

North West London | Winter 2024



# Home



Keep safe,  
warm & well

Spend less  
this winter

Resident  
Conference

Improving  
repairs



Welcome...

### ...to the winter edition of your Home magazine.

As winter settles in, we're here to help you stay safe, well and warm. In this edition, you'll find tips on saving energy and money (page 3), how to help prevent damp and mould and how we can help over winter (page 4). Plus, discover winter recipe ideas and DIY festive decorations (page 5).



2 In this edition, you'll hear about what's on at Southall Day Centre (page 11) and 'Move and Make' dance sessions at Open Havelock (page 12). Find out what help is available (page 14) and get an update on improvements we're making using your feedback (pages 8 and 9).

Whether you're looking for practical advice, community updates, or just a little bit of festive fun, we hope you enjoy this winter edition of Home magazine.

With best wishes,

**Sharon Goddard**  
Managing Director | North West London

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## Contact us

**Phone**  
0300 123 3456

**Website**  
[peabody.org.uk/contact-us](http://peabody.org.uk/contact-us)

**Post**  
45 Westminster Bridge Road  
London, SE1 7JB

**Social media**  
@PeabodyLDN

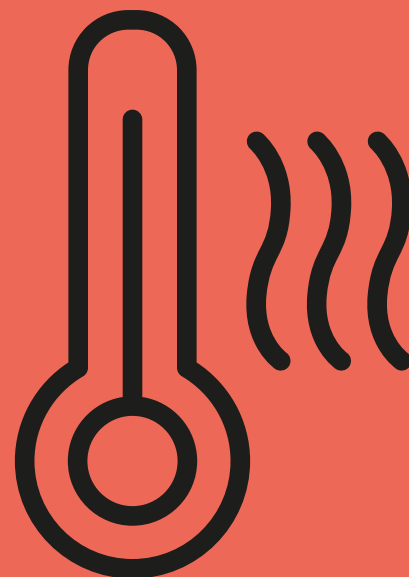
Home magazine aims to keep you up to date with news, events and other useful information and support.

We hope you enjoy reading the magazine, but if you decide you don't want to receive it anymore, just let us know:

Email [communications@peabody.org.uk](mailto:communications@peabody.org.uk) stating 'Magazine opt-out' in the subject line. Please include in the email either your tenancy reference number or your full name and address. We need this information so we can find you in our database to unsubscribe you. You can sign up to receive Home directly to your inbox at [peabody.org.uk/peabody-magazine](http://peabody.org.uk/peabody-magazine)



# Spend *less* and keep warm this winter

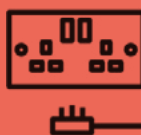


Winter can be tough on energy bills, but there are some things you can do around your home to keep warm and save money.



## Switch to LED bulbs

LED bulbs use up to 80% less energy than traditional bulbs, last longer and could save you up to £40 on energy bills.



## Unplug electronics when you're not using them

Many devices consume energy even when turned off. Unplugging them can save you on average £30 a year.



## Seal gaps and cracks

Proper insulation helps keep your home warm in winter, reducing the need for heating.



## Optimise heating

If you can, set your thermostat between 18°C and 20°C, a comfortable, yet efficient temperature.



## Use extension leads

Plug electronics into an extension lead and switch it off when you're not using it to prevent standby power usage. To stay safe, don't overload an extension lead by adding extra extensions or adapters to it.



## Wash clothes in cooler water

By reducing the temperature setting from 60°C to 30°C, you could save up to 60% on energy consumption per wash.

## Book a free session with our money saving specialists

Get help with switching to a cheaper energy supplier, reducing your broadband and phone bills and getting access to discounts! Book your free advice session with our money saving specialists at LEAP and Pocket Power.

During the session they'll ask about your current bills, talk you through your options, and help get your bills down. You could save £200 on your energy and household bills every year!

### Book a session

 [peabody.org.uk/save-money](https://peabody.org.uk/save-money)



### We're here to help

If you're finding it hard to keep up with your bills, please get in touch.

