



PEABODY

CREATING OPPORTUNITIES FOR
PEOPLE IN LONDON SINCE 1862

AUTUMN/WINTER 2008

ENGAGE

PEABODY.ORG.UK

Introducing
Peabody's
fresh look

Explore your
new website

Stay healthy with
Activate London
this winter

Peabody Direct is your first point of contact for all repairs, services and queries.

THIS EDITION

Highlights:

- 05 Peabody's performance
- 06 Estate Action Plans
- 07 Visit our website
- 15 New award



A word from Steve Howlett

This is an exciting time for Peabody.

You may have noticed one or two changes – not only do we have a dynamic new look but we also have an improved and more interactive website that gives you lots of information and online services.

You can learn about these and more in this issue of *Engage*, and I do hope you'll take the time to tell us what you think of the new magazine.

*Best wishes,
Steve*

About Engage

Engage is published three times a year for tenants and leaseholders of Peabody.

Editor: Rachel Sheer

Design: This Way Up

Guest contributors: Pam Alexander, Sue Randall

Photography: Sharon Barbour, Paul Beaton, Larry Bray, Mathew Frith, Izabella Hodos, Jody Kingzett, Yasmin Noone

CONTACT US

Throughout *Engage* you'll see Peabody teams and employees listed as contacts for more information. You can reach these contacts through Peabody Direct.

Peabody Direct:
020 7021 444 or 0800 0224040 (free from landlines)
peabody.direct@peabody.org.uk

Address all content suggestions, contest entries or feedback for *Engage* to:

Editor, *Engage*
Peabody
45 Westminster Bridge Road
London SE1 7JB

Email: peabody.engage@peabody.org.uk

Tenant support advice line
Confidential advice and information about support for vulnerable residents:
020 7021 4491 (Mon–Fri: 1.30pm to 4.30pm)
tenantsup@peabody.org.uk

Peabody Direct is open to take your calls from 8am to 8pm on weekdays, but at certain times our phone lines get quite busy. If you call before 9.30am or after 2pm you will get through more easily. Remember, you can also email Peabody Direct at peabody.direct@peabody.org.uk or contact us online through our website.



PEABODY NEWS

Our logo has changed, but our purpose hasn't

We love our new logo and brand. They're modern, powerful and will help bring perceptions of Peabody into the 21st century.

Our research has shown that many people are unaware that Peabody is much more than just the bricks and mortar of our housing stock. Yet, Peabody has many programmes of support for the families who live in our homes and those that live in the surrounding areas. Our new identity celebrates and promotes these activities.

These changes are the result of in-depth discussions with residents, employees and our partners. You told us what it means to be part of Peabody; our new brand tells the world.

New and old will coexist for some time as we will introduce the changes as publications, vehicle livery and estate signage are due to be updated or replaced.

BEHIND OUR NEW PEABODY BRAND

Our logomark

The kaleidoscope shape captures the many opportunities that the new brand represents.

Our name

George Peabody's legacy is so strong that it speaks through the name "Peabody". We've left off the "Trust", our legal status, just as companies leave off "Ltd." or "Inc."

Our mission

Keeping to the spirit of why George Peabody founded our organisation, our new mission statement is: "We make London a city for all by ensuring as many people as possible have a good home, a real sense of purpose and a strong feeling of belonging."

This can be summed up with eight memorable words: "Creating opportunities for people in London since 1862."



PEABODY



Engaged?

Peabody News has had a makeover! Our fresh-look magazine for tenants and leaseholders is another way that you'll notice our new brand and visual identity reinvigorating our communication with you.

Our new name, *Engage*, captures the response we would like from you, our readers. Every article within these pages is an opportunity. There's always something going on at Peabody's estates, learning centres and community centres – you'll hear about them right here.

Throughout *Engage* you'll see many chances to contribute, so please do submit your content ideas, contest entries and Letters to the Editor.

After you've closed the pages of *Engage*, we'd love to hear from you. Drop us a line and let us know what you think of the magazine's new look and content.

- What worked for you?
- What didn't?
- What do you want to see in the future?

➤ Contact Editor, *Engage*

Translations

This magazine is available in:

Large print, braille or audio tape

বাংলা

Français

Türkçe

Português

عربي

Call Peabody Direct on 020 7021 4444 or 0800 0442020 (free from landlines).



When you call Peabody Direct, we will ask you questions to confirm your identity to make sure we comply with the law about data protection. These questions may include your date of birth, the first line of your address, or your rent payment method. It is important that we check this information with you. Thank you for helping us to keep your personal information safe and secure.

News in brief

£1.3 MILLION FOR SUNDIAL CENTRE

The award-winning Sundial Centre has been recently granted £1.3 million to work with people over 50 on improving their health and well-being. Thanks to the funding from Tower Hamlets Social Services and Tower Hamlets Primary Care Trust, Sundial Centre users can expect to see programming begin in January 2009.

