

South London | Summer 2025

 Peabody

Home



Here comes
summer

School's out: support
available over summer

A local approach
to repairs

What is antisocial
behaviour?



Welcome...

...to the summer edition of your Home magazine.

With longer days and sunnier skies, this edition is all about helping you enjoy the warmer months - with summer fun, local stories and information on how to get support if you need it.

Inside, you'll find updates on how your feedback is shaping the way we work (pages 6 to 9), including changes we're making to improve our services and keep your homes safe and well maintained.

You'll also find ideas for local picnic spots (page 3), easy recipes (page 4) and information about what's happening in your community (pages 10 to 12). Plus, there are tips to help you stay cool, stay safe and avoid holiday scams (pages 5 and 15).

Wishing you a sunny summer! And if there's anything you'd like to read about next time, let us know.

With best wishes,

Wells Chomutare
Managing Director | South London



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Contact us

Phone
0300 123 3456

Website
peabody.org.uk/contact-us

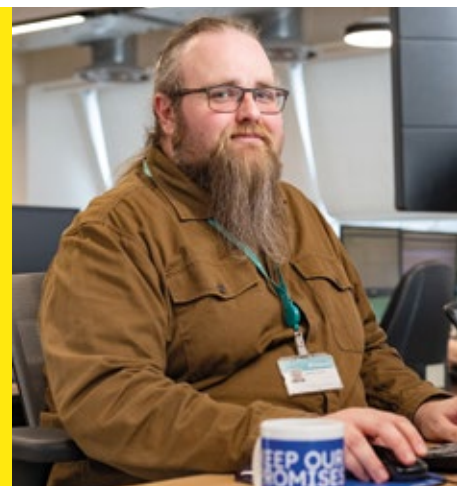
Post
45 Westminster Bridge Road
London, SE1 7JB

Facebook and Instagram
[@PeabodyLDN](https://www.facebook.com/PeabodyLDN)

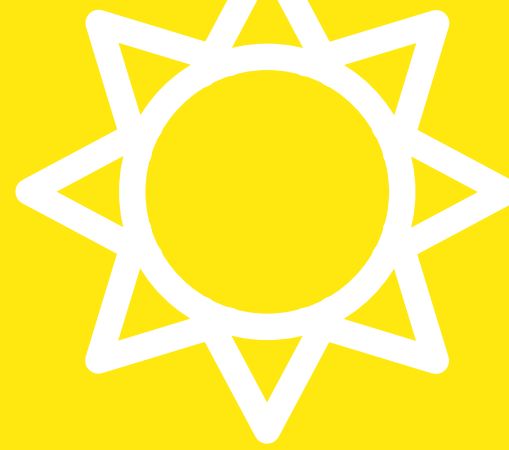
Home magazine aims to keep you up to date with news, events and other useful information and support.

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 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



School's *out*



Whether you're looking for free family fun, ways to keep the kids entertained or some support over the school holidays, we've got you covered.



Help with food

Pick up fresh vegetables, tins and household essentials from your local food bank.

📍 info.peabody.org.uk/food-banks

Get outdoors and explore

Whether you're after a quick walk or a day out, parks are a great way to switch off, get active and enjoy nature.

Check out picnic spots near you below.

Eat out for less

Discover restaurants offering free or discounted meals for kids over the summer holidays.

📍 squaremeal.co.uk/restaurants/best-for/where-do-kids-eat-for-free-in-london-and-the-uk_10525



Visit your local community centre

Looking for ways to keep the kids entertained over the break? Community centres often run free or low-cost activities – from craft sessions and book clubs to sports and drama workshops.

Look out for posters in your area or visit our website for more information.

📍 info.peabody.org.uk/events



Get creative at home

You don't need to spend to have fun. Try homemade playdough, build a den with cushions and sheets or make a DIY picture frame from old cardboard and craft bits.



Enjoy a summer picnic in the park

📍 **Birchmere Park,
Thamesmead SE28 8EZ**

There's always something happening at Birchmere Park – from cricket games and car boot sales to team sports and seasonal outdoor swimming.