Visit [peabody.org.uk/contact-us](https://peabody.org.uk/contact-us) or call **0300 123 3456**.

# Tackling

## damp, mould and condensation



**During the colder months, your home is more at risk of being affected by damp, mould and condensation.**

Everyday things like cooking, showering, or drying clothes indoors can create moisture, and if it can't escape, it turns into condensation. This can lead to mould forming on walls, tiles, or windowsills.

To help prevent this, here are our top tips:



Open the windows slightly, even for 10 minutes a day, and make sure the vents are open and not blocked.



When you're cooking, cover pots and pans, put your extractor fan on, and open the window a little to reduce steam.



In the mornings, wipe your windows down, condensation often collects around the edges.



If you're struggling with damp or mould, please give us a call on **0345 123 3456** or let us know via our website **peabody.org.uk/damp-mould-and-condensation**



Leave a small gap between furniture and the wall to let air flow. Avoid overfilling wardrobes and cupboards.



Dehumidifiers can help keep small spaces dry.

## Are you ok?

**This winter, we're visiting some of our residents to make sure everything's ok.**

Someone may have already popped in, otherwise, we'll let you know if and when we're passing by. Please do open the door when we knock and let us know if there's anything we can do to help. We'll show you ID so you know it's us.

If you need anything, please get in touch.

## Feeling blue?

**Our community centre doors are open and we'd love you to visit and relax in one of our Cosy Corners.**

You can pop in for a cuppa and a chat, find out what activities and groups are running or pick up some information about support available. Many of the activities we run are low cost or free and it's a great way to make new friends.



To find your nearest community centre and when it's open, visit **peabody.org.uk/community-centres** or scan the QR code. We hope to see you soon!

# Festive fun



**This festive season have some fun and DIY your decorations! Not only will making your decorations save you some money, recycling materials and foraging for them will reduce waste and make your decorations unique.**



## Natural decorations

Gather pinecones from your local park. You can try dipping them in homemade snow (made with salt, water and flour). Then pop them in a bowl or on your Christmas tree.

## Make a garland

String together your pinecones to make a garland. Pick up fallen branches of fir, holly, or ivy to create wreaths. You can add dried citrus slices or cinnamon sticks for a lovely festive smell too.

## Upcycle

Grab your old jars and tin cans. Wrap them in twine and ribbon and pop in your foraged twigs and leaves inside to make a festive arrangement.

## Paper snowflakes, lanterns and stars

Using scrap paper, cut out snowflakes or stars to put on the window. You could also try making lanterns from tissue paper.

Look around your home or local park to repurpose everyday things and celebrate the festive season.

# Veggie shepherd's pie recipe

**Try this shepherd's pie recipe – a lovely hearty meal. Any extras – freeze them!**

You might have some of these ingredients in your cupboards and freezer already. You can always swap any of the veggies out for what you've already got.

Need a few things? Stop by a food bank where you can pick up fresh veggies, frozen foods and other household items.

[peabody.org.uk/food-banks](https://peabody.org.uk/food-banks)

## Ingredients

### The filling

- 1 punnet of mushrooms
- 1 onion
- 2 carrots
- 2 garlic cloves
- 250g frozen peas
- 2 tablespoons tomato paste
- 300ml stock
- Salt and pepper
- 1 tablespoon oil

### The topping

- 1 bag of potatoes
- 2 tablespoon of butter
- Splash of milk

**If you fancy, add a splash of Worcestershire sauce and some thyme and rosemary to the sauce for added flavour.**

## Recipe

1. Chop the potatoes and boil them until soft. Drain them and mash with butter and milk.
2. In oil, fry the onions, carrots, and garlic until soft, then add the mushroom, fry until they brown.
3. Stir in the tomato paste, stock and frozen peas.
4. Simmer for 10 minutes until it's thicker. Add a pinch of salt and pepper.
5. Add the filling, then topping, to a baking dish and cook for 20-25 minutes at 180°C.