PLANNING CONSENT FOR PIMLICO

Planning consent was granted in April for 55 new flats on Pimlico estate, replacing war-damaged buildings and garages. The Housing Corporation has granted the project funding of £5.5 million. Residents were involved in the design process, telling the architects what they felt was important, including a new door entry system for the current Victorian buildings. Estate residents will help to choose the contractor for the building works, with a planned work start date of spring 2009.



Architect Steve Tompkins discusses the project with residents Jean O'Shea, Joan Smith and Sylvia Lewis

BEWARE OF FRAUD PHONE CALLS

Some residents have received fraud phone calls from people pretending to work for Peabody and asking for bank details. Peabody does not currently make calls to residents to collect rent over the phone and would never ask for your bank details for any other reason. Please call Peabody Direct for assistance immediately if you receive a suspicious call.

Update: Tenancy agreement consultation

A big thank you to everyone who took the time to respond to the consultation on proposed changes to secure and assured tenancy agreements. We had a very strong response, with around 3000 residents sending in their comments. We also met with many residents to talk through the proposed changes.

The consultation period for both secure and assured tenants has now ended. We have made changes to the proposed new agreements based on your feedback and the final versions will be submitted to the Board for approval in early December.

We will be writing to secure and assured tenants in January. This information will set out what changes we have made to the proposed agreements as a result of the consultation.

It will also contain answers to the most common questions you raised and set out the next steps in the process for changing the terms of the tenancy agreements. Sheltered and supported tenants, and tenants on stock transfer estates, will not receive this information as they are not affected by the review.

[Contact Policy team](#)

Looking for a new challenge? Want to help steer Peabody?

You could be our next Resident Governor

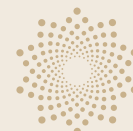
We're recruiting a resident to join our Board from January 2009. As a Resident Governor, you will be a member of the highest level of management, setting a strategic direction for Peabody.



Our current Resident Governors:
Fred Calcott and Ngaire Drake

Interested? We'd love to discuss the role with you.

Contact: Graham Lawrence



PEABODY

In every issue, we will include performance information about how satisfied our customers are with the services they receive. Want to see data on different service areas published? Contact the Policy team through Peabody Direct to let us know.

Meet our new Governor

A warm welcome to new Peabody Governor Millie Banerjee. Millie joined the Board on 24 September for a three-year term. A senior manager at BT for many years, she currently serves on a number of Boards, including Ofcom (which regulates the telecommunications industry) and as Chair of Postwatch (which represents consumers of postal services).



Chief Executive Steve Howlett said, "Millie's customer service and service delivery experience are a valuable addition to Peabody. We're delighted that Millie has joined us and will also be serving on our Resident and Community Committee, which oversees our services to customers and decides policies and strategies in this area."

Get involved

Turn to page 4 to find out how YOU could become a Resident Governor.

Your satisfaction, our performance

Finding out what you think about our services helps us to improve them. Here's a snapshot of how you said we did during July–September 2008 as compared to April–June 2008.

87%

Percentage of repair appointments kept by PMP
↓ 3%

77%

Percentage of complaints resolved at Stage 1
↑ 3%

65%

Percentage of new residents satisfied with the lettable standard of their new home when they moved in
↑ 19%

69%

Percentage of Peabody Direct calls answered within 20 seconds
↓ 2%

67%

Percentage of residents surveyed who were satisfied with their last repair
↑ 2%

Need to know

PAYING FOR KEYS AND FOBS

Beginning in early February, you will be able to pay for your keys and fobs over the phone to Peabody Direct. You will be able to find out more details about the policy and payment options on our website at that time and in the Spring 2009 edition of *Engage*.



➤ **Contact Neighbourhood Client team**

CHANGES TO PARKING POLICY

Peabody has listened to resident requests for a "grace" period that allows parking space users time to place their vehicle tax discs on display.

From 1 October, the policy allows seven days from the end of the appropriate month to display a valid tax disc.

For example, if your tax expires on 30 November you will have up to and including 7 December to display your new tax disc. On the 8th, your vehicle will be at risk of being clamped and/or towed away.

➤ **Contact Neighbourhood Client team**

PAYING RENT BY DIRECT DEBIT

Paying your rent and service charges automatically by direct debit is the easiest way to pay. It is very convenient and gives you greater control over your money. Direct debits are safe – you can cancel at any time by contacting your bank/building society and if an error is made you will get a full refund.

Peabody offers weekly, fortnightly, four weekly and monthly collection dates for you to choose from. You can find a direct debit sign-up form with your rent statement, have one mailed to you by calling Peabody Direct or you can download the form from our website.

➤ **Contact Revenues team**

This holiday season, your rent is your most urgent bill.
 Don't risk falling behind on your rent payments because of other debts. Worried about making payments? Need free advice?
 Don't wait: contact our Revenues team through Peabody Direct.

