

Residents' Annual Report

2007

1 April 2006 to 31 March 2007

Dear residents,

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

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

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

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

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

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



Chief Executive
Peabody Trust



Our progress on service promises

Maintenance and repairs

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

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

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

68% Overall satisfaction with last completed repair



Estate management

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

96% of estate walkabouts were carried out on time

100% of estate action plans were ready for implementation

80% Overall satisfaction with the visit of the estate manager

Caretaking

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

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

52% of estates classed as Gold standard

43% of estates classed as Silver standard

5% of estates classed as Bronze standard



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Annual Performance Report 2007

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

(CORE) database that monitors all our lettings.

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

£ Financial highlights

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

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

Total lettings (general needs and supported housing)

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

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

New lettings by borough

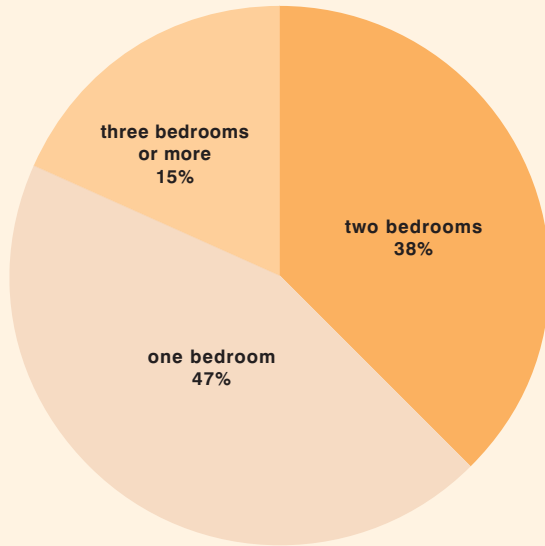
Peabody Trust owns or manages properties in the following London boroughs. Below is a breakdown of the 540 general needs properties let, by borough.

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



Lettings by bedroom size

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



Empty homes

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

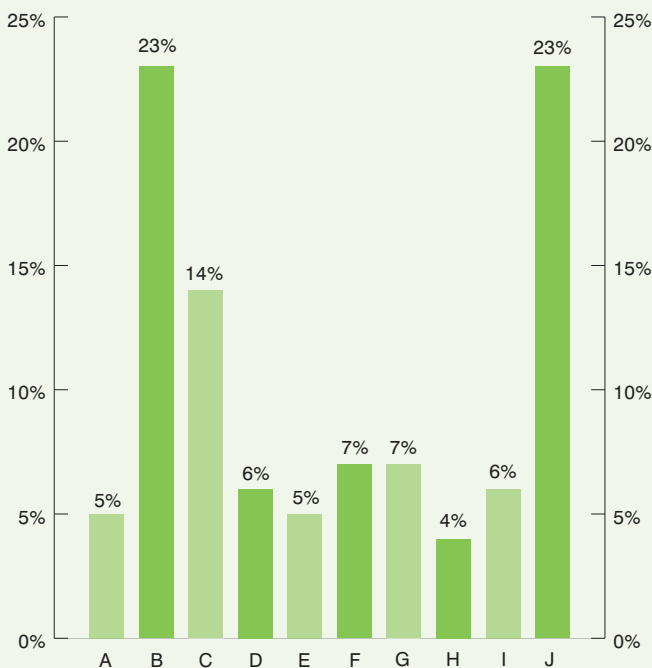
It took an average of **87 days** to let our empty homes.

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



Net weekly income of new households

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

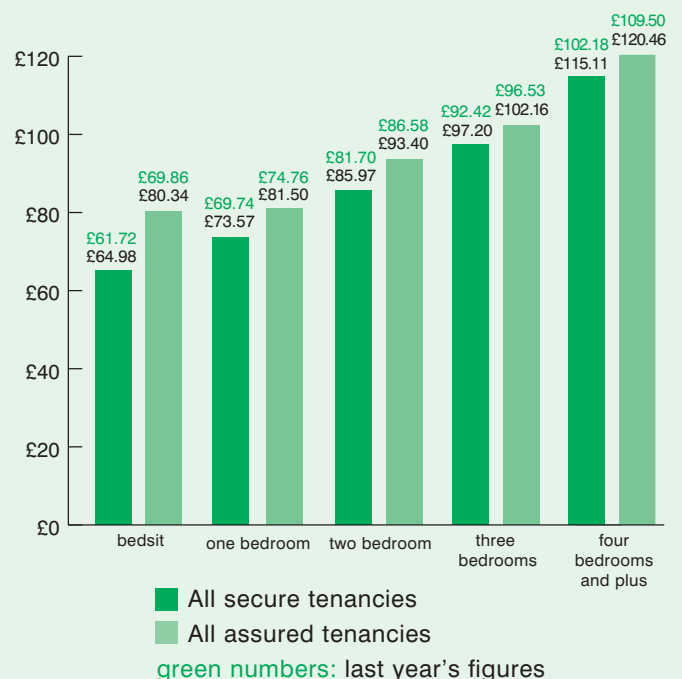


- A: Up to £49
- B: £50 – £99
- C: £100 – £124
- D: £125 – £149
- E: £150 – £174
- F: £175 – £199
- G: £200 – £224
- H: £225 – £249
- I: £250 – £274
- J: £275 and over