Spending time outdoors can help lift your mood, reduce stress and help you feel more at home in your community. Looking for new walking spots? Try Go Jauntly – it's a free app with local walks and hidden green spaces near you.

📍 gojauntly.com



Looking for a helping hand?

If you're finding things hard, you're not alone – there's support available.

You might be feeling isolated, dealing with health challenges or looking to get more involved in your local community. Maybe you're job-hunting, need help getting in touch with support services or struggling with bills.

Whatever's going on – we're here to help. Our specialist advice team can offer one-to-one support or we can put you in touch with one of our trusted partners.

In the past three months we've spoken to over 500 residents.

"Thank you for your help with this, you don't even know the difference this will make to my life."

"The Advice and Wellbeing team has played a crucial role in helping me grasp my financial situation and has provided valuable guidance on how to organise my daily life."



Visit our website

↘ info.peabody.org.uk/wellbeing

Call us **0300 123 3456**

Pop into a community centre near you

↘ info.peabody.org.uk/community-centre

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Cool down with a homemade ice lolly

Looking for a simple way to beat the heat? Try this easy recipe using just a few items and some freezer space.

You'll need:

- Fruit squash or cordial
- Chopped fruit – strawberries, oranges or grapes work well
- Water

Also have handy:

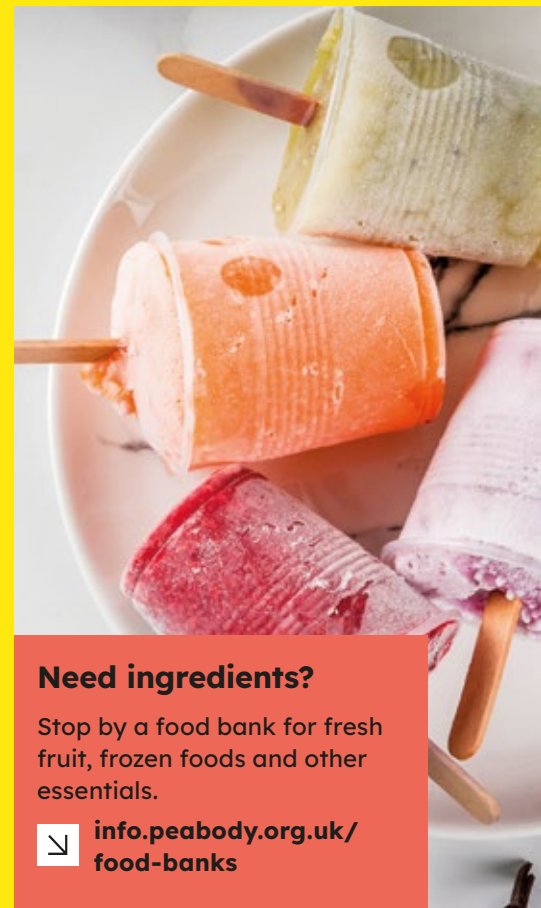
- Ice lolly moulds or small plastic cups
- Ice lolly sticks or you can use teaspoons
- Jug or large bowl for mixing
- Freezer space

Share your creations with us on Instagram @PeabodyLDN – we'd love to see them!

Get mixing:

1. Mix one part squash to four parts water in a jug or bowl – like you'd make a normal drink. You can make it stronger for better flavour once frozen.
2. Drop a few pieces of chopped fruit into each mould or cup, then pour in the squash mix.
3. Poke a lolly stick or teaspoon through the middle. If you're using cups, cover the top with cling film first.
4. Pop them in the freezer for 4-6 hours or overnight if you can.

Once frozen, they're ready to enjoy.

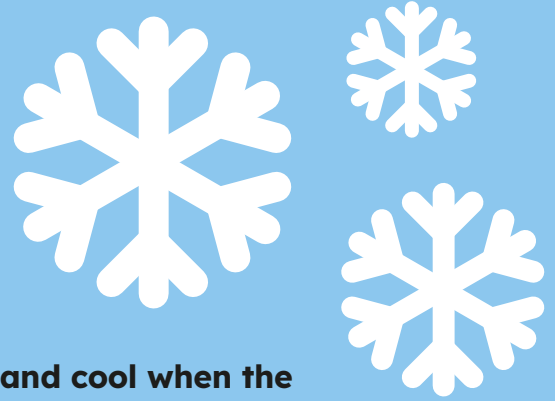


Need ingredients?

