



PEABODY

CREATING OPPORTUNITIES FOR
PEOPLE IN LONDON SINCE 1862

SUMMER 2010

ENGAGE

PEABODY.ORG.UK

Out and about with
Activate London

Start of the
New repairs service

Opportunities to
get involved



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

THIS EDITION

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A word from Steve Howlett

We are almost three months into our new repairs contract with Osborne and some of you will have had experience of the new service.

It's early days yet and inevitably there have been teething problems, so there's more to do behind the scenes to improve the way we work together for the benefit of residents. One example is to fully integrate our IT system with Osborne's so that your repair will go straight into the Osborne system when you ring us. This will be up and running in September.

I want to extend my thanks to those of you who were involved in selecting Osborne. They

are an experienced, highly respected firm and I am confident that we made the right choice.

You can help us to make sure that they continue to fulfil their contract and provide good customer service. We are now looking for residents to get involved in monitoring their performance and our repairs and maintenance service as a whole. You can find out how by reading the article on the page opposite or by visiting our website.

Best wishes, Steve

About Engage

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



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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 022 4040 (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

Tenant and family services advice line
 Free, confidential advice and information about support for all residents:

020 7021 4491 (Mon–Fri: 1.30pm to 4.30pm)
tenantsup@peabody.org.uk

Did you know? We've expanded the number of different ways you can get involved in what we do. There is something for everyone, whether you have a busy lifestyle or can give us more of your time. To find out more, contact Policy and Insight through Peabody Direct or email: customer.involvement@peabody.org.uk.

PEABODY NEWS

New contract for repairs service begins

Peabody's responsive repairs contract with Osborne is well underway.

Osborne started delivering the service in May. In the first two weeks, our customer services team Peabody Direct took almost 2,000 requests for responsive repairs and were able to confirm the appointment time with each resident straight away. When contract began, the number of people requesting repairs significantly increased and is now four times the amount it was before.

Mr Allen, resident on the Fulham estate, had his shower repaired by Osborne. "They were very nice and polite. They did all they could to fix it and explained to me what the problem was."

There was a full schedule of appointments booked in from the start and the first repair was at a property in Lark Row, Tower Hamlets. Osborne went on to successfully complete more than 900 repairs in the first two weeks.

We understand that not everyone may have had such a good experience as Mr



Allen. Now that the new service is bedding in, we are working to ensure that any initial problems are sorted out. We know that expectations are high and we are still working hard alongside Osborne to ensure our new responsive repairs service is delivered to an excellent standard. We will be inspecting 10 per cent of all repairs after they have been completed and Osborne will also be inspecting another 10 per cent.

We are now looking for residents to become customer inspectors to help us continually monitor our repairs service.

Taking action following Short Notice Inspection

Following our Short Notice Inspection by the Audit Commission in December 2009, we have worked with residents to put in place an action plan.

This action plan sets out what we are doing in response to the inspectors' recommendations. We must complete all tasks on the action plan by 31 August 2010 both to the satisfaction of our regulator, the Tenant Services Authority (TSA), and our residents.

For example, the Audit Commission recommended that we: "understand the reasons for the numbers of emergency and urgent repairs and take steps to reduce this." We have launched a new strategy for monitoring repairs that will involve our residents. You can be involved at every level of monitoring the service, you can help us in a number of different ways.

The Audit Commission also recommended that we "collect customer profile information and systematically use it to understand and address barriers to accessing services". We carried out a telephone survey and now have this information for 60% of you on our customer database. The information will help us to understand better how you access our services, how satisfied you are and how we can improve services to meet your diverse needs especially in relation to repairs, complaints and resident involvement.

If you would like to view the full action plan, you can download it from our website at www.peabody.org.uk. As our action plan is progressed, we will update this page so you are kept informed of developments. Alternatively, for more information contact Peabody Direct.

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).

Want to inspect our repairs service?

We are looking for residents who can carry out surveys, job shadow our staff, interview staff and residents, meet with our contractors, and visit our offices and estates. Training will be provided. Contact Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines). Alternatively, complete the form in the Get Involved leaflet inserted inside this issue of Engage. More information is also available on our website.

Ever wondered who is responsible for what at Peabody?

There's now a description of our four different service areas and the teams that make up each one on our website. Just go to www.peabody.org.uk and follow the links 'About us', 'Governance' and 'Executive Team'.

News in brief

PET AWARENESS

We have teamed up with the Blue Cross, Wood Green Animal Shelter and the RSPCA to encourage responsible dog ownership on the Pembury estate. We are now looking to run a series of Pet Awareness Workshops (PAWs) later this year and are looking into how we can provide support, advice and services for dog owners on the estate. If you are a dog owner on Pembury and would like to talk to us about the project, please contact Victor Longe on 07748 071899.