NO to knife crime

London's famous dance venue Ministry of Sound rocked to the beat of 250 young people saying NO to knife and gun crime. Peabody residents joined with young people from other housing associations to send a loud and proud message at the Put it Down event.

The message was hope, as young people took part in workshops about DJing and journalism that showed them creative alternatives to gangs. As well, community mentors like event emcee Kojo offered advice:

"We need all of you to be future role models. Whatever it is that you want to do, get it done. Remember there is a purpose for every single person. It is not how you get into trouble but how you come out of it."

Get involved

This summer, Peabody young people took part in day trips to the seaside, outward bound activities, graffiti and t-shirt art projects, and more. Find out about our autumn opportunities for young people and our youth groups based at Peabody Hill, Pembury, Tachbrook and Vanguard estates.

➤ **Contact Sharon Barbour**



Putting it down: Young people at the event

Introducing Estate Action Plans (EAPs)

Peabody is making important changes to our estate management to provide you with better customer service.

Many of you already know your estate managers and are aware of the important work they do. Estate managers will continue to carry out inspections (walkabouts), deal with low level anti-social behaviour, respond to your enquiries and look after your estate. From now on they will also work with you to develop local improvement plans called Estate Action Plans (EAPs).

EAPs will consider the overall needs of residents, and not just requests for physical improvements. The plans will help ensure Peabody addresses problems or challenges across estates so you receive improved services. They will help you take advantage of community resources such as recycling, youth activities, and health or educational opportunities.

Estate managers will start EAPs on one or two of their estates and will begin by finding out more about your needs. There is no need to worry if your estate doesn't have one of the first EAPs. Estate managers will still provide a responsive service until it is produced.



Wells Chomutare, neighbourhood manager

New names for a growing team

Estate managers will now be called "neighbourhood managers" and they will report to "regional managers", previously known as neighbourhood managers. These new titles better describe the job roles and will help us recruit permanent employees to our vacancies.

Learn more

You can find out who your local neighbourhood manager and environment caretaker are on our website or your estate notice board.

Receive Housing Benefit? Read this!

If you receive Housing Benefit it's more important than ever to take your rent increase letter to your local benefit office as soon as possible.

As of October, the government has cut backdated payments from the maximum 52 weeks to only 12 weeks. This means if they haven't received your rent increase letter on time, you will only be able to claim up to 3 months' worth of backdated rent. You may then fall into rent arrears because you must

pay more rent but your Housing Benefit has not been adjusted to cover the increase.

Just to be safe, it's a good idea to get a receipt (for hand delivery) or a recorded delivery (for post) when you hand in your rent increase letter.

Don't risk losing out on the money you will need to pay your rent. Call our Welfare Benefits Advisers if you need further information or advice.

➤ **Contact Welfare Benefits Advisers**

You can catch up with **CEO Steve Howlett** through his new blog on our website. Tune in for news, details of what he's been up to, and Steve's thoughts on what's going on in our sector.

FEATURE

Welcome to your website www.peabody.org.uk

You told us you wanted a website that would give you the convenience of online service when you want, how you want. Launched in October, the new Peabody website is the result of your feedback.

We hope you like the new website and find it easy to use. The website will continue to be developed and updated over time with new information and services. We would appreciate your comments so we can further improve our online offer to you.



Here are some of the new interactive features based on your suggestions:

MY PEABODY:

This is your secure personal area where you can view your rent account, update your personal details, and view a record of the contact you have had with Peabody. You can also request repairs or communicate with us using My Peabody.

TELL PEABODY:

Click here and you can get in contact with Peabody to ask questions, give compliments or raise issues.

FINDING A HOME:

Looking to transfer into a new home through Selections or find a New Build Homebuy opportunity? This feature has everything you need to explore your housing options with Peabody.

YOUR ESTATE:

A handy search by borough option gives all the details you need about the estate where you live. These include key contacts such as your neighbourhood manager, caretaker and tenant representatives, and the dates of planned inspections, walkabouts and estate improvements.

Peabody's learning centres can help you get online and use our new website. You can find your nearest centre on page 16.

Registering on the website to use My Peabody is easy. All you'll need is the AllPay number (known as "GIRO reference") listed on your rent statement, and an email account you use regularly.

If you have any questions, Peabody Direct is there to help.



Did you know that your TV Licence does not automatically move with you when you move house? If you don't notify TV Licensing of your new address, you could end up being unlicensed in your new home. It's easy to update your details. Simply log on to www.tvlicensing.co.uk/details or call **0844 800 6722** and follow the instructions.

YOUR HOMES

Candle safety

In recent months there have been several fires in Peabody properties that were caused by candles. Here are tips so you can safely enjoy your mood lighting.