Stop by a food bank for fresh fruit, frozen foods and other essentials.

↘ info.peabody.org.uk/food-banks

Keeping cool in hot weather



Getting ready for summer? It's important to stay safe and cool when the temperature rises. Here are some simple tips to help you beat the heat.

Keep yourself *cool*



Stay out of the heat

Avoid the heat by staying inside or stay in the shade during the hottest part of the day, from 11am-3pm.



Dress for the weather

Wear light, loose-fitting clothes and a hat if you're heading outside.



Chill out

Enjoy cool and refreshing drinks and food such as ice lollies, salads and fruits.



Cool down

Take a cool shower or use a damp cloth on your neck and wrists to help lower your body temperature.



Stay hydrated

Drink plenty of water throughout the day to stay hydrated.

Keep your home *cool*



Minimise heat

Avoid using heat generating household appliances where possible, such as a clothes dryer, oven or dishwasher.



Keep cool indoors

During the day, keep windows closed to block out heat. Open them early in the morning or in the evening, when it's cooler.



Draw the curtains

Keep blinds and curtains closed during the hottest part of the day.



Stay in the coolest room

If one part of your home stays cooler, spend time there during the hottest hours of the day.



Use fans

If it's under 35°C, electric fans can help. Place fans near windows to bring in cooler air from outside during the evening and early morning.

Think you're over heating? Know the signs

It's important to know the signs of heat exhaustion and heatstroke – and what to do if you or someone you know starts to feel unwell.

Signs of heat exhaustion include headaches, sweating, rapid weak pulse, nausea and intense thirst.

You should:

- Find a cool place and loosen tight clothes
- Drink plenty of water
- Cool yourself with a damp sponge or flannel

If you're still concerned, call your doctor or NHS 111. You can also contact your Scheme Manager if you have one.

Heatstroke is a serious medical emergency.

Signs of heatstroke include headaches, no sweating, rapid strong pulse, high body temperature and nausea.

Call for help straight away:

- Call 999
- If you have a community alarm, press the button on your pendant or in your flat to call for help



For more information visit
nhs.uk/conditions/heat-exhaustion-heatstroke



How we're doing

Tenant Satisfaction Measures

We're committed to providing quality homes and services that put you, our residents, at the heart of everything we do. Our Tenant Satisfaction Measures (TSMs) help us see where we're doing well and where we can do better.

What do this year's results tell us?

We're making progress, but there's room for improvement. We're listening to your feedback and are acting on it, by improving homes and building more responsive, local services.

What we're doing to make things better

Taking care of your homes

We're strengthening our local repairs service with additional staff to boost our capacity.

Keeping you safe

Last year, we spent £50 million to improve the fire safety of our buildings.

Listening and acting on your feedback

This past year, more residents got involved, shared ideas and influenced change. This included over 200 consultations and our first Resident Conference.

Managing complaints effectively

A new system for prioritising complaints will help residents get help faster and reduce the number of issues which need to be escalated.

Better neighbourhood management

We're working with residents to create local plans, and with the police and local authorities to address issues you've told us about.



*Year on year improvement by %.

Using your feedback to improve

You've told us what matters – and we're making changes based on what you've said. Making sure your voice counts.

Our Resident-Led Panel is helping ensure your voice is heard and acted on. They:

- Helped shape our new strategy and inform how we work with residents
- Created a survey to understand how we involve residents and where we can improve
- Regularly meet with our CEO and senior leaders to discuss what residents think is going well and not so well
- Play a key role in recruiting future leaders – helping choose the people who lead your local services
- Reviewed service standards and communication – and are making improvements
- Got involved in scrutiny projects, including how we write our letters and your experience when you call us

Events and forums

We've held events in different areas so you can meet your local teams and raise issues face-to-face.

You told us:

- Repairs need to be quicker
- You want to know who your neighbourhood manager is
- Communication should be clearer and more direct

In response, we've started regular local drop-ins and surgeries and set up regional forums so your feedback goes straight to the right teams. It's been really successful, so we'll be holding drop-ins in more areas in the future.