If you have any concerns about any pets on your estate, you can call Peabody Direct on 020 7021 4444 or 0800 022 4040. Alternatively, you can report it via our website.

BUSINESS PLAN 2010-13

We've launched our new Business Plan for 2010-13. The plan will tell you what our strategy is for the future, outlining our objectives, our goals and our targets for the next three years.

If you don't want to read the full document, there is also a bite-size summary that will give you an overview of the plan.

Our full Business Plan and the summary are available to download on our website. If you would like a printed copy, please call Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines).

TELEPHONE SURVEY NOW COMPLETE

Many of you will have received a call asking you to provide us with your up-to-date information, contact details and communication preferences. Thank you to everyone who gave this information and we now have details for nearly 60% of our tenants.

The information will enable us to provide the highest level of customer service and tailor our services to your individual needs, as well as developing new services and monitoring current services to make sure that they are fair and free from discrimination.

We are regulated by The Tenant Services Authority and inspected by the Audit Commission, and both organisations expect us to record information about our residents so we can provide a better level of service.

Contact Peabody Direct to update your details, or log on to the My Peabody section on our website.

Residents help improve antisocial behaviour policies

The way we deal with antisocial behaviour (ASB) has been revised after a series of focus groups with residents who had experienced it.

These helped us understand what you wanted us to change in our policies.

Three focus groups told us it was important to:

- keep you up to date about your case;
- tell you what we can do to help you, for example, what legal powers we have to take action and which organisations could help you;
- take action quickly to solve a case;
- understand just how important your case is and the problems you have; and
- take you seriously.

As a result of your feedback, we are now working closely with residents who report ASB to ensure you are clear about what

we can do to help you. We will work with you to agree a clear action plan that is specific to your case and you will be given a copy. We have also introduced a new case management system to track your ASB cases more closely, which has been built around the feedback you have given us.

If you experience ASB please contact Peabody Direct to let us know the problem. Our Community Safety Team will assess your case and a lead investigating officer will then contact you to discuss your situation and agree what should be done.

Contact Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines) or visit our website.

Tower Hamlets – No Place For Hate

Peabody has become a member of Tower Hamlet's No Place For Hate campaign and has signed a pledge to work with the council to make Tower Hamlets a better place to live, work and visit.

The pledge asks organisations to speak out and condemn all forms of hate. By joining the campaign, Peabody also has access to extra support and advice when dealing with hate-related cases. We will continue to work in partnership with Tower Hamlets and look at opportunities in other boroughs to ensure all forms of hate and antisocial behaviour are dealt with appropriately.

If you have experienced a hate related incident, or any other antisocial behaviour please report it to Peabody Direct. You can find out more about how we handle reports of antisocial behaviour in the article above.



What is a hate crime?

Hate crime is any criminal offence where anyone believes the victim has been targeted because of their race/ethnicity, religion/belief, gender/gender identity, disability, age, sexual orientation or any other actual or perceived difference.



Did you know? You can log on to My Peabody, the secure section on the Peabody website to view your rent account, update your personal details, request repairs and more. All you need is your AllPay number – go to www.peabody.org.uk.

George Peabody's London

Are you interested in the history of London, particularly from a Peabody perspective?

Then why not join one of our guided walks to discover the life and legacy of George Peabody, the man who founded the organisation. The route starts at Spitalfields and continues across the city taking in historic sights before ending at the statue of George Peabody outside the Royal Exchange. The walks last approximately an hour and a half.



Walks will be held on

- Sunday 8 August at 12pm
- Tuesday 17 August at 6pm
- Thursday 26 August at 11am
- Saturday 4 September at 11am

It's free to join a walk but places are limited, so book early by calling 0800 587 8215 (free from landlines).

Transforming spaces with IMPROVE

Residents at North Row in Westminster and Barnwell House in Southwark are now able to spend their summer outside on the estate in scenic surroundings.

Landscaping work has now been completed as part of the IMPROVE programme, and the new, vibrant landscape offers a splash of colour and the opportunity for everyone to meet as a community.

North Row resident and Chair of the Grosvenor and Mayfair Residents Association, David Brookfield, said: "It is great to see the courtyard transformed into a place where residents can relax and enjoy themselves."

The IMPROVE programme aims to deliver high quality, vibrant outdoor spaces for

people to enjoy, meet each other and get involved in outdoor activities.

