



PEABODY

CREATING OPPORTUNITIES FOR  
PEOPLE IN LONDON SINCE 1862

SUMMER 2009

# ENGAGE

PEABODY.ORG.UK

---

**Young people  
have their say**

---

Working to make  
**estates safe**

---

**The digital TV  
switchover**

---



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

## THIS EDITION

### Highlights:

- 03 Majora Carter Group pays us a visit
- 05 Changes to our learning centres
- 06 Support for homeowners
- 12 Cooking with Elvis



## A word from Steve Howlett

One of our main priorities at Peabody is to encourage thriving, inclusive communities. It doesn't matter what age you are, there are plenty of options to get involved with your neighbours and your community. You can try your hand at volunteering, take a class that interests you at one of our learning centres, or come along and enjoy some of the social activities that Peabody organises, just to name a few.

We want to help people have a sense of purpose and a feeling of belonging, and we sincerely hope you take up these opportunities. If you'd like to find out more about how you can get involved in the different things on offer then read through the articles of this latest edition of Engage, I hope they give you a few ideas.

*Best wishes, Steve*

## About Engage

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



**Editor:** Roslyn Mulcahy  
**Design:** This Way Up  
**Photography:** Mathew Frith, Jody Kingzett, Izabella Hodos, Yasmin Noone, Tolu Oyerinde.

## 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 4444 or 0800 0224040 (free from landlines)**  
**peabody.direct@peabody.org.uk**

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

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

**Email:** [peabody.engage@peabody.org.uk](mailto: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 very 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 through our website.



## PEABODY NEWS

# New policy for equality

*Peabody has a new Single Equality Policy.*

This furthers our commitment to eliminating all forms of unfair discrimination and promoting equality amongst customers and staff. Pulling together all our existing equality and diversity documents, the policy covers diversity in ethnicity, disability, gender (including trans-gender,) age, faith and sexuality. It also includes how we'll meet our legal and regulatory equality obligations and how we will celebrate the diversity of our customers and staff.

In addition to this, we carry out Equality Impact Assessments whenever we introduce or change a major policy, process or service. This means that we look at the impact that making changes might have on different groups, which helps to keep our services fair and discrimination free.

### Learn more

Call the Policy Helpline on 020 7021 4457 or email [policy.helpline@peabody.org.uk](mailto:policy.helpline@peabody.org.uk)

# Survey to help service

*We will contact you for a short phone survey this summer*

We have reviewed the information we hold about all our residents and how this information can be used to make sure that services are tailored to individual needs. The survey will ask you questions in order to help us provide services in your area that respond to your particular needs, and also to help us prioritise what is important to you. We will ask you questions about how you want us to contact you, if you have any disabilities or impairments that you want us to know about and about the languages you speak. There will also be questions on ethnicity and religion.

Assistant Director of Policy and Inclusion, Jacqui Hird, said the better we understand residents' needs the more we can shape services around them.

"Obviously some of this information is personal to people so we will record it securely. It will only be used by staff or contractors when it is relevant to the service they are providing," she said.



Consultants from green-economic development firm MCG and Natural England visited Horseferry, Old Pye and Abbey Orchard

# Visit from 'green' leaders

*Representatives from the Majora Carter Group (MCG) and Natural England visited some Peabody estates to get a first hand look at our environmental regeneration work.*



The courtyard at Abbey Orchard was made-over into a more sociable, user-friendly space

Chief Executive Steve Howlett and IMPROVE Project Manager Sue Forsyth led the tour, which showcased some of Peabody's landscape improvements and inspired ideas for future projects.

Our visitors were impressed by the transformation at Abbey Orchard where the internal courtyards and external areas were extensively improved. The estate not only provides greener and more user-friendly spaces for people to enjoy but it has also encouraged the residents' own interest in gardening and is contributing towards meeting the demands of climate change.

Recycling, waste management, cycle storage and security were also considered during the project, and under the SOUND programme insulation and double glazed windows were installed to help lower carbon emissions.

## Translations

This magazine is available in:

**Large print, braille or audio tape**

বাংলা

Français

Türkçe

Português

عربي

and any other languages requested

**Call Peabody Direct on 020 7021 4444 or 0800 0224040 (free from landlines).**

**Ever wondered who is responsible for what at Peabody?** There's now a description of our five different service areas and the teams that make up each one on our website. Just go to [www.peabody.org.uk](http://www.peabody.org.uk) and follow the links 'About us', 'Governance' and 'Executive Team'.

## News in brief

### CROSSRAIL

Work on London's major rail project, Crossrail, is set to start in 2010. As part of this project there will be a major extension to the Bond Street Underground Station, which is near Peabody's Grosvenor Estate. Peabody's Asset Management team is working with Crossrail to minimise the affect on the residents at Grosvenor. They are also investigating the impact that Crossrail might have on any other estates.

### ACHIEVEMENT AWARD WINNERS

Five learners from our Clapham junction Neighbourhood Learning Centre were recently honoured at the learndirect Achievement Awards for the London Region. One of our finalists, Sunanata Phattanavibul, was chosen as the regional winner for the Progression Award. The judging panel also highly commended Daren Leslie for the Skills for Work Award and Sherron Dry for the Progression Award.