Better communication

Residents have reviewed our letters and shared what could be improved. As a result:

- We've created a new writing guide to help teams communicate more clearly
- Training is underway, with regular checks to keep things simple and easy to understand
- We've started to rewrite some of our letters
- We've improved call waiting times and how we handle queries



Complaints Panel

A new resident panel is helping us review how complaints are handled.

They've raised:

- Delays in getting responses
- Confusing information online
- A need to fix issues before they become complaints

We're working with the panel to make the process quicker, clearer and easier to navigate.

Homeowners Panel

You raised concerns about service charges, communal repairs and communication. We're working with residents on this panel to shape and improve these services.

Talking directly to leaders

Residents are meeting regularly with our CEO and senior leaders through Sounding Board sessions. They share their experiences as a resident and discuss what we can do to make improvements.

Knowing who to contact

Many of you said you don't know who your neighbourhood manager is or how to get a response. This has been raised with senior leaders. We're working to make contact details clearer and improve follow-ups. Get in touch if you're not sure who your neighbourhood manager is or have a look at your blocks notice board.

Better accountability

You asked how we follow up on your feedback. After each regional event, we now publish a summary of what we heard and what we're doing. We've also passed an external audit of our engagement work and are building a new Resident Engagement Strategy – shaped by residents.



Your feedback helps us improve

To find out more visit
thegarden.peabody.org.uk or email
get.involved@peabody.org.uk



A new strategy *shaped by you*

We're launching a new three-year strategy – and your feedback helped shape it.

You told us repairs need to be faster, communication clearer and that we need to do more to keep homes and neighbourhoods looking their best. You also said service charges should be easier to understand and it should be simpler to share your feedback.

This strategy sets out how we'll do that by:

- Making repairs easier to report, quicker to resolve and keeping you updated
- Setting clear service standards so you know what to expect from us

- Making service charges simpler and clearer – especially for homeowners
- Using complaints and feedback to fix recurring problems
- Investing in the safety and maintenance of homes and shared spaces with a long-term plan

We're also creating more ways for residents to have a say – through forums, panels and local activities. You'll start seeing these changes over the coming months and we'll keep you updated as we go.



Consumer Standards

Last spring, the government introduced new Consumer Standards for social housing providers.

These aim to make sure you have safe and well maintained homes, clear communication and reliable services. Here's what we're doing to meet them:

Safety and quality

- Improving how we collect and use information about your home, so we can plan repairs and upgrades better
- Reviewing safety checks to make sure they're done properly and on time
- Changing our repairs service so it's easier to track jobs and follow up

Transparency, influence and accountability

- Updating your contact and support details so we can reach you in the way you prefer
- Reviewing how we respond to complaints and share updates
- Launching resident forums in some areas so you can speak up and hear what actions are being taken

To get involved visit thegarden.peabody.org.uk or email get.involved@peabody.org.uk

Neighbourhood and community

In some areas, different landlords are responsible for shared spaces like gardens and hallways. We're working to make it clearer who's responsible so issues can be resolved more quickly.

Tenancy

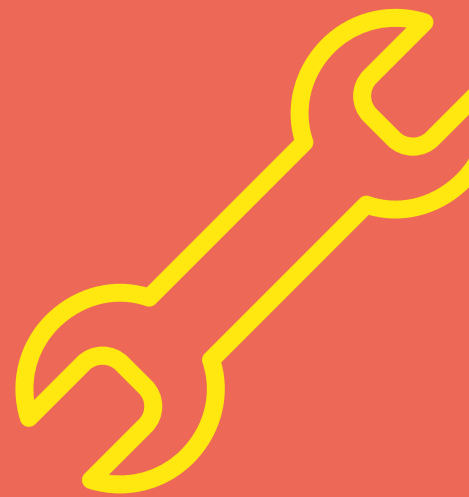
We're improving the information we hold about where and how people live, so we can better understand what's happening locally. Local teams will soon have clearer tools to spot and act on problems earlier.

Support

Our support and advice teams can help you find the right information. You can also talk to your local housing team.