Work started at Clyde Road in Haringey at the end of May and residents can look forward to a brand new look for the estate once the works are complete in October. IMPROVE will also be starting later this year at Rosendale Road in Lambeth.

IMPROVE is supported by Big Lottery Fund as part of a portfolio of improvements being delivered to 75 estates across the country by a housing association partnership led by Places for People including Peabody and The Riverside Group.

If you would like to find out if any improvements are planned for your estate, see the Your Estate section of the website or call Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines).



David Brookfield in the new courtyard at North Row

Need to know

BECOME A PEABODY RESIDENT GOVERNOR

We are looking to recruit a resident governor to our Board. The new board member should be able to not only contribute expertise and knowledge as a resident, but also bring a wider knowledge of housing or business.

This is a great opportunity to contribute at the highest level and use your particular knowledge and experience to bring a fresh perspective to discussions and decisions that affect all residents.

You will need to attend meetings and be available for approximately 12 days per year. Support and training will be provided, expenses paid, and equipment can be provided where needed.

Please contact our Company Secretary if you are interested in applying for this role. Send through your CV and a supporting statement to:

Company Secretary, Peabody, 45 Westminster Bridge Road, London SE1 7JB, or by email to company.secretary@peabody.org.uk;

Closing date for applications is Friday 27 August 2010.

JOIN OUR COMPLAINTS PANEL

We are looking for residents who would like to be part of our Stage 3 Complaints Panel, which is made up of one customer representative, one Board Member and one Executive Director. As a member of the panel, you would have direct involvement in decision making in relation to our complaints process.

You would need to be available to come to our Head Office in Westminster Bridge Road, SE1, for meetings held from 4pm until 7pm, up to four times a year. Expenses will be reimbursed.

The position is open to all residents; you do not already need to be a member of a residents group.

If you are interested, we will be holding an information session on Wednesday 29 September 2010, from 4pm until 6pm. You can book your place, or find out more about the post, by emailing complaints.info@Peabody.org.uk or calling 020 7021 4518.

The closing date is Friday 27 August 2010.



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.

Young people aim for goals

Young residents from Peabody Avenue and Tachbrook estates played John Lewis employees in a three-day football tournament at Columbo sports centre.

Playing against a team of volunteers from John Lewis, the boys aged between 11 and 18 were able to get valuable advice from the John Lewis professionals about building a career in the retail sector.

The 15 volunteers from John Lewis's head office and flagship Oxford Street store acted as informal mentors to the young footballers, providing useful insight on topics such as how to dress and behave at a job interview and different routes into the sector, including volunteering and weekend jobs.

Peabody footballer Tony Mabbut was enthusiastic about the opportunities on offer. "It was interesting to talk to the guys that have come down. They gave me some good advice about what I should do if I want a job. One guy told me I should try to get a trade and go to college a few days a week as it would help me. I told him I would teach him how to play football if he gave me a job!"

During the tournament, Ex-England footballer Viv Anderson also dropped by to offer everyone a few footballing tips.

The tournament was held as part of John Lewis' commitment to supporting local communities through fundraising and volunteering.



Log on to My Peabody

More than 100 residents recently completed a survey about the My Peabody section of our website.

My Peabody is the secure personal area that allows you to log in and view your rent account, update personal details, request repairs and more. We wanted to discover how easy it is to use and how we can improve it.

Overall, the results told us that you are happy with registering and logging into your account and almost half of you log in once a month. The majority of you found out about My Peabody through Engage and use it to view your rent account. Over two thirds of you feel it is easy to find information, but we know that this can be improved. Finally, you told us we also need to improve the time it takes to respond to requests and log repairs.

To register for My Peabody, go to www.peabody.org.uk. All you need is your AllPay number, listed on your rent statement, and an email account you use regularly.

Meeting the standards

We recently invited residents to give us feedback on how we meet the Tenants Services Authority (TSA) new regulatory standards.

We wanted feedback about six standards that all social housing providers must meet – and how Peabody can improve further. We also wanted to learn how best to build upon what we provide at a local level, what the TSA calls our 'local offers'.

Some common themes emerged, ranging from better communication and consistency of standards to devolving decision-making and resolving complaints quickly.

A report for residents will be available from 1 October 2010 that will set out how we are meeting the standards and our plans for improving services.

Thank you to everyone who took part. If you were unable to attend our consultation event in July it's not too late. Get involved by giving us your views or helping with the annual report, please call 020 7021 4272 before 6 August.

You can find more information and a detailed summary of the issues raised on our website.



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.

