

# Residents' Annual Report

2006

## A year of progress

WE HAVE worked hard to bring Peabody into the 21st century over the last twelve months. I believe our efforts are resulting in a better service.

But there is more to do. We are developing our new structure further, so that we can sustain our homes and services and deliver real improvements.

Last year I had three top priorities:

Improving our maintenance repairs services was one of them. I am sorry to say we have not made as much progress as we would have liked. However, we have cleared a backlog of £1.4 million worth of repairs and more repairs were completed this year than ever before.

This autumn we are piloting new handheld technology for Peabody Maintenance Partnership (PMP) operatives, which will significantly reduce downtime, speed up the repairs service and greatly improve communication.

Another was to meet the Decent Homes Standard. I am delighted to report that 75 per cent of our homes now meet the Decent Homes Standard. We are currently bringing around 25 homes a week up to the Standard and are involving residents in the delivery of this programme.

I also wanted to improve customer serv-

ice. Despite the fire at head office, which destroyed our telephone and IT systems, Peabody Direct, our new one-stop customer service centre, is firmly back on track. I am genuinely sorry for the disruption this caused you.

Peabody Direct currently answers over 90 per cent of calls, 80 per cent of these within 20 seconds. It has extended its opening hours to 8am to 8pm Monday to Friday. An emergency service means that you can also speak to someone outside these hours.

Peabody Direct has also introduced a new appointments system for repairs, which offers residents an appointment while they are on the phone. This means residents now know exactly when their repair will be fixed.

Our six-month pilot cleaning project is proving a great success. Caretakers on these four estates are dedicated to cleaning and upkeep work only. The residents, who have been involved in the project's regular inspections, have seen a big difference in the standard of cleaning.

Other highlights this year include:

- A new website, which will greatly improve access to services
- The setting up of a new quality assur-

### A message from chief executive Steve Howlett

ance team to co-ordinate customer feedback and complaints; and

- Progress with resident involvement, particularly through the work of the Diversity Forum.



In addition to these, work on our SOUND programme begins this autumn. SOUND is a six-year cycle of work that will carry out decorations and repairs work to the external fabric and internal common areas of all Peabody properties.

Despite the many changes to the way we work that have been established this year, one thing at Peabody hasn't changed. Our residents' needs remain the focus of everything we do.

If you would like to get involved with us, please contact the resident inclusion team via Peabody Direct on 020 7021 4444 or email [peabody.direct@peabody.org.uk](mailto:peabody.direct@peabody.org.uk). I hope we can work together to continually improve our services and homes.

## Financial highlights

For a fully copy of Peabody Trust's annual review and accounts ring 020 7021 4444 or email [info@peabody.org.uk](mailto:info@peabody.org.uk)

<b>Turnover</b>	<b>Income</b> from social housing lettings	<b>Expenditure</b> on maintenance	<b>Expenditure</b> on management	<b>Expenditure</b> for Community Regeneration	<b>Expenditure</b> 2005/06 (excluding grants)
2006 £84m	2006 £72.7m	2006 £17.5m	2006 £18m	2006 £4.4m	<b>Total capital</b> £50.9m
2005 £79m	2005 £67.3m	2005 £13.3m	2005 £18.4m	2005 £4.5m	<b>Investment in existing homes</b> £31.6m
					<b>New build programme</b> £19.3m
<b>Homes in management</b> as at 31 March 2006					
<b>Social rented homes</b> 15,042	<b>Shared ownership</b> 424	<b>Keyworker</b> 312	<b>Supported housing</b> 558		

# Annual Performance Report 2006

This is a snapshot of our work to show how Peabody performed on a number of key services to residents. Most figures are taken from the return all housing associations

make to our regulator, the Housing Corporation, each year. Others are from the Continuous Recording of Lettings (CORE), made throughout the year, that monitors all our lettings.

