EARLIER THIS YEAR, a market research company carried out 608 face-to-face interviews with residents in their homes on behalf of Peabody as part of a resident satisfaction survey.

The survey focussed on key areas such as residents' attitude to Peabody, the repairs service and how well we communicate and provide opportunities to get involved.

### Areas for improvement

The results showed that overall residents were generally satisfied with their home, Peabody staff and services, but highlighted areas where the Trust could do better. Areas for improvement included Peabody Direct, repairs, contacting the Trust and resolving queries correctly. Many residents felt our properties offered good value for money and would rent from Peabody in the future.

The detailed results are as follows:

#### Overall satisfaction with Peabody Trust

Satisfied	56%
Non-committed	14%
Dissatisfied	30%

#### Overall satisfaction with your home

Satisfied	72%
Non-committed	8%
Dissatisfied	20%

#### Overall satisfaction with Peabody staff

Satisfied	55%
Non-committed	26%
Dissatisfied	19%

#### Overall satisfaction with repairs services

Satisfied	41%
Non-committed	21%
Dissatisfied	38%

#### Overall satisfaction with last repair

Satisfied	70%
Non-committed	11%
Dissatisfied	19%

#### Overall satisfaction with opportunities to participate

Satisfied	34%
Non-committed	52%
Dissatisfied	14%

"Your views are important to us," said director of resident services Julie Webb. "They help us shape our business. Peabody is going through a period of significant change. We know this has been disruptive to residents, but we are committed to improving our services."

Chief executive Steve Howlett added: "We're not happy with the results and believe

the improvements we are making will reflect this in time."

Peabody has already prepared an action plan to address the issues raised in the survey.

This includes: carrying out a comprehensive customer service training programme for all staff; introducing a new customer contact system to improve IT records when residents contact Peabody Direct; continuing to develop estate action plans and walkabouts; and rolling out the maintenance improvement plan.

• Peabody is also conducting a programme of monthly surveys to help track improvements in services. Residents may be contacted about their last repair, a home visit, contact with Peabody Direct or a new letting.

A further satisfaction survey will be carried out in summer 2007 to assess progress.

## Estate manager cracks down on anti-social behaviour



NEW ESTATE MANAGER Jeff Kelly's swift action to resolve an anti-social behaviour problem on the BedZED estate, Sutton has won residents' praise.

Since BedZED was built three and a half years ago, residents have complained about a small group of youths from outside the estate, who have been involved in vandalism, petty theft, minor assaults and racial abuse.

Jeff, left, went to see BedZED residents within days of hearing about the problems. He called a meeting with Sutton Council and Sutton police. Together they wrote to the father of the

main troublemaker, calling them to a meeting.

Both father and son turned up and signed an acceptable behaviour contract, barring the son from entering the estate for two years.

"We haven't seen him here since," say residents about the troublemaker. "Within a very short time, Jeff took the problem by the scruff of the neck and dealt with it. Peabody needs more people like Jeff, who take responsibility and action."

"I was pleased to be able to sort out the problem so quickly," said Jeff.

## Apprentices success

ALL FOUR apprentices in Peabody's Modern Apprenticeship Scheme started last autumn by PMP, are enjoying their work and making good progress.

"They all passed their six-month review," said learning and development advisor Matt Brennan.

"We're very happy with how it's going and they are too."

"I look forward to coming to work everyday," said apprentice plumber Daniel Gallagher. "I'm doing a bit of everything and enjoying everything I do."

"It's good to be working alongside Peabody operatives," said apprentice carpenter and joiner Sam Cosgrove.

"When I get stuck, they're always there to tell me what they would do to get out of it."

## Who's helped you out recently?

WE WANT to give out Customer Service Awards to staff that have really supported and helped residents.

Last year's first place Award winner was Palmer caretaker Mick Donovan. He was nominated by Mrs M A Hume, who wrote in and told us: "When my toilet cistern was overflowing, I phoned the emergencies mobile number. Mick answered straight away.

"He said he would be with me in five minutes, which he was, and the job was fixed within ten minutes.

"I was very grateful and happy. Well done Mick!"

If someone has dealt with a query, sorted

out a problem for you or just been there when you needed them most, please fill in the slip below and nominate them for an award.

Return the completed slip to: Karen Crawshaw, Peabody Trust, 45 Westminster Bridge Road, London SE1 7JB or you can nominate them by email at: times@peabody.org.uk.