- Always use a proper candleholder for your candle and place it on a flat, heat-resistant surface like a ceramic plate. This is especially important for tea-lights.
- Keep your candles away from draughts, curtains, polished surfaces like televisions, or wooden furniture.
- Don't leave your candles unattended or go to sleep when they are lit.
- Keep candles out of the reach of children and pets.
- Use a candle snuffer or a metal spoon to put the candle out then wait for it to cool.
- **Make sure your home has a working smoke alarm.**



Remember to be careful with your festive candles

Save money and keep warm this winter

Rising fuel prices mean we all need to be careful with our spending. Here are some ideas to help.

- Changing energy suppliers can give you a big saving. Try www.moneysupermarket.com (phone 0845 3451296) or www.uswitch.com (phone 0800 404 7908). These companies will help you compare prices and change supplier.
- Depending on your circumstances, you may be able to switch to a social tariff. EDF, British Gas and Scottish & Southern Energy currently offer these special, cheaper rates.
- Make sure you have claimed for all benefits or tax credits. You may qualify for a Winter Fuel Payment, a higher rate of Pension Credit or a tax credit from the government. Our Welfare Benefits Advisers can help.
- Leaseholders may be entitled to an energy efficiency grant from Warm Front. Warm Front offer grants for new heating systems, draught-proofing and insulation. Visit www.warmfront.co.uk or phone 0800 316 2805.

Remember, if you are having trouble paying your fuel bills, speak to your energy supplier or your local Citizens Advice Bureau.

Learn more

For free and impartial energy efficiency advice you can contact the Energy Savings Trust by phone on **0800 512 012**, email advice@est-london.org.uk or visit their website www.energysavingtrust.org.uk.



The Energy Saving Week roadshow visited Clapham estate in October

Keeping neighbourhoods safe

Residents of Gillette Street, N16, have been working with Peabody's Community Safety team, police and the local authority to keep their neighbourhood safe.

After an investigation into residents' complaints about drug misuse and prostitution in one of the flats, a tenant was legally barred from entering the property and only the police and Peabody employees were allowed access.

This ban was successfully extended. Peabody has also been taking court action to repossess the property. Community Safety Manager Trevor Dawkins said,

■ ■ Thank you to all residents who provided key evidence in this case. Your help allowed us to work with the local authorities to take action and ensure a safer estate. ■ ■

➤ **Contact:** You can now report anti-social behaviour online at our website or by calling Peabody Direct.

In September, Wates Living Space held community days at Pilton Place, Cranworth Gardens, Southwark Street and Nags Head estates. The generous donations were a thank you to residents and the local neighbourhood for making Wates welcome during refurbishment work.



Gas safety checks save lives

Have you had your annual gas safety check yet? Peabody provides gas safety checks free of charge, at appointment times that are convenient for you. Why not call today to book your appointment?



Learn more

As the weather gets chillier and you turn on your heating system after the summer, you are at greater risk of carbon monoxide poisoning.

Visit www.becarbonmonoxideaware.com for safety information.



BOOK AND WIN!

Congratulations to Mrs J. Clark, N19, winner of the quarterly £300 prize draw from contractors K&T and Seaflame. Book and keep a gas safety check and you could be the next winner!

Property update

Decent Homes

The Decent Homes team are aiming to complete the works on Rosendale Road, Peabody Hill, Parktown and Shaftesbury Park by early 2009. Work has started on Chelsea Gardens and Vanguard estate, and will start in early 2009 at Pellipar Gardens, Ebury estate and Greenwich Crosslet Vale.

This winter, new publications giving information on the programme and works will be available. For copies, contact the Decent Homes team through Peabody Direct.

Improve

Details of the proposals for Rosendale Road estate are being finalised, including the selection of landscape contractors through a tender process. Work is likely to start on site by summer 2009.

Further design work for Clyde Road estate will continue towards the end of 2008 following a delay by the need to clarify Big Lottery funding conditions. Progress on North Row and Barnwell House will begin in 2009.

We will appoint an Improve project manager in early 2009 to be the key point of contact for residents. Four landscape architect practices who will work with Peabody and residents will also be announced.

Energy Performance Certificates (EPCs)

All new Peabody residents receive an EPC when they move in to their new home. An EPC gives estimated heating and hot water costs, and the estimated carbon dioxide emissions for the home. This information is shown as a rating on an A-G scale, similar to those used for fridges and other electrical appliances. EPCs are not available to residents who moved into their homes before October 2008.

Learn more

Find out more about EPCs online at <http://campaigns.direct.gov.uk/epc>



Ada Marian Centre gets makeover

Peabody contractor Wates Living Space has been carrying out work on the Nags Head estate. In order to give something back to the community, they generously volunteered to redecorate a room at Peabody's Ada Marian Learning Centre with fabulous results!



Andrew thanks the Wates volunteers

“Not only did the work give us a fresh look,” said Ada Marian manager Andrew Slee, “but they’ve improved our facilities and given us fantastic new training rooms.”



Rosendale Road estate

Every issue we highlight a selection of news from around Peabody estates. Are you proud of something that's happened where you live? Let us know and your estate could be featured.