## Diversity Forum AGM



*You are invited to join us for the upcoming Diversity Forum Annual General Meeting on Saturday 26 September.*

Taking place at the Imperial War Museum, the meeting will run from 10.30am – 1.30pm. It will cover what Peabody and the Diversity Forum have been doing to promote equality and diversity in the last year, as well as any planned future activities. It's an ideal opportunity to come along, ask questions, and find out more.

**Get involved:** To book your place please contact Peabody Direct.

## New gas safety body



*The Gas Safe Register has replaced CORGI as the official gas safety body.*

The register is there to protect consumers from unsafe gas work and will provide greater levels of service. All of Peabody's gas contractors are registered with the Gas Safe Register, which means they are competent and safe to work with gas.

If you want to check whether a gas engineer is registered then ask to see their card. Everyone registered has an ID card with their licence number and a photograph. The licence number is easily confirmed on the Gas Safe website or by calling 0800 408 5500.

The Gas Safe Register is overseen by the Health and Safety Executive, responsible for regulating gas safety in Great Britain.



Registered gas engineers have ID cards

### Learn more

Visit the Gas Safe Register website at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or speak to the Peabody Gas Servicing Team on 0207 021 4610.

Congratulations to Mr N. Gillard, SW1, winner of the quarterly £300 prize draw from contractors K&T and Seaflame. Have your gas safety check and you could win.

## Focusing on your priorities

*Every three years we carry out a major customer satisfaction survey called STATUS (Standardised Tenant Satisfaction Survey). Results from the latest survey show we are now performing better in three key areas than when the last survey took place (2006).*

- Overall satisfaction with the overall services we provide has increased by 11% to 67%
- Satisfaction with the way we deal with repairs and maintenance has increased by 18% to 59%
- Satisfaction with how residents feel we are taking account of their views is at 53%

This year, in addition to asking customers how satisfied they were with the things we think are important, we also asked what you thought was important and how well we had done in those areas.

The results showed that while things like permanent tenancy and safety and security are very important, things like keeping our promises and commitments, following up on queries and taking ownership, and making it easy to get hold of the right person, are equally important.

These are the areas we will now be focusing on as we move forward. Our goal for 2010/11 is for at least 75% overall satisfaction.

Normally a quarterly snapshot of your satisfaction with our performance is included in each edition of Engage, however please see the Residents Annual Review included with this edition for a yearly overview instead.



**Customer Inspectors.** Looking for a 'hands on' way to influence the quality of our services? Customer Inspectors examine our services by carrying out surveys, interviewing Peabody employees, mystery shopping, and job shadowing. Call Peabody Direct to find out more.

## Helping us improve our customer service

*Our new Resident Review Committee (RRC) gives resident members the opportunity to inspect Peabody services and recommend improvements*



The Charter is our customer service promise to you

Made up of 15 selected residents, the RRC will meet four to six times a year and will help us decide on a programme of resident-led service improvements. They will use findings from mystery shopping carried out by resident inspectors, performance information and satisfaction surveys to inform their recommendations, which will feed directly into our decision making.

The RRC has recently reviewed our Customer Service Charter and made some recommendations that we have taken on board. New standards include things such as 'taking responsibility for matters that you raise with us and trying to solve them on first contact'. The revised Charter will be widely publicised over summer.

The Committee now has its sights set on reviewing our caretaking and cleaning services, so stay tuned for more!



**Contact**  
Call the Customer Involvement Service through Peabody Direct or email [customer.involvement@peabody.org.uk](mailto:customer.involvement@peabody.org.uk)

## Need to know

### REPORTING ANTISOCIAL BEHAVIOUR

If you are a victim of any harassment, anti-social behaviour (ASB) or violence, please speak to the Community Safety Team or your Neighbourhood Manager.

We deal with complaints seriously and will always work to resolve the problem. All information provided is dealt with in confidence and not passed on without permission.

If you have been assaulted, threatened with violence, had damage to your property or if another criminal act was involved, you should also report it to the police.

For more information, or to report anti-social behaviour, hate crimes or domestic violence, contact Peabody Direct. You can also report non-urgent matters to the police on 0300 123 1212. In an emergency, call 999 and ask for the police.



**Contact**  
Peabody Direct

### PEST CONTROL

Having problems with pests this summer? Peabody can provide residents with a pest control service through our contractors Ecolab. Call them directly on 02920 854390 to make an appointment, or call Peabody Direct who will put you through to them.

Whilst we can treat a number of pests free of charge (eg. cockroaches, mice, rats, garden ants), some fall outside of our responsibility. If you would like to view our current policy and see which pests are covered you can request a copy through Peabody Direct.



**Contact**  
Peabody Direct

### REPORTING REPAIRS

You can now report repairs online via My Peabody by logging in and selecting the 'report repair' button. If you prefer to phone please call Peabody Direct on the freephone number 0800 022 4040. If you make a maintenance appointment then please make sure you are home at the agreed time.



**Contact**  
Policy team

## Learning centre changes

*A few changes have been made to our centres recently that we would like you to know about.*

The Ada Marian and Whitechapel Learning Centres are moving away from employment and training support to focus on community development programmes and activities with a wider appeal. However, residents in Tower Hamlets can still receive employment and training support as an Employment and Training Adviser and Skills Tutor from Ada Marian have been relocated to the Sundial Centre in Shipton St (E2).