Everyone who nominates someone will be entered into a prize draw to win one of five £20 WH Smith vouchers.

The closing date for nominations for the 2006 Awards is Friday July 28 and the winners will be announced at the staff conference in the autumn.

# AWARD FOR TACKLING ASB

COMMUNITY SAFETY officer Lisa Spall won an award for being the Most Proactive Partnership Officer at Haringey Council's awards for people 'taking a stand against ASB.'

Lisa was nominated by Haringey police who worked with Lisa and the Council to jointly close down five crack houses on the Clyde Road estate in Tottenham.

"It's wonderful to get recognition like this," said Lisa, "but this was really a team effort.

"We worked very closely with the Haringey drug squad and the Council. We even obtained an ASBO on one of the drug dealers to stop him dealing on the estate in the future. It just goes to show you what a good partnership can achieve."

Lisa was presented with her award, right, by Sir Trevor MacDonald, left, at a ceremony at the Alexandra Palace in Haringey.



## Peabody Customer Service awards

Your name and address:

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Postcode:

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I would like to propose:

for a Customer Service award because:

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1. Only one entry per Peabody resident. 2. Lost, illegible, incomplete or late entries will not be accepted. 3. Winners will be drawn at random and notified by post. 4. There is no cash alternative.

# The inspection – your questions answered

## What is an inspection?

All housing associations are subject to inspection by Audit Commission inspectors every three years. The Audit Commission is the government office responsible for inspecting a wide range of public bodies and organisations like Peabody that receive government funding.

The inspection looks at our frontline services to residents and makes an assessment of quality and standards from a customer's perspective. A judgement is also made as to whether there are prospects for further improving the service.

The inspectors produce an inspection report detailing their findings. This report is made public and available to anyone who wishes to see it.

## When will the inspection take place?

It will start on July 17 and last for two weeks.

## What will the inspectors be looking at?

They will concentrate on frontline services such as:

- Responsive repairs service, including gas servicing
- Planned maintenance and major works

• Lettable standards for empty properties being prepared for new tenants

• Estate management and services, including how we deal with anti-social behaviour

• Leasehold management; and

• Rent collection and arrears management.

Across all these services they will also look at how accessible our services are, how residents can be involved in shaping the service, whether we can demonstrate value for money in the way we do things and that we meet the needs of the diverse community we serve.

## How do the inspectors test the service?

A variety of ways are used, including:

- Mystery shopping
- Interviewing governors and staff
- Meeting with residents
- Reviewing our policies and procedures
- Talking to our contractors and main partners
- Visiting our estates
- Shadowing staff during their duties; and
- Telephoning residents who have recently used our services.

They will also look at the results of our inspection in 2003 and consider what progress has been made since then. Ahead of the inspection, we have been required to complete a written self assessment outlining

what we believe to be our strengths and weaknesses, and how we propose making improvements to the service. We have been working on this over the last three months and governors and residents have been involved in putting this together.

## How can residents be involved?

It is likely inspectors will want to meet a group of residents and this will be arranged as soon as the inspection team has confirmed their requirements. They will also contact residents who have recently received a service from us such as repairs, dealt with a tenancy matter, recently moved into their home or made a complaint. In addition, they will want to find out residents' views on the opportunities offered for their involvement, whether we cater for their diverse needs and whether our services are easily accessible.

## How does inspection affect me?

As a resident it is vital that you receive a good standard of service from Peabody. The inspection finds out whether this is the case. If the inspection is positive, you are assured that our service has been independently checked and if not, we receive details of action we must take to improve services. Normally, we will be given about 12 months

to put improvements in place.

In essence the purpose of inspection is to drive up standards of service to residents.

## Where can I find out more about inspection?

You can contact Lynne Weston in our inspection project team on 0207 021 4280. Alternatively, visit the Audit Commission's website [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk) where you will find information about inspection and also be able to obtain a copy of Peabody's 2003 Inspection Report.

## New surveyors appointed

PEABODY has employed two new building and maintenance surveyors to help with estate inspections.

The new surveyors will be working with estate managers and attending estate walkabouts.

"They will be looking for any defects in common areas on estates such as overflows, out of order lifts and vandalism," said assistant director of building maintenance and repairs Mark Warren, "to ensure our estates are well maintained."

Chatback

Letters

# What happened to sweeping?

Dear Editor,

Does any other Peabody tenant feel puzzled about the way the estate is cleaned? I now see a person walking around with a stick and plastic bag.