## Total general needs lettings

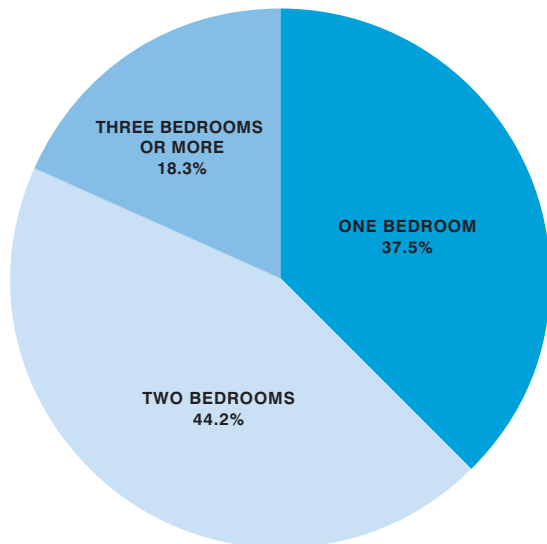
**1063** total general lettings (555 new/first lets, 508 re-lets) were made in 2005/06 compared to **668** in 2004/05.

## New lettings by borough

Barking and Dagenham: 4	Hammersmith and Fulham: 33	Merton: 0
Barnet: 5	Haringey: 11	Newham: 431
Brent: 1	Harrow: 0	Redbridge: 6
Camden: 1	Havering: 0	Southwark: 90
Croydon: 14	Hillingdon: 17	Sutton: 0
Ealing: 4	Islington: 108	Tower Hamlets: 19
Enfield: 1	Kensington and Chelsea: 11	Wandsworth: 59
Greenwich: 11	Lambeth: 28	Westminster: 104
Hackney: 102	Lewisham: 3	<b>TOTAL: 1063</b>

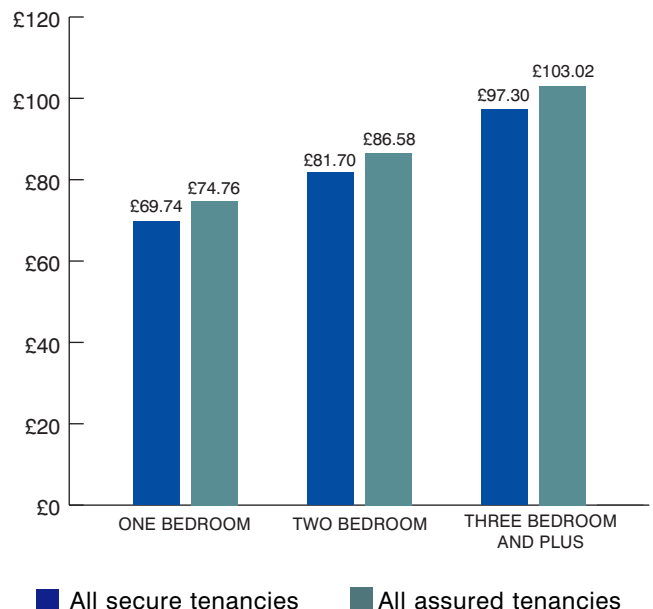
## Lettings by bedroom size

In the last twelve months, the majority of our total lettings, both new lettings and re-lets, were two bedroom properties. Last year the majority were one-bedroom properties. This is due to a changing household size among our residents and demand for larger housing.



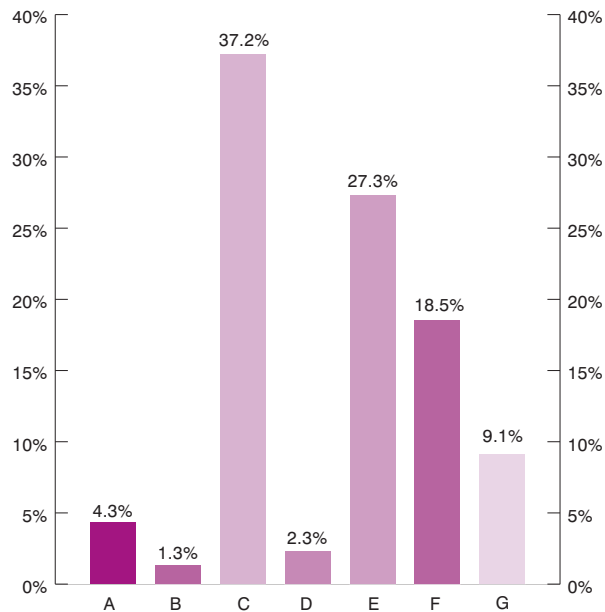
## Average weekly rents

Here are the average weekly rents for the Trust's secure and assured tenants. We set our 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.