For support email support@peabody.org.uk or call us on **0300 123 3456**

A local approach *to repairs*



We know how important it is to get repairs right. You've told us that repairs need to be quicker, better communicated and done right the first time.

That's why last year we started taking a more local approach. Our repairs teams and contractors have been visiting neighbourhoods, meeting residents and hearing first-hand about your experiences.

These conversations have helped us understand what's working and where we need to improve. In some cases, we've been able to sort issues on the spot.

We'll be arranging more opportunities over the coming months for you to talk to us about repairs in your area. We'll let you know when we're nearby.



If you need to report a repair:

Call us on **0300 123 3456**

Log your repair on My Peabody

info.peabody.org.uk/my-peabody

Solving small issues *quickly*

At New Mansion Square in Wandsworth, we recently held a repairs day to give residents the chance to report any issues – big or small – with many sorted on the spot.

We'd noticed our contractors were making frequent visits to fix a range of issues – from broken taps to jammed door handles – including problems left over from when the building was first completed.

With help from our contractors Milverdene, Gilmartins, PBSL and Purdy, we were able to help 32 residents on the day and booked 67 follow-up appointments.



It was such a success that we're looking to roll this out in other areas. We're looking at what this programme could look like and which neighbourhoods would benefit the most.

Watch this space.

Making sure homes go to the right people



Tenancy fraud happens when someone lives in a social home they shouldn't be in – for example, subletting it to someone else or not living there themselves.

It's more common than you might think. Studies estimate at least 148,000 social homes in England are affected – that's about 1 in 20 in London.

We're working hard to ensure social homes go to those who need them most.

Our Tenancy Fraud team is based in South London and is led by Tenancy Fraud Manager, Andrew, who tells us about the work he and his colleagues have been doing:

"When people misuse social housing through tenancy fraud, it's not a harmless act. It directly affects the availability of homes for those who truly need them. With thousands of social homes potentially facing this issue, waiting lists get longer and it becomes harder for vulnerable people and families to find suitable housing.

Over the last year we've recovered 101 homes being used fraudulently – these homes can now be reallocated to people who need it most."

How you can help

Possible signs of tenancy fraud include

- Unfamiliar faces: People regularly coming and going from the home who you don't recognise
- Short-term lets: Signs the property is being used as a short-term rental – like lots of unfamiliar cars or frequent new people
- Neglect: An unkempt garden, build-up of post or signs the home isn't being lived in
- Neighbours asking about things like rubbish collection days
- Someone collecting rent from neighbours



Get in touch

If you notice anything unusual, please let us know. You can do this anonymously if you'd prefer.



0300 123 3456



illegalsubletting@peabody.org.uk



Building a new career: **how Chevonne found her path in construction**

Did you know we can support you to find work or training? Our Economic Inclusion team helps residents into jobs, apprenticeships and further training.

This was the case for one resident, Chevonne – a former prison and probation officer. Chevonne told us how she worked with our partner, Good People, to become a Resident Liaison Officer focused on sustainability at one of our developments in South London.



“

I became aware of Good People while working as a housing officer in Hackney. I was offered a role on a Peabody development, which first introduced me to the idea of moving into construction. That opportunity gave me a taste of what the sector could offer. From there, Good People stepped in and helped place me into a more suitable role at Mulalley – one that was a better fit for my skills and experience. It was the first time I could clearly see a bridge between where I was and where I wanted to be.

”

My move into sustainability wasn't planned, but a natural progression. My communication skills, empathy and genuine desire to help people translated perfectly into my new career. I like working with and helping others – this role has given me the chance to do that.

"I feel like I'm making a difference to people's lives"

I moved into housing as a resident liaison officer, recognising that people I'd worked with in the judicial system struggled with housing instability, often moving between imprisonment and homelessness.

Mat, my Recruitment Manager at Good People, supported me and helped me secure the role I'm in now. He made sure I was placed in an environment where I felt comfortable and valued. I wouldn't have taken this step without his support and encouragement. I'm incredibly grateful for his help.

I've visited homes that were in poor condition. My role involves getting those residents the right support to improve where they live – often by helping secure funding from local authorities. I connect with their council, doctors and social workers. It's about gathering the right information and pushing for what they need.