The Hugh Astor Centre in Blackfriars Road has moved to a great new building in Lancaster Street

(SE1), 'The Gateway Centre', to provide increased adult training and employment support, as well as building access for residents to other services. Residents using the Darwin Court training room can now get employment and training support at the Gateway Centre.

These changes mean we can improve how we deliver employment and training programmes, as well as allowing us to increase community activities.



### Learn more

See details on the back page for your nearest centre. Alternatively, contact the Employment and Training Team or the Community Investment Team through Peabody Direct to find out about opportunities.



**Please contact us if** you are in severe financial difficulty and feel that you are unable to make mortgage and/or rent payments on your home. We can provide advice and may be able to direct you to other organisations who can give you further assistance.

## Help for Shared Owners

*The current economic climate is a challenge, especially for homeowners, but there is support available if you're struggling to meet your payments.*

We have recently introduced a new policy to help Peabody shared owner leaseholders. If you find yourself with severe financial problems that could affect your ability to maintain ownership of your home you may be eligible.

We will assess applications for flexible tenure (buying back shares in your property) from people in financial difficulty who've purchased a shared ownership home through us.

This is only available as a last resort to people who've exhausted all other options, and we can only help people whose financial difficulties are connected with

their inability to pay their mortgage and/or rent. This option does not apply in situations where people have accumulated debts solely through unsecured loans or credit cards.

Additionally, another flexible tenure option exists under which Peabody shared owners can become assured tenants. Please note cases approved to proceed via this option are rare and once a property has been repossessed by the lender this is not an option.

To be eligible you need to be a Peabody shared owner, currently owning less than 100% of the

property. You must be paying rent on the unsold equity in the property. Flexible tenure isn't available to other owner occupiers, including former shared owners or those who have bought a property through a discount or incentive scheme such as Right to Buy, Right to Acquire, the Tenants' Incentive Scheme or the HomeBuy (shared equity) scheme.



### Learn more

For information about flexible tenure or other support for homeowners please contact the Commercial Initiatives Team

## Improving our maintenance service

*Changes will soon be underway to our responsive maintenance service, which at the moment is predominantly provided by Peabody Maintenance Partnership (PMP), with support from external contractors.*

The changes follow a review completed by independent consultants KPMG to propose ways in which our maintenance service could be improved further.

Over the past couple of years, there have been significant developments made to our maintenance service. Feedback from residents has shown that repair response times and customer service satisfaction have increased, but we want the service to perform even better and know the service still has room for improvement.

The maintenance service is now being put out to tender, and we are looking to identify up to three external service providers with a track record of delivering high quality, cost effective maintenance services. It is anticipated that the contracts will be awarded in December of this year.

Resident representatives will be involved in setting the service standards for the new contract and in selecting the new contractors. We will also be enhancing the contract management arrangements to ensure that the new contractors provide a better service, improved customer satisfaction and greater value for money.

The in-house service provided by our direct labour organisation, PMP, will continue to provide maintenance services until the staff transfer to one of the new contractors in April 2010. We will do all we can to make the transition as smooth as possible for residents.

### Learn more

For more information please contact Peabody Direct

## Peabody Avenue gets a makeover

*Work started in June on a Peabody new build scheme at our estate in Pimlico, which will provide 56 new homes as well as benefits for current residents.*

Peabody Avenue is a grand Victorian estate, first opened in 1875 and still going strong. These new improvements will ensure residents are proud of it for years to come. In addition to the new homes (38 affordable rent; 18 shared ownership), the work will provide a new community hall, state-of-the-art caretaker facilities and an office for City Guardians to help improve security on the estate.

In the next few months existing residents will see the main space of the estate transformed. Phyllis Murphy, a Peabody resident for 40 years, said the changes will make a fantastic difference. "I'm really looking forward to seeing the avenue landscaped, the new intercom system and the new homes which are sorely needed in London," she said.

Work is being carried out by Mansell Construction Services and is due to be completed by early 2011.

**Try before you apply** - Peabody is running a project for young people. They can take short courses in things like broadcasting, filmmaking and football coaching to get a taste of their chosen activity before applying for further training or volunteering. Talk to our Youth Services Team for more details.



## FEATURE

# Young people have their say

*Our new youth project is an exciting endeavour that gives young people a chance to have a say about the decisions that affect their lives; in their local community, within services they receive, and generally how they feel about being a young person living in the UK today.*

In the past we've struggled to get young people interested in decision making and to keep them interested long enough to make some lasting changes. We're hoping that will change with the new project and the hard work of our dedicated Youth Services team.

Our Youth Participation Coordinator, Claire Troman, started earlier this year and has already been working with young people on our estates to find out what they think about being a young Peabody resident, and to help them take action on issues that concern them. She said this is being done mainly through youth forums, places where young people can get together to discuss their concerns and try to bring about change. "My job involves acting as a go-between for the young people and Peabody to ensure that the right people are listening and paying attention to what they are saying," said Claire.

Some positive changes have already been brought about thanks to active young people speaking up during a forum. They let us know they wanted the ball court improved at Peabody Hill estate as the surface was dangerous and there were no goal posts. A new surface has now been laid, new goal posts have been installed and the area has been generally improved for young people to use.

Throughout the project young people also have the opportunity to meet up with other groups. "They can meet with other youth forums across the country to discuss how their projects are working, share ideas and work on national issues," said Claire.