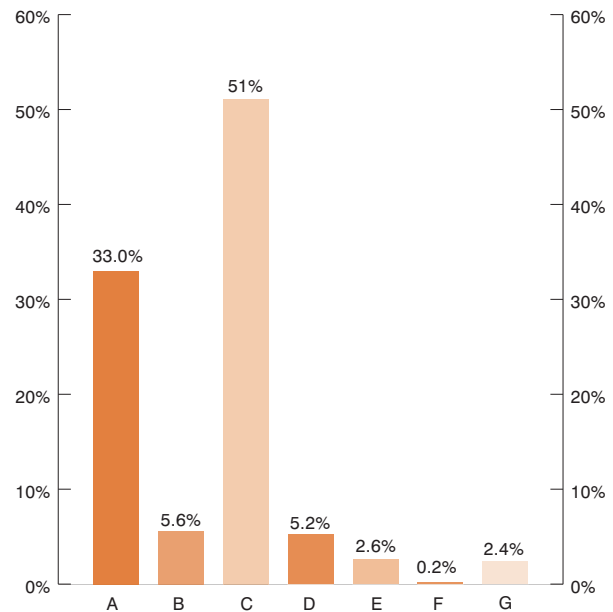
## Household composition of new residents



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



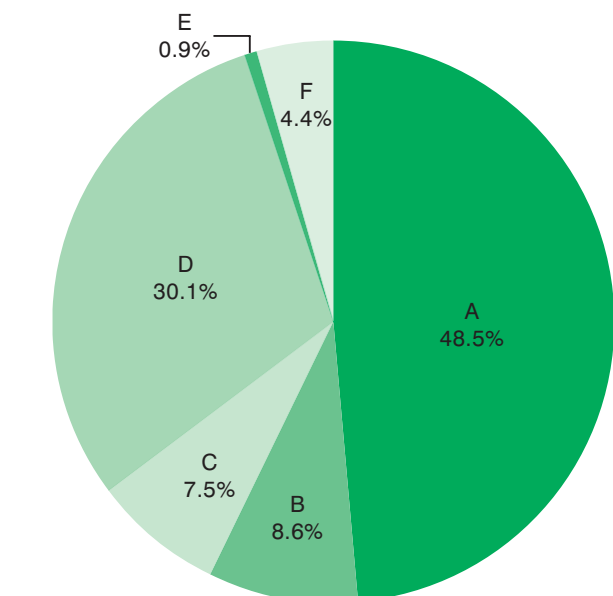
## Where residents came from



- A: Internal transfer
- B: Direct application/self-referral
- C: Nominated by local housing authority
- D: Voluntary agency
- E: Nominated under HOMES
- F: Referral from Social Services
- G: Other



## Ethnic origin of new residents



- A: White
- B: Mixed
- C: Asian
- D: Black
- E: Chinese
- F: Refused



## Asset management – the highlights

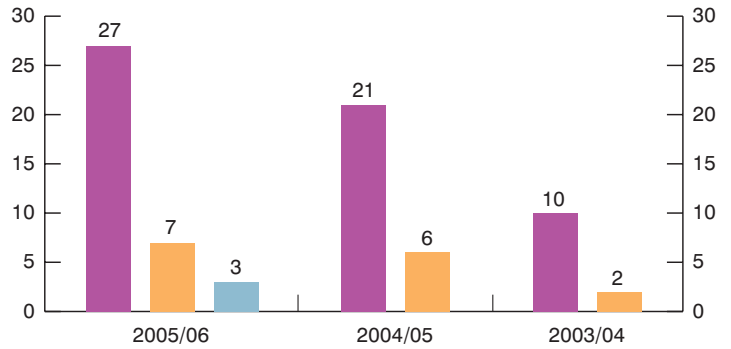
- 15** Total number of properties sold to residents through Right to Acquire and Preserved Right to Buy
- 40** Total number of shared ownership sales
- 184** Total disposals (all to private sector)
- 97** Total units/bedspaces awaiting demolition
- 678** Total stock (units/bedspaces) acquired during the year (new build, purchased or voluntary transfer)
- 58.6** Average energy efficiency rating of self-contained general needs dwellings
- 177** Total number of properties out of 4119 not brought up to Decent Homes standard due to residents requesting that work should not be undertaken



## Antisocial Behaviour Cases

In the last year, the legal team has made a number of legal applications and arranged legal representation on a number of occasions. The community safety team supports the neighbourhood and legal teams to promote safety on estates. This means resolving antisocial behaviour and cases of harrasment and ensuring improvements in community safety.