What happened to sweeping? Am I behind the modern times? Can someone enlighten me?

Elsie Walker, Rosendale Road, SE24

Director of resident services Julie Webb replies:

No, you are not behind the times. Cleaners pick up the big

items with litter pickers, put them in a plastic bag and then sweep, but that is only one way of keeping the estate clean.

You may have noticed a large sweeping machine in use on Rosendale. It is one of six that we have purchased.

We have just completed a deep steam clean on the staircases at Pembury estate to get them up to standard and will now maintain them with deck scrubbers.

We are introducing a variety of cleaning methods in our drive to improve standards. Our pilot projects on four estates will be evaluated in August and residents will be closely involved.

# I object to your condescending attitude

Dear Editor,

I wrote to your communications department recently making the suggestion that Peabody Times include a directory of all the email and telephone numbers for the departments most relevant to tenants in the front of each issue. (A request also made to Peabody Times by Jennifer Hayden of Aylesford Street, SW1.)

The reply I got – which said that Peabody Direct should be the initial contact point for all resident enquiries – was obtuse in the extreme and merely spouted the company line. If I were any other person, it would have put me off ever making suggestions to Peabody Times again.

This reply is an example of the condescending attitude we tenants receive from Trust operatives. Steve Howlett must do more to change this ingrained attitude and force through the service-orientated culture he says he wants the Trust to have.

Peter Fey, TA chairman, Stamford Street, SE1

Karen Crawshaw, assistant director of communications replies:

The member of staff who responded to your email suggestion was indeed toeing the company line. Her reply was prompt, polite and to the point, and I am publishing it for other readers to see.

Dear Peter,  
Peabody Direct should be the initial point of contact for all resident enquiries and there is one phone number and email address for this team: 020 7021 4444 peabody.direct@peabody.org.uk. We have made an effort to provide this number throughout Peabody Times and on all correspondence with residents and will continue to make sure that we do so.

By directing all of our resident enquiries through this phone number, we are able to ensure that calls are directed to the correct person or department. This reduces the number of dropped calls and voicemails left. Peabody Direct aims to deal with around 80 percent of enquiries without even needing to pass the caller on to other departments, which is part of

our aim to provide a better service for our residents.

Occasionally we give out contact details for a specific person eg. for the Peabody Times editor or the Decent Homes helpline. But any of these numbers may be reached via Peabody Direct, who will put you through without the need for the caller to remember multiple phone numbers.

I hope this helps – if you have any further feedback, please don't hesitate to get in touch.

**Write to**  
**Chatback**  
**Peabody Times**  
**Communications**  
**45 Westminster Bridge**  
**Road, London SE1 7JB**

# Lil is a credit to our estate

Dear Editor,

I feel our TA secretary Lil Denton deserves a mention for all her hard and constructive work on the Cleverly estate.

Lil goes beyond any duty helping the elderly. She is quite well known locally, even on the buses people speak of her good work and deeds and her unassuming nature.

Relatives of elderly people regard her as a true and caring friend, who will do anything to help pave their way. She is a credit to the estate.

Mrs C Moran, Blakenham Court, W12

# Parking contract blues

Dear Editor,

An article in the last issue of Peabody Times spoke of the benefits to tenants of the new parking management company for all estates. From what we have seen on Dalgarno there has been little benefit, just more cost and aggravation.

Personal documents have been sent to a clamping company, who are not the most reliable people in the world. If you are clamped, you pay £84. If you don't pay up, your car will be removed after two hours at a cost for recovery of £334.00.

The contract was badly negotiated. It allows the clamping company to have too much control over residential property and removes responsibility from Peabody.

Mike Jones, Dalgarno Gardens, W10

Julie Webb, director of resident services replies:

In the past we received numerous complaints from residents about the lack of controlled parking on estates. We consulted residents and 88 percent of estates now have parking arrangements in place.

Most residents tell us they are extremely pleased we are dealing with those people who persist in parking illegally.

The fee IS Traffic Management charges for releasing a clamped car is the lowest among those who tendered for the contract. Once a car is towed away, the fee becomes much higher and this is part of the deterrent effect of the enforcement. We keep charges under review and are able to compare with companies operating similar schemes.

We agree that the letter residents received was not good. When this was brought to our attention we changed it.