It's rewarding to see the process through from start to finish. Turning a difficult situation into something people can feel proud of motivates me to keep going.”

Looking for a change of career – or not sure what's next?



Find out more

Sign up for our regular jobs and training newsletter for opportunities and support:

peabody.org.uk/career-compass



Making it easier to meet with your neighbourhood manager

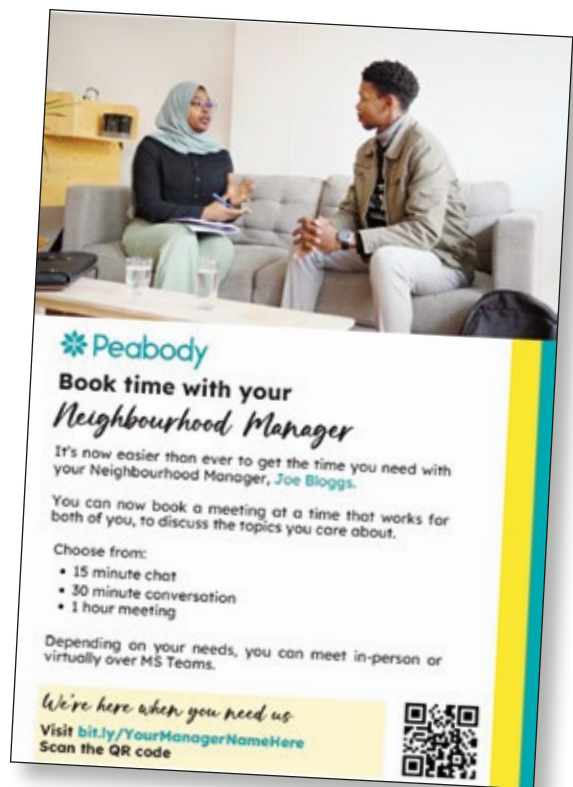
You may have seen posters offering a new way of booking an appointment with your neighbourhood manager.

Book My Time lets you choose a convenient slot to meet, either in person or online. You can book a quick 15 minute chat, a longer 30 minute conversation or a 1 hour meeting for more complex issues.

After a successful trial in several neighbourhoods, this service is now available to all residents in South London.

You'll be given a direct link and QR code to make an appointment. Or you can make an appointment by calling 0300 123 3456 or popping into our offices on Westminster Bridge Road, SE1 7JB.

If you've used the Book My Time system and met with your neighbourhood manager, we'd love to hear your feedback. Tell us what you think on the website.



A day in the life of a Peabody caretaker

Our caretakers help keep your neighbourhoods clean, tidy and enjoyable places to live.

Regina Marcelo is a caretaker at Rosendale Road Estate in South London. She told us how she spends her working day.

“My work is very varied. On a normal day, I clean the internal areas of the buildings and make sure the corridors are clear and tidy. I also check for any repairs that may be needed and, if I’m able to, get them fixed.”

Caretakers are responsible for making sure rubbish is disposed of correctly and clearing up any spillages that happen anywhere on their estates. Their eyes are always open for anything that isn’t right.

In the summer months, the daily life of a caretaker changes – they focus more on outside areas.

“

Now summer is here, I spend a lot of time making sure our outside areas can be enjoyed by keeping the play areas clean and tidy – very important when the sun’s out!

We’re very busy, but I’ve worked for Peabody for eight years and I love what I do. I especially enjoy working with our older residents. I always go home to relax with friends after a day’s work, but I’m ready to go again at 8am the next day.

”

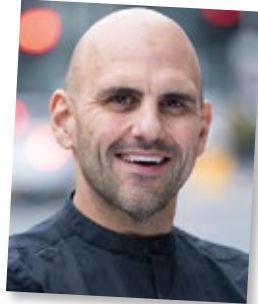


Noticed your caretaker going the extra mile? We’d love to hear about it.

Nominate someone
[peabody.thewowawards.co.uk](https://www.peabody.thewowawards.co.uk)

What is antisocial behaviour?

Antisocial behaviour (ASB) can take many forms. We spoke to Adam, Head of Community Safety, about how to spot ASB and what steps you can take if you're experiencing it.