- Possession Orders
- Antisocial Behaviour Injunctions / Court Undertaking
- Antisocial Behaviour Orders



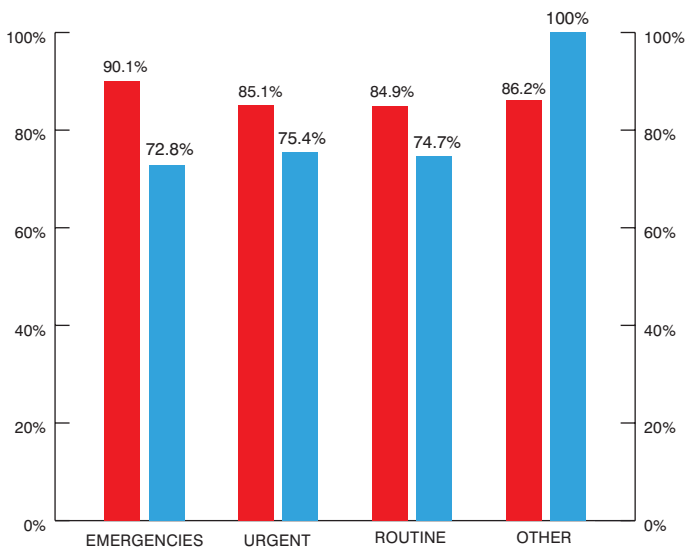
## Empty homes

It took an average of **34 days** to let our empty homes. Last year, the figure was **38 days**.



## Repairs carried out in time

The Trust has made good improvements in carrying out repairs on time over the last twelve months. Improvements have been made to the number of repairs carried out within set timescales. This is down to improvements in our customer service centre and maintenance staff. We want to improve even further though, because we know this is so important to you.



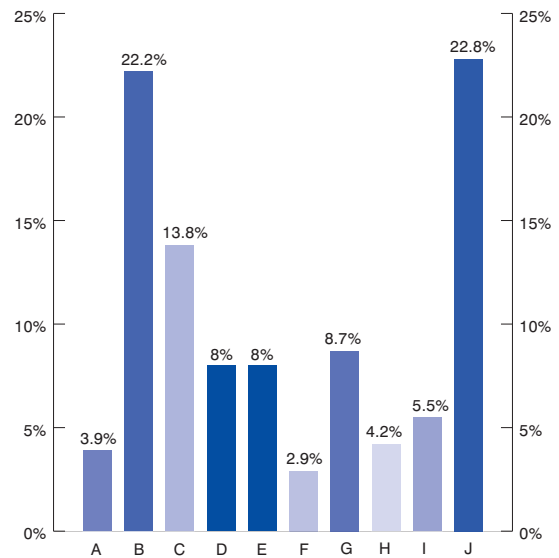
### Repairs notified

- Emergencies (within 1 day): 6817
- Urgent (within 7 day): 14019
- Routine (within 30 day): 8773
- Other (within 365 days): 1761

- 2005/06
- 2004/05



## Net weekly income of new households



- 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



## How Peabody's rents compared

A borough-by-borough comparison of rents charged by Peabody Trust and other housing providers.