Average weekly net rents

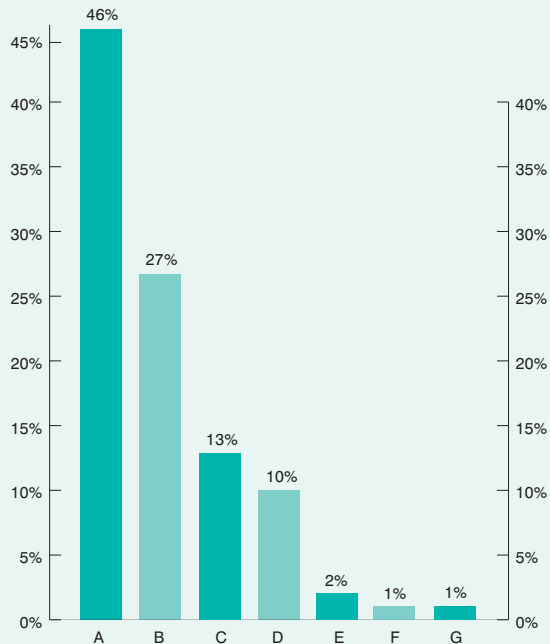
Peabody Trust increases rents based on changes in the rate of inflation. We make sure we are moving towards charging similar rents to other housing associations and local authorities in London. All figures below include service charges as per tenancy agreements.





Household composition of new residents

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

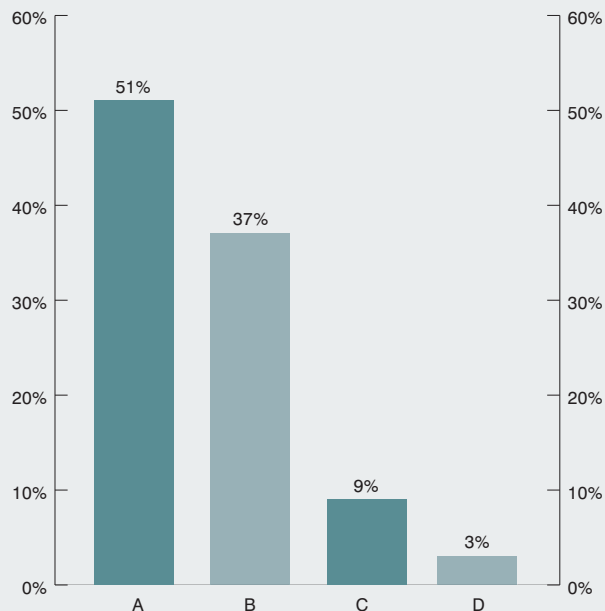


- A: Single adult (aged 16 to 59)
- B: One adult with at least one child < 16
- C: Two (or +) adults and at least one child < 16
- D: Other
- E: Single older person (aged 60 or over)
- F: Older couple (at least one aged 60 or over)
- G: Two adults (both aged 16 to 59), no children



Where residents came from

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

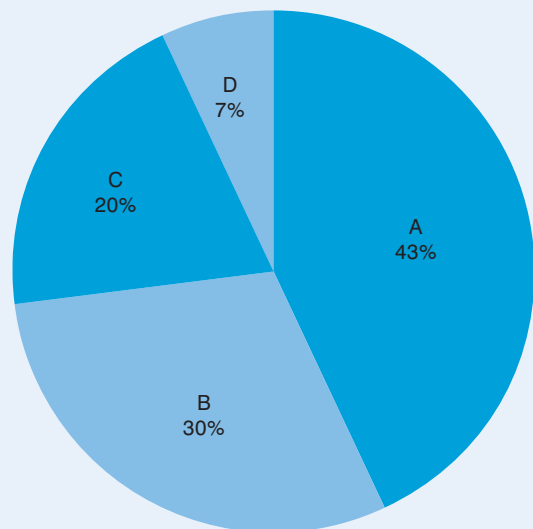


- A: Nominated by local housing authority
- B: Internal Trust transfer
- C: Other referral, for example, from the police, community mental health agency or voluntary agency
- D: Direct application/self-referral



Ethnicity of new residents

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



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



Energy efficiency

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

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

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

98%

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



Complaints monitoring

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

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

798 Total number of complaints in 2006/2007

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

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

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

STAGE 3:

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

STAGE 4:

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



Complaints by service area

The majority of complaints received concerned the following service areas:

44% Repairs/Maintenance

16% Estate management

Other complaints received concerned the following service areas:

7% Miscellaneous

6% Customer care

6% Decent homes

5% Staff issues

5% Lettings

3% Gas servicing

3% Rents – general

2% Leaseholders/Homeowners

1% Contractor issues

1% Policy complaints

1% Rents – service charges

YOUR SAY YOUR WAY

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

It couldn't be easier to have your say on

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

and much more.



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



How Peabody's rents compared

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

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



How Peabody's rents compared

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

Peabody Direct

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

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

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



88% Overall satisfaction with courteousness and politeness with Peabody Direct

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

57% Overall satisfaction with Peabody Direct

Major improvements to homes and estates

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

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

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

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

95% Satisfaction with the quality of the work carried out

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

Lettings

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

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

72% Overall satisfaction with helpfulness of Lettings staff

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

72% Overall satisfaction with customer service in the Lettings service

Our specialist teams

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



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

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