We are one of only four housing providers running the new three year youth programme, which is funded by the Big Lottery.

### Learn more

For more information contact Claire Troman via Peabody Direct, on mobile number 077 6967 1803 or at [Claire.troman@peabody.org.uk](mailto:Claire.troman@peabody.org.uk)

## GETTING INVOLVED

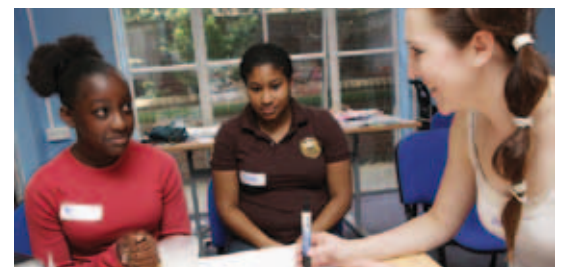
**There are four main ways young people can get involved in our youth project:**

**Contributing to our website** - Designing, editing, writing blogs, making videos to upload and much more!

**Becoming a member of a youth forum** - talking about and taking action on things that matter

**Taking part in a paid or voluntary traineeship / work placement** – there'll be lots of volunteering opportunities and a few paid traineeships for young people interested in a youth work career

**Sitting on the Youth Steering Group** - representing the local area and issues at a national level.



## THE BENEFITS

**Through being involved young people can gain a lot.**

**Some of the benefits include:**

Training, such as web design, being involved on recruitment panels, fundraising and formal youth work training

Developing new skills, such as team work, negotiating with people in power, planning projects, evaluating projects, communication

Making a difference where they live about things they care about

Meeting new people and making new friends

Opportunities to attend meetings and conferences in different parts of the country

Something positive for the CV.

If you need somewhere to store bulky items or household items, then Peabody has a limited number of storage sheds and garages available to rent. No flammable materials or toxic chemicals can be stored. Ask your Neighbourhood Manager for more details.



## Property update

*Keeping you up to date with the work taking place on your estates*

### SOUND

*The SOUND programme is working on Peabody estates to overhaul windows and decorate communal areas.*

SOUND will soon be coming to Old Pye Street, Greyhound Mansions, Parnell House, Bell Street and a number of other estates. We will always inform you of the work by letter before we start on your estate.

If SOUND is working on your estate this summer it's important you allow the contractor to have access to your home when they request it. To make this easier they'll give you the opportunity to arrange appointments that are convenient for you. Also, if you are going on holiday it would be useful if you could tell the resident liaison officer and then we can work around you.

SOUND is undertaken in a continuous cycle, which means that you can expect the programme to work on your estate usually every six to eight years.



▶ **Contact**  
Helen Hiller



### Digital TV Switchover

*The Government will switch off analogue TV in 2012 and all broadcasts will be via a digital signal.*

Peabody will be undertaking a digital TV switchover programme to make sure that all our communal TV systems are ready for this change. The upgraded communal systems will provide you with access to Freeview as long as you have a set-top box or a digital TV. Communal satellite dishes will also allow you to subscribe to a wide range of Sky services, including Sky Freesat, and will provide access to international TV.

Work starts on the first estates this autumn and it will be two years before it is completed on all estates. We will write to you in greater detail at least six weeks before starting work on your estate. We will not be carrying out work to houses with their own aerials, however we will write to residents in these properties to provide advice.

#### Learn more

Contact DigitalUK on 084 5650 5050 or go to [www.digitaluk.co.uk/home](http://www.digitaluk.co.uk/home) to find out more about the switchover

Call Peabody Direct for more information about our digital TV switchover programme for your estates

### IMPROVE

*The IMPROVE programme works to deliver high quality, vibrant outdoor spaces and landscapes to meet the needs of Peabody communities.*

The IMPROVE programme is underway at Rosendale Road with a view to starting work on site early in 2010. The project will deliver extensive road and path surface improvements, new lighting, a new communal area for residents to enjoy, improved entrances and extensive planting throughout the estate. A consultation event will enable everyone to see the designs and provide feedback.

Priorities for this year also include enhancements at Clyde Road, Barnwell House and North Row, funded by the Big Lottery Fund. Consultation has started on all three estates and there will be further opportunities for residents' input. Work is due to commence at North Row and Barnwell House later this year and at Clyde Road early in 2010.

▶ **Contact**  
Sue Forsyth

Every Peabody estate has a Neighbourhood Manager to deal with any local issues that come up concerning residents, the community or the estate itself. If you need to contact your Neighbourhood Manager call Peabody Direct. If they cannot answer your enquiry, they will arrange for your manager to contact or visit you.

## YOUR HOMES

# Stay cool this summer

*This summer is set to be drier and warmer than average, with temperatures reaching over 30 degrees. Here are a few tips to help you keep cool that won't cost the earth:*

- Stay in the coolest rooms of your home as much as possible
- Keep the curtains closed in rooms that get a lot of sun
- Keep windows closed while the room temperature is cooler than it is outside. Open them when the temperature inside gets hotter, and at night for ventilation if you feel safe
- Spray yourself with cool water
- Drink water or fruit juice regularly (avoid alcohol, tea or coffee)
- Wear loose, cool, natural fibre clothing (and a hat if you go outdoors).