BOROUGH/ Bedroom Size	Peabody Trust (excl. OPH) Mar-06	Peabody Trust (excl. OPH) Mar-05	Reg. Social Landlord (excl. OPH) Mar-05	Local Authority (incl. OPH) Apr-05	BOROUGH/ Bedroom Size	Peabody Trust (excl. OPH) Mar-06	Peabody Trust (excl. OPH) Mar-05	Reg. Social Landlord (excl. OPH) Mar-05	Local Authority (incl. OPH) Apr-05
<b>BARKING &amp; DAGENHAM</b>					<b>GREENWICH</b>				
Bedsit	–	–	57.89	56.29	Bedsit	57.38	53.78	54.51	57.31
1 Bed	–	–	61.54	58.63	1 Bed	65.67	61.69	63.62	60.21
2 Beds	73.03	70.93	72.21	63.58	2 Beds	77.77	73.91	73.95	65.80
3 Beds	80.54	77.94	79.25	65.84	3 Beds	82.33	79.48	82.85	75.74
4 Beds +	97.70	93.84	88.31	69.92	4 Beds +	89.42	86.83	93.89	82.18
<b>BARNET</b>					<b>HACKNEY</b>				
Bedsit	–	–	53.71	40.93	Bedsit	55.89	53.90	52.64	50.85
1 Bed	61.00	57.23	65.12	57.69	1 Bed	65.48	62.92	61.44	61.09
2 Beds	69.23	65.09	77.97	67.89	2 Beds	69.88	66.58	70.00	63.02
3 Beds	79.20	74.79	90.57	77.21	3 Beds	76.53	73.46	79.53	70.46
4 Beds +	84.27	79.64	98.85	87.83	4 Beds +	93.49	89.52	95.16	81.36
<b>BRENT</b>					<b>HAMMERSMITH &amp; FULHAM</b>				
Bedsit	–	–	60.05	D/T	Bedsit	56.36	52.86	58.95	55.25
1 Bed	74.50	70.23	66.24	D/T	1 Bed	64.16	59.91	64.85	63.49
2 Beds	78.35	74.70	76.26	D/T	2 Beds	75.55	70.71	74.82	71.36
3 Beds	98.85	95.42	87.55	D/T	3 Beds	86.98	82.59	84.38	81.02
4 Beds +	–	–	101.34	D/T	4 Beds +	104.22	100.10	101.41	92.86
<b>CAMDEN</b>					<b>HARINGEY</b>				
Bedsit	60.57	55.83	62.62	49.82	Bedsit	56.14	53.38	53.46	50.92
1 Bed	68.97	64.66	71.38	63.18	1 Bed	65.48	62.65	62.98	56.28
2 Beds	75.14	70.33	82.98	72.11	2 Beds	74.86	71.50	73.38	66.30
3 Beds	90.25	85.94	91.93	82.41	3 Beds	86.82	83.55	84.99	77.63
4 Beds +	98.50	93.15	107.20	92.64	4 Beds +	100.32	97.49	98.61	91.69
<b>CROYDON</b>					<b>HARROW</b>				
Bedsit	–	–	52.76	50.65	Bedsit	–	–	48.94	D/T
1 Bed	69.58	67.74	62.39	59.25	1 Bed	–	–	63.38	D/T
2 Beds	81.35	79.24	78.00	68.58	2 Beds	–	–	75.25	D/T
3 Beds	89.12	86.11	89.72	82.90	3 Beds	–	–	88.05	D/T
4 Beds +	101.30	98.58	101.52	97.11	4 Beds +	108.65	104.91	101.32	D/T
<b>EALING</b>					<b>HAVERING</b>				
Bedsit	–	–	57.63	N/R	Bedsit	–	–	50.87	41.73
1 Bed	64.27	59.74	66.22	N/R	1 Bed	–	–	62.92	44.78
2 Beds	72.58	68.08	78.11	N/R	2 Beds	–	–	73.00	55.13
3 Beds	–	–	92.18	N/R	3 Beds	–	–	90.21	69.18
4 Beds +	–	–	101.95	N/R	4 Beds +	100.29	98.71	96.18	79.25
<b>ENFIELD</b>					<b>HILLINGDON</b>				
Bedsit	–	–	47.62	D/T	Bedsit	–	–	53.09	N/R
1 Bed	–	–	62.75	D/T	1 Bed	67.93	65.79	63.70	N/R
2 Beds	81.86	78.98	75.25	D/T	2 Beds	85.42	81.19	80.50	N/R
3 Beds	88.52	85.15	88.14	D/T	3 Beds	92.51	89.63	89.71	N/R
4 Beds +	95.44	92.26	100.79	D/T	4 Beds +	104.79	101.16	95.78	N/R



## How Peabody's rents compared

A borough-by-borough comparison of rents charged by Peabody Trust and other housing providers.