Then enjoy!

# Resident Conference

**This autumn we held our Resident Conference. It was an inspiring day of connection and celebration. The event brought together residents, Tenant and Resident Associations (TRAs), and colleagues to highlight the incredible work happening across our communities.**

A standout moment was Kheron Gilpin's keynote address on the power of good resident engagement and the impact of TRAs in communities. Kheron helps people get more involved in their communities. He shared inspiring stories of how residents can, and have improved communities. His words set the tone for a day focused on celebrating the impact you have.

We also heard from Peabody's leadership team, who discussed the importance of acting on your feedback. The Q&A touched on improvements to repairs, including a more local repairs approach and getting your repairs right first time. We also heard about members of the board and what they've been working on, as well as covering specific issues across our estates and ways forward to address them.

One of the most moving parts of the day was celebrating our resident talent. We heard first-hand from the Resident-Led Panel and the North East Regional Forum about their experiences and achievements. We also heard about Williamson Heights' TRA website and the Parkside Resident Collective. Their journeys showcased the power of collaboration and community-led initiatives.

To close the day, we celebrated the contributions of outstanding TRAs in a special awards ceremony, recognising their dedication and hard work. Well done to all our winners and thank you for everything you do!

What really stood out was everyone coming together - to listen, learn, and create a brighter future for our communities.



Find out more and read our 2023-24 Resident Engagement Impact Report [peabody.org.uk/resident-conference](https://peabody.org.uk/resident-conference)

If you'd like to get involved in the activities mentioned, join Peabody Voice [bit.ly/peabody-voice](https://bit.ly/peabody-voice)





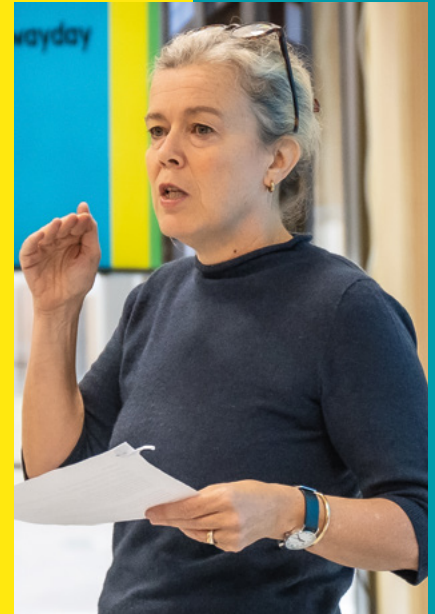
# An update from our Chair, Caroline Corby

“ We’ve been working to improve things that matter most to you – making sure homes are safe, providing support, and listening to your feedback so we can change things.

Meeting residents and community groups has been a real highlight for me, and I’m always so inspired by the incredible work happening in our communities. I’ve also taken on a new role overseeing how we handle complaints, ensuring we’re learning from your experiences and taking action.

Thank you for being such an important part of our community. We’re committed to making things better together. ”

Caroline Corby, Chair



## We’re listening: improving how we handle complaints

From April to June 2024, we received 1,948 complaints. Most (1,593) were resolved at stage one, but 355 needed further action at stage two. The main concerns you raised were delays and poor communication. We’re learning from this to improve our services.

### What do the stages mean?

- **Stage one:** this is when we first receive your complaint, and we aim to resolve it within 10 working days.
- **Stage two:** if you’re not happy with our response at stage one, the complaint moves to stage two for a more in-depth review.

### The top three areas of complaint from April-June 2024

- **Repairs:** damp and mould, leaks, and delays in completing repairs.
- **Rent and service charges:** issues around how charges are calculated and communication delays.
- **Homeownership:** lack of updates and slow response times regarding service requests and sales packs.



### What we’re doing to improve

We’re working to speed up how quickly we get things done and keep you informed. We’ve employed extra staff to help with complaints and worked closely with our repairs team to clear any backlogs. We’ve also set up a resident complaints panel to gather feedback and act on it.