Remember also to look out for your neighbours, particularly those who might suffer from the heat, like older people living on their own or people with health or mobility problems.



# Keep the kids safe this summer

*The Department for Children, Schools and Families has put together a free childproofing guide to help you and your children avoid those all too common accidents around the home.*



The guide covers some simple and practical tips to help make your home a safer environment, and protect your children from things like falls, burns and poisoning. Packs are available in Peabody community centres and on the Wellbeing Wagon.

### Learn more

Visit [www.direct.gov.uk/childsafety](http://www.direct.gov.uk/childsafety)

# Working to make estates safe

*Peabody takes reports of anti-social behaviour (ASB) seriously and we are working hard to deal with it effectively on our estates.*

In one recent ASB incident an offender used abusive language and badly assaulted another resident. Police arrested the man, however he was released on bail and his bail address was his home address, near the resident he attacked.

Wanting to ensure residents on the estate could feel safe from harm community safety officers and our legal team worked quickly to gather evidence

and take the case to court for an interim injunction. Evidence included pictures of the injuries, witness statements, and information from the police. The case was heard a mere few days later and the judge ordered the offender to move out of the estate. A further court order was soon granted for one year, excluding him from the estate or he will be arrested.

# DECENT and SOUND resident satisfaction

*Approximately four months after DECENT improvements (internal work such as to your kitchen or bathroom) or SOUND improvements (outside work such as replacing windows and decorating stairwells) have been completed to your home you will receive a questionnaire asking about your satisfaction with the work.*

The more residents that return the questionnaire, the better we can understand how to improve our service. As a result of your feedback we are now supplying improved DECENT information packs and we're also revising the type of draught proofing for windows used in SOUND.

If you return your satisfaction questionnaire in the pre-paid envelope you also go into a twice yearly draw for a £50 prize.

Congratulations to Mr M Fenn of Hanover Flats and Mr W Scott of Battersea Parktown, the two lucky winners of our December 2008 draw.

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

### PALMER

## Natural playspace

*Palmer Field has been transformed into a fun natural playspace.*

Complete with mounds and boulders to sit and play on, a slide, a cross-timber climbing structure, and a new picnic bench, it's hoped the space will quickly become a favourite for the estate's younger residents. Many have already been involved in a workshop with a local artist in April to help design stepping stones to decorate the play area.

Other improvements include re-sculpting of the slope, planting of wildflowers and shrubs, laying a new path, and installing a secure gate. The Palmer Tenants' and Residents' Association, Groundwork London and Peabody worked together to bring the changes about, while funding came from the London Marathon Trust and other grants, with Peabody providing resources where possible.



Young Peabody residents were quick to take advantage of the new play space

### NAGS HEAD

## Improvements inspire poetry

Residents of Nags Head Estate celebrated the completion of their Decent Homes improvements at an afternoon tea party. It was organised by Peabody and our contractor Wates to thank residents for their patience during the work.

They agreed it had been worth it, with one, Derek Sanders, expressing his feelings in a poem:

*We're having a facelift on the Nags Head Estate  
When it's all over oh won't it be great*

*We've got banging and drilling for most  
of the day*

*But about 4 o'clock it all goes away*

*Everything's new from the roof to the floor*

*We've got double glazing and a new white  
front door*

*We'll have a new kitchen and a new bathroom too  
But when you think about it it's long overdue.*

The improvements, costing a total of £10.16 million, were partially financed by two grants from the Housing Corporation (now known as the Homes and Communities agency or HCA), one for £5.1million and another for £600,000.



Derek Sanders of Nag's Head wrote a poem about the estate's facelift

The remainder was funded by Peabody. A big thanks also goes out to Wates for the tremendous amount of work they put in on the programme in conjunction with the Peabody team.

The final stage of the improvements, the external landscaping work, will be completed by September 2009.

### LOMOND HOUSE

## Learning to be worry free

A group of elderly Chinese and Vietnamese residents attended an 'Overcoming Worries' health talk at Lomond House, exploring ways to cope with anxieties and meet new friends.

The talk was led by Dr G Wong, a Clinical Psychologist from Maudsley Hospital. Positive feedback from the event showed everyone who came along found the session very useful.

The talk was organised by the SEASONS (Southwark Elders Active Support Outreach and Network Services) project, which aims to reach more isolated residents and help them get out and about and make connections in the community.

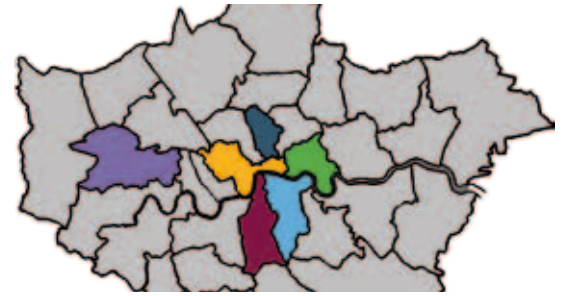


Peabody regularly organises health talks and other events for residents and others

**Contact**  
Peabody Direct

**Boroughs featured**

- Ealing
- Islington
- Lambeth
- Southwark
- Tower Hamlets
- Westminster



**GOLDSMITH AND PRIDEAUX**

## Goldsmith's greenhouse

*Residents on Goldsmith and Prideaux Estate are looking forward to a new arrival.*

A permanent greenhouse will soon be in position for residents use to try their hand at growing their own fruit and vegetables.