1. *True or false?*

ASB is just loud noise

False

Loud noise is one example, but ASB also includes harassment, vandalism or anything that causes distress or disruption outside your home.

2. *True or false?*

It's best to ignore ASB if it's not affecting you directly

False

Even if it's not affecting you directly, ASB can still harm your community. If you feel safe doing so, you could try having a calm conversation with the person involved. If you need support, we're here to help - get in touch.

info.peabody.org.uk/personal-safety
0300 123 3456

3. *True or false?*

ASB is always a crime

False

Not all ASB is a crime, but it can still have a big impact. If it keeps happening, let us know so we can help. We'll often work with the police and local councils to support you and help keep your community safe.

4. *True or false?*

Mediation can help sort out neighbourhood disputes

True

Mediation is a safe and free service where trained professionals help neighbours talk things through and find a way forward - without needing legal action. If you're experiencing ASB, it's a good first step.

5. *True or false?*

If I report my neighbour for antisocial behaviour, will they be evicted?

False

It's unlikely your neighbour will be evicted. We'll always look for ways to resolve issues before taking legal action like eviction. Keep us updated if anything changes or escalates - we're here to support you and talk through what's happening.

5. *True or false?*

Hate crime is a form of antisocial behaviour

True

Hate crime is a crime that targets someone because of who they are - such as their race, religion, disability, sexuality or gender. It's illegal and should be reported to the police. We'll then work with them to tackle the behaviour.



If you need support or want to report a case of ASB visit info.peabody.org.uk/personal-safety

In an emergency, always call **999**

The ABC of BBQs

Nothing beats eating outdoors in the sun – but before you fire up the BBQ, have a look at our top tips to keep you and your neighbours safe.

Always let your BBQ cool down before taking it back indoors – it can stay hot and release carbon monoxide fumes for several hours.

Balconies aren't safe for BBQs. To keep everyone safe, use your BBQ outside and well away from buildings.

Concentration is key. Make sure to keep an eye on children and pets to avoid any accidents. If you're chatting to friends, be sure to stay alert around the BBQ – it's easy to lose concentration, and taking care can help avoid any mishaps.



Find out more

Find more safety tips on the London Fire Brigade website
london-fire.gov.uk/safety/the-home/cooking/bbqs



Keeping you safe

Is your front door fire-safe?

Front doors play an important role in stopping fire and smoke from spreading. Since 2023, it's a legal requirement to inspect flat front doors in buildings over 11 metres (five storeys). That's around 27,000 doors we need to check at the last count.

Whether you own or rent your home, we need to check your door, so please make sure our contractors can access your home when they visit.

Our contractors will be in touch soon to let you know when they're coming. When the surveyor arrives, they'll spend a few minutes inspecting your door to make sure it meets safety standards. It only takes a few minutes but could save your life or your neighbours'.



Get more information

peabody.org.uk/fire-door-checks

Stay scam safe *this summer*

Planning your summer holiday?
Don't let fake deals, dodgy insurance or rent fraud ruin your holiday.

Stay safe by:

- Sticking to trusted travel sites and agencies
- Asking questions before booking – if it sounds too good to be true, it probably is
- Avoiding sharing exact holiday dates on social media – scammers and burglars can take advantage



Find out more

[Which.co.uk/news/article/how-to-avoid-scams-when-booking-a-holiday-aDaea5H78BwD](https://which.co.uk/news/article/how-to-avoid-scams-when-booking-a-holiday-aDaea5H78BwD)



Add an extra layer of protection for peace of mind

Home contents insurance ensures your belongings are protected if something goes wrong.

Get home contents insurance



info.peabody.org.uk/insurance

My Peabody: manage your home online

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

You can:

- Raise and track repairs
- Pay your rent
- Update your personal details
- Access information

It's simple, safe and available 24/7.



Register or log in

info.peabody.org.uk/my-peabody



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Like what you're reading?

Like what you're reading? Wish there was more on your local area? Want to know more about issues that affect you?

This magazine is about you, - so let us know how we can improve it.



online1.snapsurveys.com/magazine-feedback



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:
info.peabody.org.uk/my-peabody



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