Visit [peabody.org.uk/about-complaints](https://www.peabody.org.uk/about-complaints) to learn more.



# Tenant Satisfaction Measures – how we're doing

Your feedback through the Tenant Satisfaction Measures (TSMs) helps us track how we're doing and where we need to improve. Here are the latest results:



satisfied with repairs



feel your homes are safe



feel well-informed



feel we listen and act on your concerns



are satisfied with how we maintain communal areas



satisfied with complaints handling



Your feedback helps us to improve. As a result, we're developing regional forums to tailor our activities by neighbourhood. We're reducing the time it takes to get through when you call us. We've also grown our complaints team to clear repair backlogs.



We'll keep you updated on our progress.

For more information on what we're doing, visit [peabody.org.uk/our-performance](https://peabody.org.uk/our-performance)

## Using your feedback to improve

### Resident groups

We work with the Resident-Led Panel who help ensure your voice is heard and we're making the improvements you want. The panel is looking at communication, complaints and local issues.

### Safer buildings

We're developing safety plans for 258 high rise buildings, with 30 already completed. These plans are based on your feedback and are designed to make your home and building safer.

### Improved magazine

We're making changes in this very magazine. You told

us you want to contribute, hear more real life stories and get local updates.

### Better services

1,400 of you spoke to us about our cleaning and grounds services. Because of your feedback, we're bringing these services in-house. We're also improving 16 playgrounds using your suggestions.

### Celebrating diversity

We've celebrated Eid, Pride, and Black History Month, bringing together residents to share their experiences and celebrate inclusivity. Look out for upcoming ways to celebrate Hanukkah and Christmas too.

## Want to make your community better? Start or join a Tenant and Resident Association (TRA)

These groups help you connect with neighbours, address local issues, and have a say in decisions.

To set up an association:

1. **Find out** if your neighbours are interested
2. **Hold a meeting** to choose a committee
3. **Create a document** setting out how the group will be run

Read the guide on our website to find out more [peabody.org.uk/tra](https://peabody.org.uk/tra)

For advice, email [get.involved@peabody.org.uk](mailto:get.involved@peabody.org.uk) to get your group officially recognised and get access to help, funding and training.

# Improving repairs

**We're taking a more local approach, so we can get repairs in your home finished quicker.**

**Many residents have told us that reporting issues can be frustrating, appointments are sometimes missed and you need us to follow up with you after the work has been completed.**

**So, we've made changes.**

We've always used contractors to complete your repairs, but we've recently reviewed the performance of all our contractors so you get a better experience.

This might mean the contractors you've had visit previously are changing.

**Who are now taking care of repairs where you live?**



**Wates** in Ealing, Harrow, Hillingdon and Hounslow.



**Axis** in Hammersmith & Fulham and Kensington & Chelsea.



**EastWest Compass** in Barnet, Brent and Camden.



**Peabody Group Maintenance** in Westminster.

The people, vans, and uniforms that you see around your neighbourhood may be different, but the way you report any issues isn't changing.

Report any issues using My Peabody  
[peabody.org.uk/my-peabody](https://peabody.org.uk/my-peabody)  
or call **0300 123 3456**.

More information about your new contractors will be displayed on noticeboards

# Your feedback matters

**In October, we welcomed over 100 residents from North West London to our Ealing office to meet our local teams and hear about your experiences as a Peabody resident. Your feedback helps us to improve and do better. We know we don't always get it right, but by understanding where we've got it wrong we can embrace your ideas and make improvements.**

A big thank you to everyone who came along to share your thoughts and ideas. Our teams are reviewing the hundreds of sticky notes and will update residents in the new year on what we're doing differently.



# Not quite feeling yourself?



**If you're not feeling yourself there's help available. We can put you in touch with support services offering practical and emotional advice.**

You could be lonely or experiencing physical or mental health problems, or maybe you want to find and join a local group or club. You could be struggling to find work or to access services that would improve your life. You may need support to pay your bills.