Contact:
Editor, *Engage*

YOUR ESTATES



MP Greg Hands with Steve and members of the residents' association in the newly re-landscaped Sunken Garden

HAMMERSMITH

Peabody welcomes MPs

Local MP Greg Hands visited Peabody's Hammersmith estate in August.

He met with Chief Executive Steve Howlett, Customer Services Director Sandra Skeete and representatives from the residents' association to discuss neighbourhood issues and exchange ideas about ways of working together in the future.

As well, Battersea MP Martin Linton recently visited Clapham estate. He met with Steve and representatives from the residents' association, and during his visit he took part in Activate London activities.

GOLDSMITHS' CLOSE

Green Flag gardens

Congratulations to the residents' association at Goldsmiths' Close.

Led by Melody Robinson, they worked tirelessly alongside Peabody's Landscape Management team to enter their estate as the first-ever housing

association green space up for a prestigious Green Flag Award.

While Goldsmiths' didn't meet all the eligibility criteria, the judges were clearly impressed by the quality of the landscape and the residents' interest. Peabody will continue to take a lead on developing Green Flag as a standard for green spaces in the housing sector.

Learn more

Find an award-winning public place to relax with nature through www.greenflagaward.org.uk



SHAFTESBURY PARK ESTATE

Memorial goes home

A mysterious war memorial was found several years ago in a back garden on the Shaftesbury Park estate and has now been donated to the British Postal Museum and Archive.

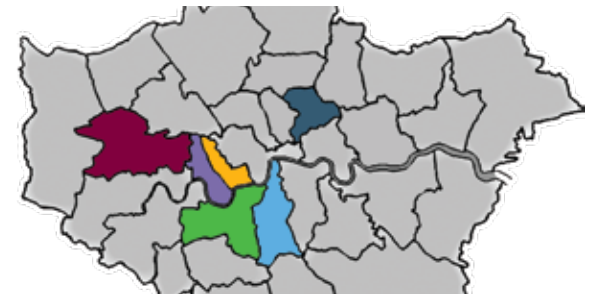
This follows the discovery that the eleven men listed on the stone tablet were postal workers killed in action in the First World War. The Museum's curator Chris Taft, who collected the stone tablet from the estate, said, "Quite how it came to finish up at Shaftesbury Park I could not say. However, it is nice to know that it survives!"



Mystery: The memorial goes home

Boroughs featured

- Ealing
- Hammersmith and Fulham
- Hackney
- Lambeth
- Wandsworth
- Westminster



ABBEY ORCHARD

Fun Day at Abbey Orchard

Residents of Abbey Orchard turned out en masse in early October to celebrate the completion of major refurbishments to part of their estate.

Neighbours joined in the fun day, hosted by Peabody to thank residents for their patience and cooperation during the work.

There were activities for all ages. A tasty BBQ was provided by Wates Living Space while Farrer Huxley, the landscape architects, supplied raffle prizes. The estate's residents' association played a big part in making the day such a big success.



Burgers and bouncy castles: Abbey Orchard's littlest residents have a blast

PEMBURY

See you in 2012

Hackney's youth went the distance at the annual Street Athletics, held on Pembury estate in late July. Peabody's future Olympians joined other local young people on the 60-metre race course for a chance to qualify for the national finals in Manchester.

Olympic Gold medallist Linford Christie, who co-founded the event, said, "For us it began on the streets challenging other kids from other estates to race against us and if we hadn't have done that we never would have got to where we are today."

Congratulations to everyone who took part!



Get set...



Go!

PEABODY HILL

Into the Woods

More than 100 volunteers from Time Warner teamed up with charity Trees for Cities to enhance an area of Peabody Hill Woods in July. The day was such a success that a follow-up event took place in late October.

The green-thumbed volunteers helped make the woodland a cleaner place for local residents to enjoy. New fencing will shortly be installed to improve the security of the woodland at the entrance on Rosendale Road.

Get involved

Want to get involved in Trees for Cities' activities? Visit http://www.treesforcities.org/events_funDays.php for a calendar of events.



A big thank you to all the volunteers who are helping to make Peabody Hill Woods a fantastic place

The Housing Corporation and EDF Energy have teamed up to provide all social housing residents with four free energy-efficient light bulbs. These will be posted directly to those who qualify in January 2009. While your address has been shared with these partners, your name has not. If you do not wish to receive these bulbs, you can let Peabody Direct know.

YOUR OPPORTUNITIES

Your power to drive Peabody

Members of the Resident Review Committee (RRC) have real power to drive change at Peabody. Are you right for the role? You don't need previous experience: we're looking for committed people with a passion for helping make Peabody's services the best they can be.

As a member of this residents-only committee, you will examine how Peabody operates, check our performance against other social landlords and make top-level recommendations to our Board about how we can improve.