FEATURE

Out and about with Activate London



Summer's here and it's time to get active. And what better way than by joining an Activate London event!



People of all ages have been getting involved in activities such as gardening clubs, tennis, pony days, makeovers and pamper days, cycling, walking and cookery programmes. Some of our residents have even taken the lead in planning and delivering many of the projects, ensuring that it can continue independently.

Fast facts

Our oldest regular Activate member is Rita Miles, who has just turned 100 years old and attends our lunch club at Elmwood Court.

Activate London is led by Peabody in partnership with six other housing associations: Family Mosaic, Circle Anglia, Southern Housing Group, Metropolitan Housing Trust, Broomleigh Housing and CBHA.

Well-being wagon

A full programme of events is planned throughout the summer and our Well-being wagon can bring some of our projects direct to your doorstep – see the back page for details.



For the past three years, our Activate programme has been delivering a range of exciting well-being projects across London and there's plenty more planned for the year ahead!

The Big Lottery awarded £4.6 million for the Activate London project, and it has been going from strength to strength since it launched back in 2007.

So what's it all about? Working with residents and partners, we've created a diverse portfolio of more than 80 community-led Activate London projects, themed around healthy eating, active lifestyles and good mental health. The projects are available in 25 boroughs across London.



COLETTE MITCHELL

Back in 2008, Colette was keen to start a gardening project for her community.

Colette, a resident on the Whitechapel

estate and teaching assistant at the local school, approached Activate London with a proposal. She wanted to start a food growing gardening project at her school, involving parents and local volunteers.

Funded by Activate London, the project started to flourish and in 2009 it was able to grow countless fruit and vegetables, and even won first prize for Tower Hamlets in Bloom award.

Colette still manages the project and works with a community gardener from Spitalfields City Farm, who supports the group with weekly sessions.

She gave us an update on the project: "This year, we've put together exclusive sessions for the children who attend the school and in particular, our weekly lunchtime gardening club is very popular. We also held a 'green finger day' for all our pupils, where every child got the chance to plant a tomato or bean seed and take it home over the holidays. Many brought their seeds back and planted them in the garden.

The children really enjoy going out into the garden to plant and they really enjoy the surroundings. I am really pleased with how this project has developed and it has been great working with Activate London and Spitalfields City Farm."

Colette is one of many residents who have started a community project with the help of Activate London. If you have a project you would like to start for your community, contact Activate London on 0800 587 8215 (free from landlines).

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.



YOUR HOMES

Help is at hand!

Two new handbooks have been published for Peabody tenants. Our main handbook has been updated following feedback from our tenants and from our Audit Commission inspection.

The handbook includes important information about your tenancy and other useful topics such as moving home, paying your rent, pest control, keeping pets, your neighbours and parking.

We have also created a new handbook 'A guide to repairing and maintaining your home', which has been put together to help you report repairs. The handbook contains pictures to help you explain what needs repairing when you contact us and questions that we might ask you, so we can send the right person with the right materials to do the job on one visit.

It also explains the types of repairs we are responsible for, minor repairs which are residents' responsibility and what you should expect from our service. There are tips on home maintenance and information on what to do in the event of emergencies, such as a gas leak.

We hope you find both handbooks useful and please contact Peabody Direct if you need more information or have not received your handbook.

Are you a leaseholder?

You will have been provided with a Leaseholders' Handbook when you moved into your home. If you need a replacement copy of your handbook, please download it from our website at www.peabody.org.uk or contact 020 7021 4382. Remember, if you want to report a communal repair, you can now contact Peabody Direct.



Ready to report a repair?

If you need to report a repair, your new handbook 'a guide to repairing and maintaining your home' is a great place to start. It will guide you through reporting a repair and has some great tips on maintaining your home.

We want to make sure your repair is completed quickly and smoothly. There are a few simple things that you can do to help us make sure this happens.

- Tell us as much information as you can – what we need to know is detailed in your new handbook.
- Let us in – it is important that you let us, and our contractors, in your home to see what needs to be done or to carry out repairs within the timescale we have agreed.
- Keep the area clear – moving fragile objects such as furniture, fittings, carpets.

How to report a repair

By phone: contact Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines).

Online: by logging on to your 'My Peabody' account at www.peabody.org.uk and clicking on 'report repair'.

By email: at customerservices@peabody.org.uk.

By letter: writing to the customer services team at 45 Westminster Bridge Road, London SE1 7JB.

In person: at our head office (from 9am to 5pm, Monday to Friday).

Pest control

Summer is a prominent time for pests, so there are few basic things you can do to help keep them at bay.