**Whatever it is - we can help.**

This could be one-to-one support from our specialist advice team, or we can put you in touch with one of our partners who can help.



Visit our website or scan the QR code for support. Or call us on **0300 123 3456**

[peabody.org.uk/wellbeing](https://peabody.org.uk/wellbeing)



You can also visit one of our Wellbeing Hubs to meet in person. Just drop in when it's open, you don't need to book.

## Your nearest Wellbeing Hubs

**The Unity Centre in Brent**  
103 Church Road, London, NW10 9EG

Open every other Wednesday, 10.30am to 1pm.

**Jasmine Centre in Ealing**  
Lancaster Road, Southall, UB1 1AT

Open on the last Wednesday of every month, 12pm to 3pm.

# Visit Southall Day Centre

**Southall Day Centre has been running for just over 45 years and welcomes over 600 people every year from the local area. It's on Western Road and is a short bus ride or 15 minute walk from Southall Station.**

The centre has a thriving and diverse community which welcomes people from all backgrounds. Many people come to the centre several times a week to get involved in activities and classes such as English language, sewing and arts and crafts. You can also play board games or do some seated exercise and yoga. Some activities are also available online, if you're not able to make it in person.

The centre is a home away from home. It's a place where lifelong friendships are made and people come to meet their friends, have a cup of tea and enjoy the company and activities. Many people enjoy sharing their traditional food and speaking their native language. Our team can also speak many languages and are always on hand to listen and support you.



Find us at:

### Southall Day Centre

20 Western Road, Southall, Middlesex, UB2 5DS

Get in touch:

[SDCinfo@peabody.org.uk](mailto:SDCinfo@peabody.org.uk) / 020 8574 0902

Southall Day Centre is open Monday to Friday, 9am to 5pm.

Please pop in for a cuppa and pick up a timetable.

### What our visitors say:

"Coming to the centre has benefited me a lot. It's like a family. It gives me a purpose to get out of bed and out of the house to meet my friends everyday."

"I joined the English class at the centre for a year. I then went to a local college. But I came back to the classes at the centre because I enjoy it more here."

# My community



## Meet Sarah and Gabi from 'Our Moving Stories'

We sat down with Sarah and Gabi from 'Our Moving Stories' to hear more about the 'Move and Make' sessions they run at Open Havelock.

### How long have you lived in Open Havelock?

Gabi lived in the area for four years but has since moved out of London. And Sarah owns a Peabody home and has lived there with her family for the past five years.

### Tell us about 'Move and Make'

The 'Our Moving Stories' journey began when Sarah came across a group of women in the Havelock area who had lost their exercise class due to the COVID-19 pandemic. Sarah formed a Community Interest Company and received funding from London Sport to deliver mindful movement sessions. These provided a place for these women to come together each week and connect with themselves and each other through movement. As numbers grew, Gabi became involved and they began to plan 'Move and Make' as their next project.

Sarah is the 'move' and Gabi is the 'make' element of the 'Move and Make' sessions. They come together and agree a topic and then work on their individual specialisms to create the session. They were successful in applying for a grant from the National Lottery to run the 'Move and Make' sessions for another year, as well as trialling other community projects such as after school activities.

### What's your passion?

Sarah has a passion for dance and helping others to use movement as a way of expressing themselves,

but also for its wellbeing benefits and improving mental health.

Gabi has a keen interest in art psychotherapy. She previously worked in a primary school teaching art and now exclusively does the 'Move and Make' sessions.

The 'Move and Make' sessions are special because they allow the parent and child to share a moment together which allows them to connect and deepen their bond. There's no worry about not having enough space or cleaning up so they can fully immerse themselves in the experience.

With many of the activities the child can take their artwork home and many parents like to replicate the session at home by creating similar artwork.

### What's your plans for the future?

Sarah and Gabi want to continue doing mindful movement sessions with the original group and introduce new sessions for older people. They also have some taster craft sessions planned.