# Meeting your needs

TO ENSURE we can tailor our services to meet the needs of our residents who are disabled, we need some more information.

If this applies to you, it would help us if you completed this short questionnaire and returned it in the reply paid envelope. All the information you provide will be recorded on your file and treated in the strictest confidence.

Do you believe that you, or someone in your household, has a disability?  Yes  No

Please tell us what it is:

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Are you or a member of your household registered disabled?  Yes  No

Please provide the following details for the person in your household who has a disability:

First name: \_\_\_\_\_  
 Last name: \_\_\_\_\_  
 Flat/House number: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 Postcode: \_\_\_\_\_  
 Telephone number: \_\_\_\_\_  
 Date of birth: \_\_\_\_\_

# Wordsearch

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

Wordsearch by William Dalton © 2006

# Last issue's winners

THE FIVE lucky wordsearch winners from last issue are: Mrs V Burke, Battersea, SW11; Mr J Sullivan, Greenman St, N1; Paula Ellis, Vauxhall Bridge Road, SW1; Josephine Adjayi, Fulham Palace Road, W6; and Grace Kibaya, Croydon, CR0. £10 cheques are on their way.

# Five residents can win £10

FIND all the words in this summer wordsearch for the chance to win one of five £10 vouchers. All the words below are hidden in the grid. Send your entries to Wordsearch, Chatback, Peabody Times, Peabody Trust, 45 Westminster Bridge Road, London SE1 7JB by July 21.

The first five winners pulled from the hat will all win a £10 cheque and their names will be published in the next issue.

- BUCKET
- SEASIDE
- HOLIDAY
- SUNCREAM
- DECKCHAIR
- SUNGLASSES
- SPADE
- ICECREAM
- SUNSHINE
- TAN
- SWIMMING
- SHORTS

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

# THEY JUST STEPPED IN AND HELPED

ONLY TWO weeks after her husband John was diagnosed with lung cancer last June, Mary Maybank from Woolwich, SE18 was told she had leukaemia.

“Our next door neighbours, Charlie and Jo Decort, just stepped in and helped,” said Mary, who nominated the Decorts for this issue’s Good Neighbour Award.

“When I was in hospital, they looked after John and came to visit me and helped John come to visit too. Jo went to my house, changed beds and did the washing. I didn’t have to worry about anything.

“I honestly don’t know what we would have done without her.”

Charlie and Jo still help their neighbours. Mary is now in remission, but it is still hard for them to get out. “They take me shopping and take us both out for day trips,” said Mary. “Nothing is too much for them. I’m delighted they’ve won the Award.”

“It’s just good to be able to help,” said Jo, who has been the Maybanks’ neigh-



Good neighbours Charlie, left and Jo Decort, far right with Mary and John Maybank

bour for thirty years. “They’ve both been so ill. I really care about them. I do everything I can to help.”

Charlie and Jo have won a Good Neighbour Certificate and £50 Marks & Spencer voucher.

If you want to nominate your neighbour, complete the slip on the right and send it to: Karen Crawshaw, Peabody Trust, 45 Westminster Bridge Road, SE1 7JB. All entries received will be carried forward and judged alongside new ones.

## Good Neighbour Award

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

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

They deserve the Award because:

\_\_\_\_\_

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## Peabody estate on walking tour



CLERKENWELL ESTATE, EC1 is one of the stops for this year’s London Architecture Biennale walking tour, as an example of social housing in Victorian London. The estate was one of a group of Trust estates built between 1881 and 1885.

For more information about the event, which runs between June 16–25, log on to [www.londonbiennale.org.uk](http://www.londonbiennale.org.uk).

## Football fever

PEABODY’S Football Academy at the Colombo Centre in Southwark is a great success with over 80 young people attending each week.

The academy meets every Saturday and is run on two first class pitches. It offers a variety of high level coaching sessions, which include fitness, tactics and competitive play.

“We have been overwhelmed by the success of the academy,” said senior youth worker Carl Singh.

“To maintain coaching standards we now have to operate both a morning and afternoon session.

“The academy gives young people the chance to meet young people from different estates and includes a programme that encourages females to take part.

“We have also established a scouting partnership with a local junior football club.”

For more information, contact Carl on freephone 0800 5878215.

## Grants help homebuyers

GRANTS ARE available to help fifteen households in Croydon, South London, to buy their own homes.