The project was originally devised by residents and has been set up under Peabody's Activate London programme. At the taster event residents were able to plant up and take away their own window boxes, as well as enjoy a range of other Activate London activities on the Wellbeing Wagon such as Tai Chi, MOT Health Checks and Wii Games for children.



Residents enjoyed planting their own window boxes

**BRUCE HOUSE**

## Feathered friends

*Some of Peabody's newest residents came to our attention when gardeners working at Bruce House discovered their nest while they were changing plant displays in early June.*

Whilst we recognise that mother song thrush has not signed the appropriate tenancy agreement, nor paid any rent to date, she has been complying with our pet keeping policy by making sure her five new arrivals are cared for properly, are kept under control, and are not causing a nuisance to other residents.

The family are subject to enquiring neighbours stopping by to check on their wellbeing from a safe distance (it's important that people keep their distance while the baby birds are so young and vulnerable). All reports to date are that both mother and chicks appear to be doing just fine.



The new residents have received a warm welcome from their neighbours

**ROSENDALE ROAD AND PEABODY HILL**

## Bears come out to play

*Families from Rosendale Road and Peabody Hill gathered for a teddy-bears' picnic and to learn more about the local woodland.*

Over 200 people attended and had the opportunity to join a drumming workshop, learn about bushcraft skills, listen to story-telling, have a health check courtesy of the Wellbeing Wagon, and much more.

The picnic was held in conjunction with Trees for Cities, to celebrate the completion of Capital Woodlands, a partnership project that has helped to enhance Peabody Hill woodland. Under the project workshops were also held with Rosendale School and Rainbow Nursery to educate young people in the importance of London's woodland heritage.



Kids enjoyed the drumming workshops

**Learn more**

For more information about Capital Woodlands go to [www.capitalwoodlands.org](http://www.capitalwoodlands.org)

Peabody relies on volunteers in many diverse areas of our work. If you'd like to donate your time and make a difference to someone's day contact **Yolanda Sissing** through Peabody Direct or email [your.time@peabody.org.uk](mailto:your.time@peabody.org.uk)



## YOUR OPPORTUNITIES

# Anyone for coffee?

*Coffee mornings are an opportunity for you to have informal discussions on topics of your choice and let us know what's important to you.*

Chief Executive Steve Howlett has been busy in recent months visiting Peabody estates for a series of coffee mornings and estate walkabouts. Residents at Wild Street, West Silvertown, Rosendale Road and Peabody Hill, and Pembury participated in focus groups last year as part of the 21st Century Peabody Community Project and Steve has been back to these estates to provide feedback.

He also paid a visit to Coopers Road in May to discuss the issues top of residents' minds.

If you're interested in having a coffee morning at your estate please contact the Customer Involvement Team.

We are always grateful if you can share your views with us on what we are doing well and where we need to improve.

➤ **Contact Customer Involvement Team through Peabody Direct or at [customer.involvement@peabody.org.uk](mailto:customer.involvement@peabody.org.uk)**



Chief Executive Steve Howlett, Peabody residents and staff recently went for estate walkabouts at Rosendale Road and Peabody Hill

## Cooking with Elvis

*Look out Jamie, there's a new chef in the kitchen! Peabody Caretaker, Elvis Campbell, has been cooking up a storm over recent weeks as he has been filmed cooking twelve favourite family recipes.*

All the recipes were collected from Peabody residents and staff and on each short film Elvis shows us how easy it can be to prepare simple, healthy and tasty food.

Elvis and his recipes will soon be available on DVD, as well as on our website or YouTube. Look out for more information coming soon.



### Learn more

Contact the Activate London Freephone on 0800 587 8215.

## The Cockney Sparrow

*Activate London has teamed up with the London Wildlife Trust to deliver an exciting new project, designed to bring the increasingly rare house sparrow back to the capital.*

The Cockney Sparrow project aims to get you out of your living room and involved in wildlife themed activities, including visits to wildlife sanctuaries, arts and crafts, and wildlife walks and talks.

Activate London Programme Manager Andrea Purslow said, "London's wildlife is disappearing, with many common birds now few and far between. In particular the 'cockney sparrow' or house sparrow, is fast becoming a rare sight in central and inner city London. This project offers a great opportunity for residents to learn about bird life on Peabody estates and other wildlife sites of interest in London."



Learn about London's wildlife

➤ **Contact Activate London on Freephone 0800 587 8215**

If you'd like to be involved in making things happen on your estate and in your community then call Peabody Direct and ask us about residents' associations and community groups in your area.

## Picnic in the park

*Come along to the Peabody Picnic in the Park. Bring your family, food and a blanket and get ready for fun in the English summer along with fellow Peabody residents.*

**Date:** 22 August 2009

**Place:** The old football pitches,  
Hyde Park, central London

**Time:** 11am – 4pm

### What's on?

- Free fruit smoothies and healthy snacks with Activate London
- Reduced price swimming in the Serpentine Lido
- Free tennis, putting and bowling at the Hyde Park Tennis Centre
- Free guided nature and history walks around Hyde Park
- Performances and workshops
- Free massages and Activate London activities
- Teddy bears' picnic with face painting and storytelling
- Fun and games for all the family

**Please note** this is an open event but ticket numbers are limited and will be booked on a first come first served basis, so get in quick and make sure you don't miss out. Tickets to be entered into the raffle (first prize is a Nintendo Wii), and the Tennis Centre and reduced price activities are for Peabody residents only.