We'll provide you with support while you are a member:

- Accredited training
- £20 attendance allowance to each of the 5 annual meetings

- Free laptop and broadband access
- Child care costs
- The chance to put your experience towards a degree from Birkbeck College

This is a fantastic opportunity to develop skills and influence Peabody. The RRC kicks off in January 2009; please join us.

 **Contact Customer Involvement team**

At the Diversity Forum AGM

by Sue Randall, Diversity Forum Vice-Chair

I took my son and his friend along with me to the Peabody Diversity Forum AGM this year. It was held in partnership with the Imperial War Museum and based on the theme of the Windrush to celebrate the sixtieth anniversary of the ship's arrival in England.

My son Paul and his friend Joe had a special interest in the Windrush exhibit as they had been talking about it at school as part of Black History Month.

Over eighty residents attended the AGM. June Welcome (Chair) provided an overview of the Forum's achievements in supporting diversity and inclusion. June was re-elected as chair, and Len Baird and I were re-elected as vice-chairs for another year.

Liz Puddick from the Imperial War Museum gave a talk about "From War to Windrush" and diversity across the armed forces, which had us riveted to our seats – I wanted her to carry on for a bit longer! We then had a private guided tour of the exhibition.

Everyone I spoke to enjoyed themselves and planned to attend events in the future.

 **Contact Customer Involvement team**



Celebrating diversity: Forum members Melody Robinson (left) and Abigail Anfam

Learning "a family affair"

To date, Nickita has secured a full time position, Tina has gained a qualification, and Sarah, David and Kieran have gained numeracy qualifications.



Peabody resident Kieran Gristwood, 18, walked into the Hugh Astor centre on Blackfriars estate in August.

The employment training advisor offered him advice including apprenticeship opportunities and national qualifications to improve his chances of getting a good job.

Kieran decided to raise his maths to GCSE level. His mum Sarah was thrilled and saw that she too could benefit from what the centre offered. Sarah had no qualifications but is now working towards a literacy qualification. She told her husband and her neighbour Tina how great the experience was and they both registered with the centre along with Tina's daughter and sister.

Tina said, "To take your first steps back into education and to get a foot on the ladder for returning to work I recommend Peabody's learning centres to anybody. The services are FREE and after only a few weeks I have gained a nationally recognised qualification."

Learn more

See page 16 for a list of learning centre locations.

Did you know currently **32%** of all Peabody tenants prefer to pay their rent/charges through direct debit and over **75%** of adults in the UK have at least one direct debit. You can find out more about how to take advantage of this simple payment option **on page 5**.



Thinking Ahead, finding solutions

With two grown children living at home, a Peabody family faced a cramped lifestyle that had them looking to move to a bigger property.

Thanks to a Peabody project called Thinking Ahead, a different solution was found for the family – the children moved into their own homes and the rest of the household was no longer overcrowded.

Through this pilot programme, Peabody has been visiting residents who are looking to move home because of severe overcrowding to discuss the many other options available.

Peabody offers advice including:

- training and employment support to help people get back into work and into independent living;
- advice and support for young adults ready to move to their own homes;
- recycled furniture projects to help declutter the home; and
- welfare benefits advice and tenant support advice.

Get involved

Families who qualify to take part have been written to and follow up visits are still underway. If you have not had your visit, call your lettings manager through Peabody Direct.



Calling all leaseholders

Peabody's Leasehold team regularly visits the stand-alone blocks on our leasehold estates, to check on repairs, cleaning and grounds maintenance. Leaseholders are invited to take part in these walkabouts so why not join in the next bimonthly inspection?

As well, this winter, focus groups will be held to discuss changes to service charge statements. We're looking for leaseholders who would like to participate.

 **Contact
Leasehold team**

Congratulations are in order!

Peabody's Darwin Court has been honoured by the National Housing Federation's Neighbourhood Awards as one of three leading schemes in the UK that provides independent living for over 50s.



Community spirit: Having fun at Darwin Court

Join over **100 Peabody** home seekers www.peabody.houseexchange.org.uk

Over 100 residents have registered with Peabody's House Exchange website since the service's launch in August and more are joining every day.

The free service offers more options to Peabody home seekers wanting to swap homes within London. The easy-to-use website gives you access to thousands of possible swap partners who are residents of some of London's largest social landlords.

To use the service, you will first need to register on the website. We will then send you your unique

User ID and password in the post within five working days. Once registered you need to add as much detail as possible about your property to make sure that you get the right people interested in your home.

Learn more

You can visit the website to find out more. You won't need to register to read the helpful frequently asked questions section.

 **Contact
Peabody Direct**

To celebrate our new look, we doubled your luck and drew 10 winning wordsearches from last issue. Congratulations to: K.J. Kaur, N1; M. Malik, SW8; J. Chambers, E8; N. Nylander, NE1; A. Jones, W12; H. Larucea, SW1; I. Robinson, SE1; B. Robinson, E8; V. Burke, SW11; B. Hallinan, SW3.

YOUR PAGES

Calling all cooks!