Peabody has won a Social HomeBuy grant of £140k from the Housing Corporation. This money will make it easier for the Trust to set up shared ownership schemes, which

will let residents buy 50–75 per cent of the value of their home and pay a subsidised rent on the rest.

Householders will then have the opportunity to buy further shares in the future, up to 100 per cent ownership, so they can own their home outright.

## Awards fund Adult Learners week



THREE PEABODY centres each won £500 from London Southbank University to help fund Adult Learners Weeks.

The three centres, who hosted the events in May, were the Engine Room on the Bricklayers estate, SE1, the Hugh Astor Thresholds Centre on Blackfriars Road, SE1 and the Leander Community Centre on the Vanguard estate, SE8.

The extra funding enabled the centres to put on additional activities to encourage people to come along and learn new skills. Activities included digital photography, reiki, book binding, glass painting, an introduction to the internet and interview techniques.

“London South Bank University, who sponsored the events for us, are great supporters of our work in the community,” said area manager for youth and leisure Jane Fletcher. “We were delighted to offer such a wide range of activities. The events were a great success.”

•The Engine room also won funding of £950 from Southwark Council for a Family Learning Week in May. Activities included team building events, dance and movement therapy, mosaic-arts and portraits and swimming.

## KIDS CORNER

## Colouring competition



COLOUR in this picture to have the chance of winning a £10 voucher.

Send your entry, together with your name, age and address to: Kids Corner, Peabody Times, Communications, Peabody Trust, 45 Westminster Bridge Road, London SE1 7JB by July 21.

Last issue’s winner is Chloe Kaur, age 8, of West Silvertown, E16. A £10 voucher is on its way.

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

\_\_\_\_\_

Age: \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

## Tenant support corner with Mick Gibson

# The Tenant Support Team

HELPING tenants through difficult times benefits everyone: the tenants themselves, their local community and the Trust.

With proper support, tenants can manage their problems, like debt or poor mental health, and are less likely to lose their homes with all the associated upheaval. Local communities enjoy increased stability and are less likely to be disrupted by anti-social behaviour, while the Trust can recover rent arrears, avoid rent loss from empty properties and have fewer anti-social behaviour cases to deal with.

Peabody's tenant support team offers a casework-based service to tenants in general needs accommodation, who are at risk of losing their tenancies or who need extra support to manage their tenancies successfully. We also offer general advice about accessing support and welfare benefits to all tenants through the tenant support team advice line.

### Support service

The help provided by the team is tailored to each individual's needs. We start by making a full assessment of the individual's housing and support needs. Where more complex issues such as domestic violence, mental health, child protection or alcohol/substance misuse

are involved, we may refer the tenant to a statutory or specialist agency.

### Benefits advice

Often, tenants in debt are not claiming all the benefits they are entitled to. We provide direct advice on claiming housing and other benefits and can offer full benefit checks on our advice line using specialist software.

### How we work

Once we receive a referral, which can be from the tenant themselves, housing management staff or a third party, a tenant support worker makes a home visit and carries out a full assessment of the individual's housing and support needs.

If the assessment concludes that the tenant meets our vulnerability criteria and there is no other support in place, they will be allocated a tenant support worker. He or she will agree an action plan with the tenant which sets out the goals that need to be achieved to meet the



tenant's needs.

If our vulnerability criteria aren't met or statutory support is in place, we will not allocate, but will offer any necessary advice and confirm this in writing.

Generally, ours is an enabling role. We work with tenants for a limited period of time, giving them the initial support they need to resolve the problem(s) at hand and, where longer-term problems exist, we will try to arrange ongoing help.

Each case is treated confidentially in line with the Trust's Vulnerable Residents, Privacy and Confidentiality and Communication Needs policies, as well as being covered by the Data Protection Act.

**Peabody Trust**  
tenant support team advice line

**020 7021 4491**

Monday to Friday: 1.30 to 4.30pm

or email: [tenantsup@peabody.org.uk](mailto:tenantsup@peabody.org.uk)

## One number for all calls

FOR ALL repairs, services and queries, call Peabody Direct on 020 7021 4444. The centre is open Monday to Friday 8am - 8pm.

So we can provide you with a better service, please avoid the peak periods of 9-11am and 4-5pm.