The kids can enjoy some face painting...



...and don't forget the tasty summer food!

### Get involved

If you'd like to come along please speak to the Community Development Team to book your free ticket, or email [community.projects@peabody.org.uk](mailto:community.projects@peabody.org.uk) with your name, address and phone number by 14 August 2009.

## Repairs focus groups

*Working to improve the repairs and maintenance service for residents*

A big thank you to each of the forty-two residents who have attended repairs focus groups during the last nine months. Your feedback has been very useful in helping us explore what areas are working well and what areas we need to improve. The main area identified for improvement was communication throughout the process.

With your comments in mind we have recently made a number of changes, including:

- increasing the number of repairs that can be logged with Peabody Direct when you contact us
- no more requirements for a pre-repair inspection
- increasing the number of jobs inspected after repairs to improve the quality of workmanship.

### How can I be involved?

If you are contacted to complete a post-repair monthly telephone survey please let us know if you would like to attend a meeting and share your views.

## Achieve your personal best

*Would you like to be a volunteer involved in national events like the Olympics?*

Peabody is offering a free, fun and exciting eight week Personal Best course in event volunteering for Southwark residents. You can receive training in customer services, conflict resolution, team building, health and safety and much more. The course leads to an accredited qualification in event volunteering, and can also add to your employment potential.

Starting in September, the course runs for fifteen hours a week at the Gateway Centre (SE1). It will

not affect any benefits you might receive, and travel and lunch expenses are included. To be eligible you must be between the ages of 16-60, living in Southwark, unemployed but with the right to work in the UK, and must not already have a Full Level 2 qualification or above.



**Contact**  
**Andrew Bindi via Peabody Direct**  
or on 079 5631 7996.



Thinking about getting a pet? You are allowed to keep cats, small caged animals, caged birds and fish in tanks, as long as they are kept in line with the conditions of your tenancy agreement. For more information contact Peabody Direct or check our website (look under 'rights and responsibilities' then 'social tenants').

## YOUR PAGES

# Welfare Benefits advice

**Question:** *I am 66 and although receiving my state pension of £100 per week and a private pension £60 per week, I am struggling to pay my rent and council tax. I only get £10 more a week than my neighbour who gets all his rent and council tax paid for him, but apparently I get too much. It seems unfair. What can I do?*

### The Welfare Benefits team says:

It's commonly thought that if you get over a set amount per week all help with rent and council tax is withdrawn. This is not necessarily the case. Everyone gets an amount per week called an 'applicable amount' and if you get money above this you're expected to pay something towards rent and council tax but not necessarily all of it.

A person over 65 years is entitled to have £150.40 per week before contributing towards rent and council tax. This resident receives £9.60 above this amount so he is expected to use the £9.60 to contribute towards these. For rent this is calculated at 65p in each £1 of the £9.60, so he must pay £6.24 towards his rent and housing benefit would

pay the rest. For council tax, he should pay 20p in each £1 of the £9.60, so £1.92, and Council Tax Benefit would cover the rest.

Best of all, this can be backdated by three months if you can show a good reason for not applying earlier (for under 60s it can be up to six months), so you could get back some of the money you've already paid.



### Contact

The Welfare Benefits team for free, confidential advice about your own circumstances.

# Peabody, past and present Darwin Court

### Past ...

The original blocks at Darwin Court were built in 1881 by the Improved Industrial Dwellings Company. The Company leased the site from the Ecclesiastical Commissioners for England, and then bought it at a cost of £13,500 in 1952.

A list of rents paid in 1960 shows that a few of them were still let then for less than £1 a week. The property passed into the hands of The 1830 Housing Society, and then to Peabody in 1965.



Darwin Court, pictured here circa 1970, was six storeys high and contained 156 flats, most of which had only one bedroom

*continued on page 15*

## YOUR LETTERS

### Dear Editor

Is there any way that we can opt to receive *Engage* by email instead of a paper copy? Or if this is not possible can we at least get the magazine without the plastic wrapper? It's so environmentally unfriendly.

**N. Albert, N16**

Thank you for your enquiry regarding *Engage*.

The paper we use for *Engage* is Forest Stewardship Council (FSC) approved and comes from mixed sources. This means it is from a product group of well-managed forests, controlled sources and recycled wood or fibre. The polywrap packaging is also biodegradable.

However, if you don't wish to receive a mailed copy we can certainly take you off the mailing list and you could opt instead to download the latest copy of *Engage* from our website. If you would like to be removed from the list please tell us and we will make sure you are.

I enclose a photo of something I have just acquired that might be of interest. The dish was given to me by a friend who runs a market stall for curios and he thought, rightly, that I would be interested in it. It is in clear glass and is six inches in diameter.

I would be delighted to receive any information that you have.

**L. Rutter SW6**



### Christine Wagg, Legal Assistant says:

Thank you for sharing this interesting piece of Peabody's history. This is a piece of pressed glass, a technique which allowed inexpensive glassware to be made on a massive scale in the mid 19th century. The firm Henry Greener of Sunderland began making commemorative glassware in 1869, and pieces honouring George Peabody were some of their earliest products. There are at least eleven different items, some being rarer than others. Peabody now owns some examples, including two sizes of plate, a cup and six saucers. All our pieces are in clear glass but apparently it was also produced in several colours including turquoise, blue and amethyst.