Open Havelock Community Centre is quieter on a Monday, so Sarah and Gabi are keen to start a story telling session with art and movement. They also have plans for a family 'Get Creative' session to reach older children and target the whole family through creative arts activities.



Head over to a 'Move and Make' session on Wednesday 4 and 11 December, 9.30am to 11.30am.

If possible, please book your space [ourmovingstories.com](https://ourmovingstories.com), you can also drop in.

# Open Havelock Community Centre



Open Havelock North, Willowbrook  
Road, Southall, UB2 4RQ

## Looking for a venue?

Whether it's for a club, class, regular activity, community group, event or party - we can help!

## What's available?

Two venues on Willowbrook Road, locations at:

- South: what3words is spill.kicks.long
- North: what3words is back.focus.plenty

## Spaces include:

- A large multi-purpose accessible room
- Secure workshops
- Play pods
- Storage
- Garages
- Access to outdoor landscaped gardens, kitchen and toilets

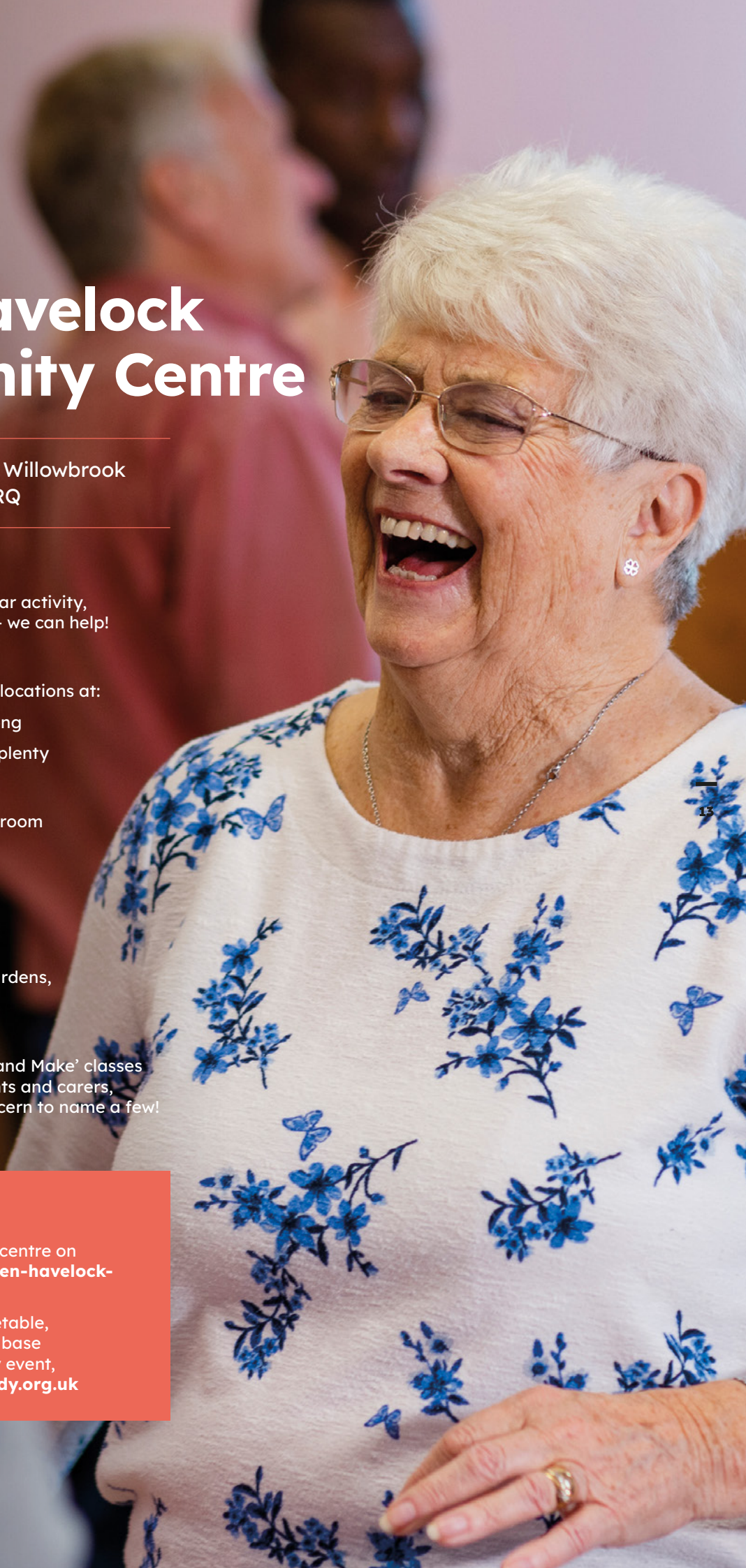
## What's on

Join local groups including 'Move and Make' classes for young children with their parents and carers, Zumba and Asian Community Concern to name a few!



Get more information about the centre on our website [peabody.org.uk/open-havelock-centre](https://www.peabody.org.uk/open-havelock-centre)

If you'd like to get a current timetable, arrange a visit, are looking for a base or have an idea for a community event, email us [openhavelock@peabody.org.uk](mailto:openhavelock@peabody.org.uk)



# Looking for a new job?

## We can help!

Sign up to the Career Compass email to stay updated with the latest jobs, events and top tips for your search.

↘ [peabody.org.uk/career-compass](https://peabody.org.uk/career-compass)

Get in touch for help with your CV, support with interview techniques or even guidance on what skills and training might help.

↘ [peabody.org.uk/job-support](https://peabody.org.uk/job-support)

## Peabody Careers and Volunteer Fair

This autumn we held our Peabody Careers and Volunteer Fair. Hundreds of residents, and those living in our communities came along searching for a new role.

People could speak with employers in industries including construction, environmental services and care and support, about live job roles - some people even secured interviews for the following week! There were also opportunities to get a new headshot, discuss interview techniques and improve your CV. Keep an eye out for next years' fair.