Keep it clean – Pests love their food, so keep all food in containers, put rubbish in a bin that has a secure lid. If you spill drinks, clean them up and generally keep all areas clean. Don't leave uncovered drinks, food or plates and cups on the floor overnight.

Keep it tidy – tidy everything away as much as possible and remove bulky items or boxes that could be an inviting home. Check for any obvious access points for the pest for example, through holes around pipework or gaps around window frames.

It seems simple, but many of us forget how easy it is to attract pests.

If you have any concerns about pests in or around your property, contact us immediately. We carry out pest control treatment for some pests found in the home. Initially we will investigate reports of pests and arrange treatment if we are responsible. You can report a problem by calling Peabody Direct who will pass you through to Peabody's pest control contractor, Ecolab. Alternatively, let us know via our website.

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.

Save water, save money

Do you want to find out how efficient your home is? We've partnered with the Energy Savings Trust to offer you a free water check.

The average household spends around 30% of their gas bill on heating water, which could be as much as £200 a year.

Making small changes to how you use water will not only help the environment and reduce your carbon footprint, it could also make a big difference to your energy bills.

If everybody in a Peabody property used a bowl to wash up instead of leaving the tap running that would save 8 million litres of water, 166 tonnes of CO₂ and £28,000 in energy bills each year.

Do you want to find out how you can make a difference?

Complete a simple questionnaire provided by the Energy Savings Trust and you will receive a free report showing you how you can save water, energy and money.

If you haven't already received details in the post, you can request your pack by calling the Energy Saving Trust on 0800 512 012 (free from landlines) and quoting 'Peabody'. Alternatively, download it from our website at www.peabody.org.uk/sustainability

Return your questionnaire and you could be one of two people to win £50 of Marks and Spencer vouchers.

Contact
Tessa Barraclough on 020 7021 4587

There are some simple measures that you can follow to start saving water, energy and money today:

- > Turn off the tap when brushing your teeth to save six litres of water every minute.
- > Taking a shower instead of a bath can save over 300 litres of water per week. But be careful, a power shower can use more water than a bath.
- > Fitting a Save-a-flush in your toilet cistern couldn't be easier, and saves about one litre per flush. To get one free, visit www.thameswater.co.uk/savewater.
- > Fully loading your washing machine or dishwasher uses less water than two half-loads.
- > Using a bucket to wash the car uses up to 125 litres less than a hosepipe does.
- > During the summer, water your plants in the early morning or late evening to minimise evaporation from the soil.

Keeping kids safe

The summer school holidays are undoubtedly one of the highlights of the year for our younger residents.

Many of our estates provide places for children to play and enjoy themselves, and we want to make sure they stay safe at all times. It is important that you remind your children that automatic gates are not play equipment and they must never climb on, over or under the gates.

Keeping an eye on your children and informing them about playing safely will help them enjoy their school holidays. Remember we have plenty of organised activities to keep them occupied this summer – see the back page for our Activate calendar.



Test your heating

You may think winter is a world away, but it has a habit of creeping up on you!

No-one likes to think ahead to those cold, damp months but it is always best to be prepared and make sure your heating is ship-shape before you need to use it.

The mild summer months at the end of the summer provide the perfect opportunity

for you to test your heating. That way, if there is anything that might need fixing you'll have plenty of time to get it booked in and repaired.

If you have any problems with your heating, please contact Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines). If you are a leaseholder, you are responsible for your heating system and will need to arrange for a Gas Safe registered engineer to repair it.

Don't forget

Your annual gas safety check! This is free for all Peabody tenants and can be arranged by contacting Peabody Direct.

Our contractors also offer a competitive rate of £60 plus vat for our leaseholders – contact our Gas Safety team on 020 7021 4610.

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

PEMBURY

Young residents get maintenance career advice

Our new responsive repairs contractor has been out on the Pembury estate in Hackney to provide some useful career advice and workshops to young residents.

Two representatives from Osborne met with those residents on the estate who are currently taking their GCSEs to talk about opportunities in the maintenance and building sector. Advice included information about how to start a career, what types of qualifications are needed and how to get work experience and apprenticeships.

Peabody is now working with Osborne to deliver more events. We are consulting Pembury residents of all ages to see if they would like workshops for practical DIY skills, run by Osborne in the summer holidays.

Osborne also took the opportunity to talk to some of the other residents on the estate about the new responsive repairs service.

If you would like more information, or think your estate could benefit from workshops, please contact Sharon Barbour on 020 7021 4692.



WILD STREET

Gardeners go wild

Green-fingered residents at Wild Street have joined together to set up their own gardening club.