*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 21 September.*



Congratulations to our five lucky wordsearch winners: C.Quarshie, N1; Mr Yucel, E5; G.Canty, SW3; J.M.Ingham SE1; S.C.Baynton, E2.



# Wordsearch

Summer is the perfect time to start getting into healthier eating habits, as well as getting out in the sun and getting some exercise with friends. You might reap more rewards than you think - as the saying goes, 'healthy body, healthy mind'. Why not see how healthy your mind is by spotting the 10 words hidden below? If your entry is one of the first five correctly completed puzzles drawn from the hat, you'll win a £10 voucher. The winners' names will be published in the next issue.

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

- NUTRITION
- MINERALS
- EXERCISE
- ACTIVE
- RELAX
- SLEEP
- VITAMINS
- BALANCE
- FIBRE
- STRETCH

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

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Send all entries to the address listed on page 2 by 21 September 2009.

## Peabody, past and present Darwin Court (continued)

Rather than carry out extensive modernisation it was demolished and rebuilt. In 1995 the site was enlarged when the neighbouring former Duchess of York public house was acquired.

### Present ...

These days Darwin Court enjoys proud status as the first London development devoted to the housing, employment, training, health and leisure needs of the local community with an emphasis on over-50s.

In 2008 it was shortlisted from thousands and recognised, via the National Housing Federation's Neighbourhood Awards (Independent Living and Older People category), as one of the leading schemes in the UK to provide independent living for older people. Darwin Court has also received a Welhops Award (welfare in housing for older people). The community resource centre is also open to the wider community and offers a diverse range of services aimed at enhancing quality of life, health and well-being.



Today, Darwin Court is a dynamic community hub

## Who's your Peabody Champion?

*Pembury resident Ms Grace Fewer is a shining example of a good neighbour.*



Grace earned her Peabody Champion status by being a very active and caring neighbour

An active resident, Grace has a great relationship with Peabody's Neighbourhood Services staff and contributes towards improvement in local matters such as parking contracts, cleaning performance, electrical repairs and general security. She reports sensitive matters to her neighbourhood manager, volunteers her time during tenant association meetings, as well as estate walkabouts and coffee mornings with the Chief Executive.

On a more personal note, following a recent funeral of a fellow resident Grace showed great empathy towards the family, friends and well wishers of the deceased by welcoming them, and serving tea and meals.

Honour the people you're most proud of! Do you know someone who has helped others or done something inspirational through Peabody opportunities? Write in to nominate them as a Peabody Champion - 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.

Did you know our green assets, communal gardens and open spaces cover more than **40 hectares** and include at least **8,000 trees**? Peabody is responsible for caring for these, through our two teams of gardeners and an external contractor.



WHAT'S ON

## Find your nearest neighbourhood learning centre

### Bruce House Learning Centre

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

### Clapham Junction Learning Centre

Flat 1A Peabody 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

### Gateway Centre

66 Lancaster Street,  
London SE1 0RZ  
020 7021 4400

### Sundial Centre

11 Shipton St  
London E2 7RU  
020 7021 4544

**Hotline: 0800 587 8215**

## Activate London calendar

*There's lots to do this summer with Activate London.*



Here are just a few of the activities coming up. Projects are starting across London all the time so if you're 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.

Where?	What is it?	Contact
Abbey Orchard, SW1	Tennis for Tots, Shoots n Spices	020 7739 6668
Across London	Cockney Sparrow, Challenge Peabody, Wellbeing Roadshow, Walking Projects, Feelgood Days, Mental Health Conference, Elvis' Kitchen, Smoothie Sessions, The Good Neighbour	0800 587 8215
Clapham Junction, SW11	On Your Bike, 55 Alive Club, Walking Projects, Eat Wise Well	020 7021 4670
Dalgarno Gardens, W10	Make Over Days, Ladies Who Lunch	020 8969 6300
Darwin Court, SE17 & Lomond House, SE5	A full range of activities including 55 Alive, Walking Fit, In My Prime League	0800 587 8215
Goldsmiths Close and Prideux Place, W3	Goldsmith's Greenhouse	0800 587 8215
Hugh Cubbitt Centre, N1	Needles n Pins, High Rise Gardening, Walking Fit, Green Fingers Healthy Food	020 7021 4053
Pembury Estate, E5	Healthy Bodies, Healthy Minds, High Rise Gardening	0800 587 8215
Strawberry Vale, N2	Sewing Project, Intercultural Food Days	
Vanguard Street, SE8	Makeover Monday, On Your Bike	020 7021 4340
Whitechapel Estates, E1	Gardening School, Food Coop, Bees Knees	0800 587 8215



## Our Well-being Wagon

Have you spotted the big green Well-being Wagon yet?

Over the summer it's visiting estates across the capital to bring you a taste of Activate London projects. Health and beauty therapists, gardening sessions, cookery demonstrations, health checks and Wii games for children are just a few of the activities you can try on the wagon.

**Contact**  
Activate London on 0800 587 8215 or  
email [andrea.purslow@peabody.org.uk](mailto:andrea.purslow@peabody.org.uk).