Do you have a delicious recipe that is always a winner in your household? We want to hear about your favourites so we can share them across Peabody.



Your recipe can be for anything – as long as you like it! Send it in and you'll receive an Activate London Well-being Pack and be entered in a draw to win one of four £50 Marks & Spencer vouchers.

Our panel will shortlist twelve recipes, looking for ease and cost to make, taste and nutritional value. Each recipe will then be filmed being made and put on Peabody's website for others to try.

Get involved

Send your recipes to Andrea Purslow, Activate London Coordinator, at the address listed on page 2. Don't forget to add your name, address and contact number to each entry. Final deadline for entries is Friday, 19 December 2008.

A visit to Peabody (USA!)

During a business trip to America, Pam Alexander, Chair of Peabody, was thrilled to visit George Peabody's birthplace and meet the dedicated Trustees of the Peabody Institute in his home town, now called Peabody, near Boston, Massachusetts.

Pam said, "The library at the Peabody Institute is a bright yet calm place of study and leisure. It is home to one of their treasures—the portrait which Queen Victoria had painted especially for George Peabody 'as a token of appreciation for his noble Act of more than princely munificence to the poor of London.' She sent this to him when he refused a knighthood because it would have required him to give up his US citizenship."

"I was welcomed with extraordinary warmth by the guardians of George Peabody's many different philanthropic endowments. They remember with great affection the visits made by our young and senior residents to Peabody and their own trips to visit us in London."



Pam was welcomed by Dan and Barbara Doucette of the Peabody Historical Society, Martha Holden of the Peabody Institute Library and Peabody Historical Society, and Martha Cavanaugh, President of the Library Trustees, amongst others

Wordsearch

There are 10 words hidden here related to our exciting new vision – can you spot them all? If your entry is one of the first five correctly completed puzzles drawn from the hat, you'll win a £10 voucher. The winner's names will be published in the next issue.

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

- BELONGING
- OPPORTUNITY
- PURPOSE
- NEIGHBOUR
- TRAINING
- LONDON
- KALEIDOSCOPE
- PEABODY
- HOMES
- MODERN

Your name: _____

Address: _____

Send all entries to the address listed on page 2 by 19 January 2009.

Celebrating Black History Month

Peabody's Clapham estate was awash with colour, culture and high spirits in October when more than 200 local people took part in Wandsworth's own Black History Month festival, Ubuntu.

The hugely successful Peabody event was opened by the Mayor of Wandsworth and was led by Notting Hill Carnival founder Alex Pascal.

Ubuntu aimed to create greater awareness and understanding of African and Caribbean cultural heritage. This year it was better than ever, with great food, crafts, music and market stalls.

Warmest wishes to Daisy Langsdon of Greenman Street, N1, who celebrated her 89th birthday in September. Mrs Langsdon has lived on the estate for 70 years, and her parents and grandparents were also Peabody residents.



Peabody, Past And Present

Herbrand Street Estate

PAST ...

Herbrand Street estate in Bloomsbury opened in February 1885 and was originally known as the Little Coram Street estate. It was built on land which previously belonged to the Foundling Hospital, a charity which cared for abandoned babies and orphaned children.

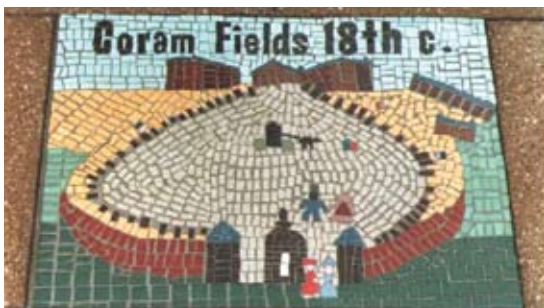
Four pairs of blocks were built round a central courtyard. They originally contained 205 dwellings, some of which consisted of a single room. Before 1900, the average wage of tenants in these single rooms was less than £1 per week. Early records show that in the 1880s most tenants worked within walking distance of their homes, with some residents employed at the department stores on Tottenham Court Road and the British Museum.



Celebration: In 1935, residents marked the Silver Jubilee of King George V at the estate

PRESENT ...

In 2000, the Herbrand Street tenants' association worked with Peabody to win a £5,000 lottery grant for a very special Millennium project for their estate. Young residents drew pictures representing the local area during each century of the last millennium. These were used to create 10 beautiful mosaics with the help of local artist Suzie Balasz. The mosaics were embedded in the estate's courtyard, to be appreciated by all ages for many years to come.



A local treasure: One of the very special mosaics from the project

YOUR LETTERS

Dear Editor



I am beginning to wonder if you realise that there are well over one thousand leaseholders and/or shared ownership properties within Peabody Trust. There is not a single mention of any leasehold or shared ownership in the Summer 2008 edition as there wasn't in the Spring edition of this publication. A lot of our problems and enquiries are quite different to those of your tenants. We do have a need to put our points of view in the newsletter.