BOROUGH/ Bedroom Size	Peabody Trust (excl. OPH) Mar-06	Peabody Trust (excl. OPH) Mar-05	Reg. Social Landlord (excl. OPH) Mar-05	Local Authority (incl. OPH) Apr-05	BOROUGH/ Bedroom Size	Peabody Trust (excl. OPH) Mar-06	Peabody Trust (excl. OPH) Mar-05	Reg. Social Landlord (excl. OPH) Mar-05	Local Authority (incl. OPH) Apr-05
<b>ISLINGTON</b>					<b>SOUTHWARK</b>				
Bedsit	53.85	50.92	52.4	-	Bedsit	62.28	58.63	61.47	N/R
1 Bed	62.99	58.63	62.25	59.09	1 Bed	64.47	60.64	62.03	N/R
2 Beds	71.99	67.75	72.3	71.55	2 Beds	73.79	69.54	72.56	N/R
3 Beds	73.68	70.16	81.97	78.45	3 Beds	81.12	76.51	82.82	N/R
4 Beds +	90.11	85.69	96.88	92.92	4 Beds +	93.87	89.33	96.96	N/R
<b>KENSINGTON &amp; CHELSEA</b>					<b>SUTTON</b>				
Bedsit	65.46	61.20	54.52	54.10	Bedsit	-	-	61.52	N/R
1 Bed	63.79	59.37	64.30	64.86	1 Bed	78.75	78.20	63.25	N/R
2 Beds	71.77	67.52	73.50	82.16	2 Beds	88.73	85.65	76.86	N/R
3 Beds	80.26	75.67	83.14	89.81	3 Beds	96.91	94.91	87.99	N/R
4 Beds +	-	-	96.31	107.53	4 Beds +	-	-	93.98	N/R
<b>LAMBETH</b>					<b>TOWER HAMLETS</b>				
Bedsit	48.72	46.93	52.58	52.12	Bedsit	57.70	53.94	57.08	D/T
1 Bed	63.20	59.23	61.26	60.72	1 Bed	67.37	63.22	62.75	D/T
2 Beds	73.51	69.39	68.83	67.56	2 Beds	78.97	74.40	71.56	D/T
3 Beds	84.82	80.07	79.06	76.76	3 Beds	89.43	84.90	81.73	D/T
4 Beds +	98.38	92.74	91.11	86.07	4 Beds +	101.58	96.47	95.92	D/T
<b>LEWISHAM</b>					<b>WANDSWORTH</b>				
Bedsit	-	-	55.08	43.83	Bedsit	62.94	59.15	59.13	50.35
1 Bed	-	-	60.65	56.71	1 Bed	70.13	65.59	68.00	67.66
2 Beds	-	-	70.27	64.75	2 Beds	83.22	78.44	79.9	83.92
3 Beds	84.88	80.78	81.82	72.60	3 Beds	95.43	90.38	91.46	109.86
4 Beds +	94.56	90.23	95.45	81.05	4 Beds +	105.92	100.83	100.40	125.10
<b>MERTON</b>					<b>WESTMINSTER</b>				
Bedsit	-	-	55.39	32.34	Bedsit	61.35	56.91	57.14	65.02
1 Bed	-	-	61.98	52.94	1 Bed	66.71	62.22	68.62	78.44
2 Beds	-	-	76.19	63.66	2 Beds	78.45	73.62	82.1	92.63
3 Beds	92.71	89.49	85.97	72.72	3 Beds	85.45	80.59	89.96	106.31
4 Beds +	-	-	93.49	79.79	4 Beds +	91.54	87.49	99.12	130.14
<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> <p><b>Local Authority Keys</b>  D/T: Housing stock disposed of, or part/almost all transferred from local authority  N/R: Non-respondent authority  OPH: Older People's Housing</p>				
Bedsit	-	-	56.79	N/R					
1 Bed	59.70	58.25	63.39	N/R					
2 Beds	79.28	76.02	77.15	N/R					
3 Beds	93.01	90.53	84.84	N/R					
4 Beds +	101.35	98.19	95.46	N/R					
<b>REDBRIDGE</b>									
Bedsit	-	-	61.67	56.68					
1 Bed	-	-	68.32	63.59					
2 Beds	79.76	78.04	79.70	73.34					
3 Beds	88.67	87.12	93.44	83.10					
4 Beds +	97.20	94.48	102.36	95.22					

# Residents are involved in Decent Homes programme

From the outset, residents have played a major part in Peabody's plans to bring all homes up to the Decent Homes standard. Residents' views and opinions have influenced the Trust's SOUND programme, which is delivering the works required to the outside of homes.

Fifty residents from the Customer Panel were consulted in 2004, when the Trust carried a Best Value Review on the criteria for

Decent Homes. The results clearly showed that top priority for residents for works within their homes was kitchens. This has consequently become the Trust's top priority too. In addition, questionnaire results also influenced the choice of items such as taps.