## Positive feedback

PEABODY'S complaints and feedback panel meet every month. Here are some of the positive things Peabody residents have said about Trust staff:

*"Please thank the painters who decorated the walls, doors and railings. They did a first class job with speed and efficiency."*

*"Thanks to the gas team for dealing with my heating problem."*

*"Congratulations to the electricians who renewed the equipment and wiring at my flat."*

## Adaptations improve quality of life

PEABODY installs a range of aids and adaptations (A&A) in its properties to improve the quality of life for disabled residents.

These vary from making structural alterations to supplying equipment that is fixed in place. They cover anything from handrails to level access showers.

During 2005/06 the Trust carried out 257 minor A&A works, including grab rails, taps and over bath showers and 59 major works, such as level access showers, stair lifts and ramps.

Residents must get a referral for any A&A work from a specialist such as an occupational therapist, a physiotherapist or a hospital consultant.

In the first place you can talk to your estate manager or any other member of Peabody staff.

For an A&A application form or more information, call A&A co-ordinator Tammie Macer on 020 7021 4268.

## Resident celebrates fifty years with Trust

EIGHTY FIVE year old Ellen Leggett this year celebrates 50 years as a Whitecross resident.

Ellen and her family were the very first people to move into the flats on Banner Street, EC1 and Ellen still lives in the same flat today.

"Everything was very new," she said remembering when she first moved into the new block of flats. "We thought it was perfect.

"I've seen a lot of good people come and go," she added, "and there are still lots of good people now. I've always been happy here."

"She's an absolute gem," said next door neighbour and TA secretary Janet McLagan. "She's one of the best people you'd ever wish to meet. We're lucky to have her."

# WE WANT YOUR IDEAS

**SUGGESTION boxes will soon be posted in many Peabody locations for residents to give us their ideas.**

"Now that the offices are closed, it's more important than ever to give residents the opportunity to contribute," said executive researcher Sallie Trembath.

"They are receiving a service every day, so they are best placed to come up with ideas for improvement and we want to capture

these."

The boxes, which are in reception areas, at lunch clubs and at many Peabody offices, will be emptied once a month and the resident with the most promising suggestion will win a £20 M & S voucher.

Residents can also fill in an email web form online via the website or call the quality assurance hotline for a form on 020 7021 4357.

## New Youth Councils – young people have their say

*YOUNG Peabody residents are getting involved in the way Peabody provides services for young people.*

*Five new Youth Councils of young people from several Peabody estates have been set up.*

*The Councils will each have a budget and make buying decisions on equipment for youth clubs and on activities for young people such as street dance and art projects.*

*Members of the Councils recently attended a team-building weekend where activities included canoeing, climbing and archery.*

*They also took part in*



Members of Peabody's Youth Councils on a team-building weekend

*workshops on how to develop the future of the Youth Councils and looked at issues such as safety on estates.*

*"The Councils will ensure young people have their say,"*

*said area manager for youth and leisure Jane Fletcher.*

*"They also will influence how we develop future programmes of activities for young people."*

## Peabody's past uncovered Tachbrook

PEABODY LEGAL ASSISTANT and keen local historian Christine Waggs reveals some interesting facts about Tachbrook's history.

"THE QUEEN'S 80th birthday celebrations have led my thoughts to an estate with strong Royal connections – Tachbrook in Westminster.

In the early 1930s the Westminster Housing Trust (WHT) was set up to build affordable rented flats. The local council helped by providing the site at below market value. Fundraising schemes were started to meet building costs and several members of the Royal family donated money. Famous authors, including H G Wells and A A Milne, also gave signed books and manuscripts to be sold at a charity auction to help raise funds. Queen Mary contributed pieces of lace, a Chinese box, a set of decanters and a miniature dinner service.

The first seven blocks were opened by the Duke of Kent (the present Duke's



The builders who constructed the estate's earliest blocks in 1934



Princess Margaret visits Tachbrook in 1953

father) in 1935. They were the first working class flats in London to have "self-operated electric lifts." Two years later the Duke's wife opened the social centre.

The Second World War delayed plans to build more blocks, but in 1949 Queen Elizabeth, later the Queen Mother, opened Malcolmson House. Princess Margaret visited the estate in 1953 to mark the completion of building work, which included a nursery school.

In 1972 WHT transferred Tachbrook to Peabody. Some tenants still remember Miss Wright, who was secretary to WHT for many years. After her death Peabody received her collection of photos of Tachbrook. These include pictures of construction work, the builders, Royal visits, the parties held by tenants to celebrate King George V's Silver Jubilee and the present Queen's Coronation."