Earlier this year, the Wild Street Tenants Association and some of the local residents contacted our Activate London project to find out how they could start a gardening project to grow fruit and vegetables. To help them on their way, the Activate team installed four planters on the estate and since then, the residents have been growing their own produce.

They are supported by community gardener Naomi, who joins the group every other week to provide advice about growing fruit and vegetables, as well as teaching them to get the best out of their garden.

If you would like to know more, or if you would like to start your own gardening club, contact Activate London on 0800 587 8215 (free from landlines) or email well.being@peabody.org.uk



VANGUARD STREET

What a load of rubbish!

A group of young people from our Leander youth club on the Vanguard Street estate have been involved in a creative project that encourages everyone to go green and recycle their rubbish.

Young people from the youth club worked with Artmongers, a company of artists that specialises in public art, to create the designs. The bins will be placed on Tanners Hill in Deptford at the junction of Heald Street and Albyn Road.

The project was commissioned by the Brockley Forum and funded by The Mayors Fund.



Boroughs featured

- Lewisham
- Westminster
- Lambeth
- Hackney



STAMFORD STREET

Fun day at Stamford Street

Residents from the Stamford Street Estate came out for some fun in the sun at a special event held by local youth forum SE1 United.

Face-painting, balloon animals and delicious food were just some of the entertainment that formed part of the fun day and members of SE1 United spoke to some of the young residents about their outreach work.

Residents of the Stamford Street Tenants' Association helped out on the day, while the Peabody's Activate London team and football coaches also joined in the festivities.

Natalie Bell, Project Director for SE1 United said "It was a really good day and everyone who came along seemed to have fun. We wanted to let the young people in the area know about our forum and how they could get involved, as well as organising some entertaining activities that people of all ages could enjoy."



PROVOST STREET AND EAGLE WHARF

Streetcar Club

Residents at Provost Street and Eagle Wharf Road have found a great solution to their parking problems.

With a lack of parking spaces in the area, the Streetcar Club was formed. Instead of owning their own car, members can use one of the cars provided by Streetcar, a self-service pay-as-you

go car hire company. Residents can book a car by telephone or online and then all they have to do is use their smartcard to pick up and return the car using a unique pin number. The cars are permanently parked in nearby parking bays allocated to the club by the council.

Residents are enjoying the freedom of hiring a car when they need it and still being able to use public transport when it's more convenient.

Looking after your estate

We like to keep a close eye on how we look after your estate and continually assess the work that we are doing. So, how are we performing? Here are some overall statistics...

- > Satisfaction with the way we handle anti-social behaviour cases is the highest it has ever been at 66%.
- > Almost every estate (121 out of 125) was awarded a Gold cleanliness rating and we are continuing to ensure these standards are kept up.
- > More of you attended our estate walkabouts than ever before... but we need more!
- > We completed tenancy audits for more than 10% of our properties – that's above target. Our audits make sure that the property is not sub let. As a result of our tenancy audits, we have taken back a record number of homes, ensuring we can give a place to live to those who need it most.



If you want to know more about how we are performing, want information about your estate in particular, or would like to join a walkabout on your estate, please contact your neighbourhood manager.

You can also find out more about your estate by checking the Your Estate section on our website at www.peabody.org.uk. You'll find information about any planned improvements such as Sound or the digital TV upgrade, details of your neighbourhood manager and the time and dates of walkabouts.

➤ **Contact**
Your neighbourhood manager

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

YOUR OPPORTUNITIES

Pony Days

Kids from across London have had the chance to leave the city behind and head out to the peaceful Willow Tree Riding School in Lee where they spend the day riding, helping muck out the stables, grooming and feeding the horses as part of our Project Paws Pony Days.



Since the Pony Days started in 2009, more than 100 children from across London have spent the day learning to ride and look after horses through the Activate London programme.

Aged from 5 to 16 years, the kids have received individual tuition under the care of riding school manager and horse expert Jan Massey. Jan told us: "The Pony Days are great fun and the kids love them. But they also provide the chance to learn about horses and it's done in a safe and calm teaching environment."

We are running these free pony days throughout the summer holiday. To find out more, please call Activate London on 0800 587 8215 (free from landlines).

Clinique decided to become a regular volunteer at the stables after enjoying a pony day.

Help with aids and adaptations

If you have a disability or are finding it difficult getting around your home, we may be able to install an adaptation to make life easier for you.



This could be anything from fitting a handrail to your stairs and installing a walk-in shower, to building a ramp to your door.