Last year representatives of tenants and residents' associations from all Trust estates were invited to visit a demonstration flat on Old Pye Street. Their feedback was used to

select the choice of finishes that would be offered when a new kitchen was required.

Last year an Asset Management Resident Consultation Panel was formed, recruited from the Resident Forums. This Panel has played a crucial role in the selection of the contractors for the Decent Homes programme and for SOUND.

They visited prospective contractors to watch them work on similar jobs, scoring them on how they performed. They also helped set questions for potential contractors to ensure the residents' perspective was taken into account.

"We have built many of their views into the contracts we signed with the successful contractors," said assistant director of asset management Sean Gallagher.

Resident Associations are consulted on every estate where Decent Homes work is carried out.

"Residents have a say in where the site facility is set up, how the site is managed and are kept informed about the community benefits that contractors can bring," said Decent Homes investment manager Jill Nash.

"The Decent Homes contractors have built and decorated a number of community facilities on estates since the programme began and become involved in community life."

Photography: Larry Bray Photography



## Youth Councils begin to make a difference

MEMBERS OF Peabody's five new Youth Councils have begun to make a difference to the services and facilities provided for young people in their neighbourhoods.

Each Council is made up of young people from several estates. Each was given £1000 start up funding to invest in a project in their community.

On the Pembury estate in Hackney, the Council focused on improving adult activities and used their money to buy music equipment. Strawberry Vale ran a design course. Tachbrook held a public art mural project and in Clapham, the Council persuaded a luncheon club to let a street dance group meet in their building.

Some of the Councils have been looking at developing peer support and mentoring projects and many have been consulting other young people in their neighbourhood about what things they want and need.

"We have run several training courses for members of the Councils and they have all



Members of the Youth Council share their views on services for young people

attended a workshop on diversity," said head of community initiatives Veronica Kirwan. "This programme is an ideal way for us to promote greater resident involvement.

"These young people will help inform and influence future services, not only within our youth services but, in time, across the Trust as young residents."



# Residents' Conference call

OVER 250 residents enjoyed this year's Residents' Conference at the Queen Elizabeth II Conference Centre.

The theme of the event was diversity.

A keynote speech was given by guest speaker Trevor Phillips. Trevor was the former chair of the Greater London Assembly and is now the chair of the Commission for

Racial Equality. He spoke about how communities can work together to achieve greater equality.

Other highlights were a performance by the newly formed Peabody Youth Singers, the presentation of Good Neighbour Awards and workshops on a range of issues from youth inclusion to repairs.

Chair of the Trust Pam Alexander chaired a question and answer session. Delegates also took part in a discussion on how residents and the Trust can work together to tackle anti-social behaviour.

More information and feedback from residents on the event will be published in the next issue of *Peabody Times*.

Photography: John Neligan



## Residents have their say on how learner centres are run

PROJECTS are underway aimed at getting residents more involved in the running of the learner centre on their estate.

Steering groups made up of local residents are being set up as a first step towards developing resident management committees that would have their own constitutions and influence what programmes and activities take place at each learner centre.

A management committee is already up

and running at the Engine Room, an ICT centre on the Bricklayers Arms estate, SE1.

Taster sessions were held at the centre to introduce people to what the centre offered. Residents were then encouraged to become involved in the management committee and offered training.

Sixteen people completed the training programme and became part of the management committee. There are local man-

agement committees at the Ada Marian and Whitechapel centres in Tower Hamlets and at Bruce House in Westminster.

"Through a local management committee, we hope residents will feel empowered and engaged," said head of community initiatives Veronica Kirwan. "We hope too they will become enthusiastic about managing their own centre and start to plan and deliver much needed local training initiatives."

## Charter Review reflects new structure

PEABODY'S Customer Service Charter has been reviewed, following the restructure of Trust services.

The charter sets out the Trust's promise to residents. Minor changes have been made to reflect Peabody's new way of operating, using the Peabody Direct customer service centre as the initial place for all queries.

The changes also take into account the new dedicated teams in charge of revenues, community safety and estate management.

The Customer Panel were consulted as part of the review.

The new charter was approved by the Resident and Community Committee. The charter is monitored quarterly by the com-

mittee and the results will be reported to residents in the next annual report.

"It's good practice to regularly review the Customer Service Charter," said assistant director of the policy and inclusion service Jacqui Hird.

"The charter is now better tailored to the way we provide services."