# How we can help with antisocial behaviour

**Antisocial behaviour (ASB) occurs when someone is causing harm or distress to people outside their home. We know how difficult this is and the impact it may have on you and your family.**

If you're currently facing issues with antisocial behaviour, you should first try speaking to the person you believe is behaving unacceptably. In most cases, and where it's safe to do so, you should be able to resolve disputes themselves. In an emergency, always call **999**.



If you need support, or need to report a case of ASB visit [peabody.org.uk/personal-safety](https://peabody.org.uk/personal-safety)

ASB presents in many forms:



Dumping rubbish



Graffiti and vandalism



Shouting, swearing & fighting



Verbal abuse



Antisocial drinking

# Looking to move home?



## We know many of you want to move home, and you may be in a really difficult situation.

There are currently not enough homes available compared to the number of people on waiting lists. Local councils have the tough job of deciding who has greatest need and priority for the homes that are built or become available.

This doesn't make it any easier if you need to move. But there are a few options:

### Affordable rent

Explore homes through Housing Jigsaw.

📄 [peabody.housingjigsaw.co.uk](https://peabody.housingjigsaw.co.uk)

### Home swaps

Thinking about a mutual exchange? House Exchange and HomeSwapper make it easy to connect with other tenants looking to move.

### Seaside and Country Homes

If you're 55 or over, look at the Seaside and Country Homes scheme for homes by the sea or countryside.

### Local council

Contact your local council to join their housing list. Each council has its own criteria, so it's a good idea to check what they're looking for.

📄 [gov.uk/find-local-council](https://gov.uk/find-local-council)

There's more information in the explainer video and podcast on our website.

## Spot a scam

It can be tricky spotting a scam but there are signs you can look out for.

### If you're unsure, always ask yourself:

- Was I expecting this person to call?
- Is this too good to be true?
- Why do they need my personal information?

Scammers might pretend to be someone else, they might promise you a quicker repair, they might make promises to get you a lump sum of money.