Contact the Aids and Adaptations team by calling Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines). Alternatively, speak to your neighbourhood manager, who will pass on your details.

Is your home too big for you?

We are looking for Peabody tenants living in Westminster in homes with three or more bedrooms who want to downsize. What's more, you could get at least £1,500 and help with costs if you move.

Working with Westminster Council, we will:

- > Pay moving expenses. Bills, utilities, storage and connections will be managed for you, if you need help.
- > Provide a dedicated officer to help and oversee your move and accompany you to any property viewings.
- > Give you a cash incentive of at least £1,500 for every bedroom that you give up.

For further information, please contact David Emery on 020 7021 4360.



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.



The Peabody Time Capsule

For almost 150 years Peabody has been at the heart of London – and the people of this great city have been at the heart of Peabody. As we approach our 150th anniversary in 2012, we want to celebrate this extraordinary shared history.

One way we're doing this is with the Peabody Time Capsule, a digital 'story bank' that will enable Peabody residents of all ages to share their memories online. The Peabody Time Capsule will be available for everyone to explore – a living, permanent record of Peabody people, places and things.

Add your story!

Young or old, we need your voice to make the Time Capsule come alive. Share your story of living in London through words,

photographs, film, video, documents, or even music. To share your story or find out more about taking part in this project, contact Neil Young on 020 7021 4210.

Join our working group

We would also like an enthusiastic, energetic individual to join our 150th Anniversary Working Group, which is overseeing and planning our anniversary programme. If you are interested in joining, please contact Ebun Atinmo on 020 7021 4886.



Come along to the Diversity Forum AGM

You are invited to join us for this year's Diversity Forum Annual General Meeting, which will be held on 25 September 2010.

The meeting will take place between 10.30am and 2pm at the Oasis Centre, Westminster Bridge Road, SE1. You'll find out more about what the Forum has achieved over the past year, what it has been doing to promote equality and diversity and what it plans to do in the future.

To book your place at the AGM, please contact Peabody Direct.

Cockney Sparrow returns for summer

Following last year's success, our 'Cockney Sparrow' project will be taking place again this summer.

With the help of London Wildlife Trust, the community project will create havens for London wildlife on selected Peabody estates.

You can get involved in wildlife-themed activities to raise awareness of your local environment and will be given the opportunity to help improve and maintain habitats for sparrows and other wildlife on your estate. Nearby schools and community groups are also invited to take part.

Cockney Sparrow is part of our Big Lottery-funded Activate London programme.

For more information about the Cockney Sparrow project, contact Mark Pearson at the London Wildlife Trust on 020 8802 4573 or email mpearson@wildlondon.org.uk.



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

Managing your money

Question: *My youngest daughter reaches sixteen in September, and I remember the mess that happened when my eldest left school. Suddenly, my child benefit stopped, the child tax credit went down, and I still faced the same costs. I couldn't understand why this happened as she wasn't working; she's still my daughter after all. I only work part time so can't afford another huge drop in income.*

The Welfare Benefit Advisers say:

If your child doesn't carry on in education or training, they will be deemed to be an adult and a 'non dependant'. This means that you will not receive child benefit or child tax credit. Plus, if you currently receive Working Tax Credit as a lone parent working between 16 and 29 hours per week, these payments may also stop, along with help for NHS costs such as dental treatment and NHS prescriptions.

If your child continues in education or training, the child benefits and tax credits can be extended until they are 20 years old. You must notify all relevant benefit teams to ensure this happens.



Contact

The Welfare Benefits team for free, confidential advice about your own circumstances. Call 020 7021 4888.



Peabody, past and present Fulham estate

Past ...

Fulham estate in Lillie Road was opened in 1912. Previously the land was occupied by Hermitage Lodge, a large house with extensive gardens once owned by Sir John Lillie. The estate provided 239 flats, with a separate bathhouse and a laundry building. The highest rent payable was seven shillings (35p) per week for a four room flat. Two rooms in the basement of one block were occupied by a social club, where residents could play billiards, darts, draughts and cards.



Fulham estate early 20th Century

YOUR LETTERS

Dear Editor



Southwark Street resident Alfred O'Coyle contacted our editor to say: "I was reading the Spring issue of Engage and was amazed to see a picture of myself in the Past and Present article on page 14! I am sure that I am the little boy on the slide in the historical picture from the 1960s. Could you tell me more?"

Our Editor says:

Thank you Mr O'Coyle, we were delighted that you got in touch to tell us you were featured in the photo! You may be interested in our Time Capsule project, featured on page 13, which gives Peabody residents the chance to share their memories of London.