R. Branton, leaseholder

Gary Clark, Assistant Director Commercial Initiatives, says:

Your point is well taken. Much of the content within *Engage* is directed at the entire Peabody community so everyone can take advantage of the many opportunities on offer. We will, however, be making sure that there is specific content aimed at our leaseholders and home owners in future issues. On page 13 there's an article on opportunities for you to get involved. If there is a specific topic you would like us to cover in *Engage*, I do encourage you to give further feedback and let us know.

Engage 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. Printed letters will be edited for length. Send your letters for the next issue by 19 January 2009.

Who's your Peabody Champion?



We want to hear about what you, your family and your neighbours have accomplished through Peabody opportunities.

That's why we're replacing our Good Neighbour Awards with a fantastic chance to honour the accomplishments of the people you're most proud of: our Peabody Champions.

Who inspires you? Is it someone like Kieran Gristwood (see page 12), whose success showed

his family and friends the benefits that our learning centres can bring? Is it a neighbour like Chris Pimlott, who was featured at the 2007 Residents Conference for his campaign to bring recycling to Wyndford estate? Or is it someone you know who's taken steps to improve their own life or the lives of those around them and deserves to be recognised?

Do you have a Peabody Champion in mind? Write in to nominate them – we want to share their story. If they win, they'll receive a **£100 Marks & Spencer** gift voucher.

Your name: _____

Address: _____

Phone number/email: _____

Your Peabody Champion: _____

Address: _____

Phone number/email: _____

He/She inspires me because: _____

You can continue writing your nomination on a separate piece of paper. Send your nominations to the address listed on page 2.

New Peabody noticeboards have gone up on all estates. Check them regularly for all the latest Peabody news and local updates. If you'd like to post on your estate's noticeboard, please check with your neighbourhood manager.

WHAT'S ON

Find your nearest neighbourhood learning centre

Ada Marian Learning Centre

Ada Place
London E2 9BA
020 7739 6668

Bruce House Learning Centre

Kemble Street, Covent Garden
London WC2B 4AW
020 7021 4160

Clapham Junction Learning Centre

Flat 1A Peabody Trust Estate
St John's Hill, Clapham
London SW11 1TY
020 7924 2594

Pembury Learning Centre

Pembury Annexe
183 Dalston Lane
London E8 1HL
020 8986 9745

Engine@Darwin Court

Darwin Court Community Centre
1 Crail Row
London SE17 1AD
020 7021 4668

Hugh Astor Learning Centre

Block S Peabody Square
Blackfriars Road
London SE1 8HT
020 7928 6717

Whitechapel Learning Centre

80 John Fisher
London E1 8JX
020 7702 2250

The Well-being Roadshow

Peabody's Activate London Well-being Roadshow is rolling onto an estate near you!

Come out and see what all the fuss is about. Health checks, feelgood sessions, Wii games, gardening, internet access to healthy living resources and so much more.

➤ **Contact**
Andrea Purslow



Why not invite Activate London and the Well-being Wagon to your next local event?

Activate London calendar

There's lots to do this winter with Activate London.

Here are just a few of the activities coming up. Projects are starting across London all the time so if you are interested in a particular activity but don't see it listed for your area, please call us.

➤ **Contact**
Call the Activate London hotline
0800 587 8215 (free from landlines)
for dates and more information.



Activity	What is it?	Where?
In My Prime league	Friendly competition league with activities such as board games and indoor sports.	Darwin Court Sundial Centre
Smoothie Sessions	Invent and make your own smoothies while learning about the positive effects of fruit and veg in your diet.	Youth clubs across London
BeFit4Fun	A range of sessions for older people including line dancing, low impact aerobics, sessions on cooking on a tight budget and exercises for the mind.	Tower Hamlets Southwark
Eat Wise, Eat Well	Half day sessions on how to cook and eat healthily on a budget.	Wandsworth Locality
Feelgood sessions	A range of therapeutic activities such as aromatherapy, reiki, Indian head massage, Yoga and more.	Peabody centres across London
Makeover sessions	Therapeutic sessions designed to relieve stress, including advice on hair and skin care, dressing well on a budget and psychology of colour.	Peabody centres across London
Gardening projects	Grow your own food, learn about gardening and meet new people!	Estates across London
Needles n' Pins	Learn how to use sewing machines to produce quality clothes.	Peabody centres across London
Project Paws	Volunteers with well-behaved dogs visit those living in sheltered accommodation who are unable to keep animals.	Peabody centres across London
Walking projects	Let's get more people walking! It's green, cheap, great for your health and you can learn a lot about your local area.	Across London
55 Alive Club	A local social group meeting regularly for activities including art classes, flower arranging, tea dances, drama, outings and more!	Across London
Bees Knees	Classes teaching women how to design and sew professionally and sell their work at local markets or over the internet.	Sundial Centre Tower Hamlets