### Scams on the rise

Residents have reported an increase in 'no win, no fee' approaches from companies. They tend to promise quick, easy compensation with no upfront costs, but this can come with risks.

There's also been reports of people pretending to be Peabody asking if they can come in to complete an energy survey. These are fraudulent and not us.

### Protect yourself from scammers

If something doesn't feel right, don't share your personal information.



For more information, or to report anything, get in touch [peabody.org.uk/contact-us](https://peabody.org.uk/contact-us)



## This is a Safe Space

If you're worried about your relationship or someone else's, there's always someone to talk to.

Safe Spaces in our community centres are open for people experiencing domestic abuse to visit. They're a private space where you can access a phone or laptop with internet to access specialist domestic abuse services or contact a loved one. You can visit as often as you need.

### Your nearest Safe Space

#### Unity Centre

103 Church Road,  
London, NW10 9E

You can also call us on **0300 123 3456** or get in touch online [peabody.org.uk/domestic-abuse](https://peabody.org.uk/domestic-abuse) and one of our trained Community Safety Specialists will get in touch with you. In an emergency, always call **999**.

# Keeping you *safe*



**Keeping you safe is our top priority. It's important you know how to keep safe in the unlikely event of a fire. Please read and share this information with everyone who lives with you.**

- If you live in a flat, the **Fire Action Notice** in the entrance of your building explains what the evacuation strategy is. The notice will tell you if you should **stay put** or **evacuate**.
- Whether the strategy is to stay put or to evacuate, the most important thing is that **if you hear an alarm, you should close the doors inside your flat, get out and close the front door behind you.**

Find out more about what the strategy is for your building:

↘ [peabody.org.uk/stay-put](https://peabody.org.uk/stay-put)

↘ [peabody.org.uk/full-evacuation](https://peabody.org.uk/full-evacuation)

## The next steps...

- If you do need to evacuate, once you're safely outside, call 999, ask for the Fire Brigade and give the building address.
- Call us on 0300 123 3456 to let us know about the fire so that we can provide support.
- Don't go back inside until the Fire Brigade says it's safe to do so.
- If the Fire Brigade doesn't allow you back in, we or your local council can arrange temporary accommodation if you don't have friends or family you can stay with.



Find out more about keeping safe by visiting our website or scanning the QR code [peabody.org.uk/fire-safety](https://peabody.org.uk/fire-safety)



## My Peabody

### Service made simple

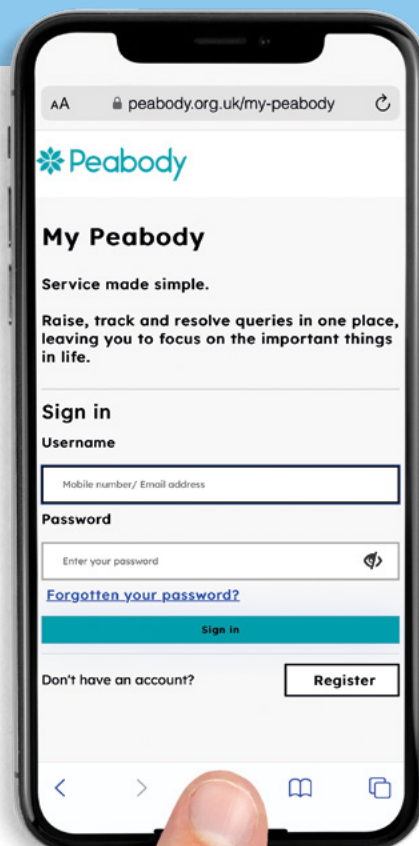
My Peabody is your easy way to access our services and information about your home, online, when it's convenient for you.

You can:

- Manage your home
- Raise and track repairs
- Access essential information and services
- Pay your rent
- Update your personal details



Register for My Peabody  
[peabody.org.uk/my-peabody](https://peabody.org.uk/my-peabody)



## Getting in touch

Our phone lines are open Monday to Friday, 8am-6pm.

You can call us on **0300 123 3456**

You can also use My Peabody.