Peabody's historical expert Christine Wagg has also contacted Mr O'Coyle with a larger copy of the photo.



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 Friday 17 September 2010.

Congratulations to our five lucky wordsearch winners:

- A Osei-Serebour, SE11;
- E Tagoe, E5; D Mills, SE1;
- J Simmonds, SE10; M Gorah, SE6.



Peabody, past and present Fulham estate (continued)

Present ...

The estate now has some of the latest technology installed. A free wireless internet (WiFi) service, funded by Fulham New Deal For Communities, can be accessed by all residents in the comfort of their own home. There is also a new local community centre with IT facilities, training and support, as well as a space for other activities. A special event on the estate marked the recent opening of the new community centre and WiFi service, with activities for everyone including, cookery demonstrations, relaxing massages and gardening tips.



Residents visit the well-being wagon at the opening

Who's your Peabody Champion?

Kabba Kamara is dedicated to helping other young people in his community.



A resident on the Vanguard estate in Lewisham, Kabba spend his spare time at the local youth club that is based at Leander Community Centre. Regularly volunteering with young people of all ages, he gets involved with the groups by running sport coaching sessions, including football matches in the nearby park and activities in the centre.

Kabba provides valuable support to the youth club and is liked by everyone who spends time there. Kabba has made a real difference to the club, using his initiative and planning new activities for young people. He has shown that he wants to put something back into his community and provides a sense of purpose for the young people on his estate. He is an excellent role model.

Kabba has aspirations to develop a career in Youth Work and is currently studying at college for a qualification in that subject, before going to University.

Wordsearch

There are some fantastic gardening projects taking place on estates across the capital and summer is the perfect time to enjoy the great outdoors. Whether you're part of a dedicated group or simply decorating your estates with pots and planters, many of you have been involved in growing some beautiful plants. Below are ten flowers that will be in bloom this summer. Can you spot them? If your entry is one of first five correctly drawn from the hat you'll win a £10 voucher. The names will be published in the next issue.

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

- | | |
|-----------|-----------|
| CARNATION | LAVENDER |
| DAHLIA | MARIGOLD |
| DAISY | ORCHID |
| FREESIA | PANSY |
| GERBERA | SUNFLOWER |

Your name: _____

Address: _____

Send all entries to the address listed on page 2 by Friday 17 September 2010

Nominate your Peabody Champion

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

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

Gateway Centre
66 Lancaster Street,
London SE1 0RZ
020 7021 4400

Hugh Cubitt Centre
48 Collier Street,
London N1 9QZ
020 7021 4400

Pembury Centre
Pembury Annex
183 Dalston Lane
London E8 1HL
020 8986 9745

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.



Project	Location
55 Alive	Sundial Centre, E2
Back in Action	Dalgarno Gardens, W10 Lomond House, SE5 Gateway Centre, SE1 Sundial Centre, E2
Bees Knees Sewing project	Strawberry Vale, N2
Cockney Sparrow	Peabody Hill SE21 Rosendale Estate SE24 Strawberry Vale N2 Tachbrook SW1V
Elvis' Kitchen	Across London
Feelgood Friday	Various locations across Kensington & Chelsea, Westminster, Southwark and Wandsworth
Fisher Foods	Whitechapel Community Centre, E1
Gardening School	Whitechapel estate, E1
Goldsmith's Greenhouse	Goldsmith and Prideaux estate, W3
Green Fingers, Healthy Food	Whitecross Street, EC1 Wild Street, WC1V Battersea, SW11 Britannia Village, E16
Healthy Eating Programme with Elvis' Kitchen	Neasden, NW10
Healthy Lunch Clubs & Ladies who Lunch	Across London
High Rise Gardening	Pembury, E5 Kings Cross, N1 Darwin Court, SE17
In my Prime League	Sundial Centre E2, Darwin Court SE17
Makeover Days	Rosendale, SE24
Needles and Pins	Kings Cross and various locations across Tower Hamlets
On Your Bike	Pan London
Pukka Tukka, Street Cuisine and Healthy Bodies, Healthy Minds	Across London (for young people)
Shoots N' Spices	Across London (with the Activate London roadshow)
Walking Fit	Across London

For more information about any of these projects please call Activate London on 0800 587 8215 (free from landlines) or email well.being@peabody.org.uk

Our Well-being Wagon

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

Keep looking out for our Well-being Wagon. Offering health checks, feel good sessions, smoothies, Wii games, gardening, healthy living internet resources and more, it's worth checking out! If you would like the Activate London Roadshow to visit your estate, call the hotline on 0800 587 8215 (free from landlines).

