

# Home



## Stay warm, well and supported this winter

Tips, advice and things to  
know this season

**Bright ideas for  
lower bills**

**Keeping safe  
this winter**

**How we're  
doing**



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

As the cold months arrive, we're here to make sure you're warm, well and supported.

To find out more about our performance and the improvements we've been making in response to resident feedback, turn to pages 8 to 13. You'll find our latest Tenant Satisfaction Measures on page 10, how we performed last year on page 11 and information about our new service standards on page 12. We've also made changes to our Contact Centre after hearing residents' views – read the latest progress on page 13. Hear from our new resident Board Member on page 8 and get an update from our Resident-Led Panel on page 9.



You'll find helpful tips to keep you cosy and supported, including how to avoid damp and mould on page 3, energy-saving advice on page 4 and information on staying safe over the festive season and spotting common scams on page 5.

Find out what's happening in your area on pages 14 to 17, including neighbourhood news and activities you can get involved in. Get into the festive spirit on page 7, with ideas for creative and affordable Christmas gifts and a chance to win a prize if you spot the hidden robin.

We hope you enjoy this edition of Home and the festive season.

With best wishes,

**Tracy Packer**

Managing Director | North East 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

### Facebook and Instagram

@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)



# Damp and mould

## You may have heard about Awaab's Law, which has come into effect recently.


The law makes sure social landlords, like us, deal with problems in your home, such as damp and mould, safely and within set timeframes.

When you let us know about damp or mould in your home, someone from our Repairs team will visit within 14 days. If it's an emergency, we'll visit within 24 hours.

The first visit is to make sure your home is safe and deal with any immediate risks. If more work is needed, we'll arrange it within our routine repair timescales, outlined below.

Let us know about any damp and mould in your home as soon as you see it.

 [info.peabody.org.uk/report-mould](https://info.peabody.org.uk/report-mould)

 0300 123 3456



Get more expert tips on our PeaPod podcast  
[peapod.buzzsprout.com](https://peapod.buzzsprout.com)



Find out more  
[info.peabody.org.uk/mould](https://info.peabody.org.uk/mould)



## What you can do to prevent damp and mould

We're here to help if you're experiencing damp or mould. There are also simple steps you can take to help prevent it:



Open the windows slightly, even for 10 minutes a day, and make sure the vents aren't blocked



When cooking, cover pots, use your extractor fan and open a window slightly to reduce steam



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



Leave a small gap between furniture and the wall to let air flow



Avoid overfilling wardrobes and cupboards



Avoid drying clothes on radiators - it can make the room colder and more humid



Dehumidifiers can help keep small spaces dry and help clothes dry faster

## Repairs

We're committed to making sure any issues are fixed quickly. We class repairs as either emergency or routine.

For **emergency repairs** such as a major leak or electrical failure, we aim to make them safe within four hours of reporting. We'll fix them completely if we can but some repairs need parts, which may take longer.

For **routine repairs** such as minor leaks, blockages or replacing a broken tap, we aim to repair them within 28 days.

Safety is always our priority. We'll visit, assess and make safe any emergency repair as quickly as possible.

Repairs for damp and mould follow different timelines set out in Awaab's Law, outlined above.

# Bright ideas for lower bills

**Saving energy doesn't have to leave you in the cold this winter. With small changes around your home, you can reduce your energy use and lower your bills all while keeping warm and well.**

4



## Lower heat, higher savings

Set your thermostat to around 18 or 19°C when you're at home. Try radiator reflectors to help bounce heat back into the room – a simple hack that really makes a difference.



## Smart energy

If you don't already have a smart energy meter, switching could help you save. LEAP, your free energy advice service, can review your energy use, check for better deals and support you with switching. [info.peabody.org.uk/book](http://info.peabody.org.uk/book)



## Seal and save

Did you know gaps around doors, windows and letterboxes let heat escape? Try draught excluders for a low-cost fix. Switching to thicker curtains can also keep your home warmer.



## Bright idea

Swap old bulbs for LED ones. They use less energy and last longer. Turning lights off in rooms you're not using will also cut your costs.



## Everyday energy saving

Small changes can bring year-round savings. Use eco mode on your dishwasher and washing machine, set washes to 30°C, fill the kettle with only what you need and unplug chargers when you're not using them.

## Book a free advice session with our money-saving specialists

### Save around £200 a year

During your session, the teams at Pocket Power and LEAP will look at your current energy, broadband and phone bills. They'll help you find better deals and check if you're missing out on any discounts.



### Book a session

[info.peabody.org.uk/book](http://info.peabody.org.uk/book)



# Keeping safe this winter

**Over the festive season, the risk of home fires increases. Christmas tree lights left on, overloaded plugs and dried-out trees are all potential hazards.**

## How to keep safe

- If you live in a flat, check the Fire Action Notice in your building to see whether you should stay put or evacuate if there's a fire
- If you hear an alarm, close doors behind you as you leave
- Turn off fairy lights before bed and when you leave the house
- Keep candles away from trees and decorations
- Water real Christmas trees to stop them drying out
- Never leave cooking unattended
- Go to public firework displays instead of setting them off at home

If you use an e-bike or e-scooter, make sure to charge it safely, away from communal areas or your front door. Always use batteries and chargers that meet UK safety standards.

Call **999** in an emergency and let us know on **0300 123 3456**



**Find out more about what the fire evacuation 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)

Look for it on your building's noticeboard or by the entrance.



**Find out more about keeping safe**  
[peabody.org.uk/fire-safety](https://peabody.org.uk/fire-safety)

## Watch out for parcel scams



**Scammers disguise messages to look like they're from delivery companies to steal your information or money.**

Look out for:

- Texts asking you to pay to reschedule a delivery
- Bad grammar or spelling - if it feels wrong, it probably is
- Messages pressuring you to act quickly - take your time
- Requests for a one-time passcode - keep it private, don't share it with anyone

Scams aren't always obvious and anyone can fall for them.



**Stay safe online**

[peabody.org.uk/staying-safe-online](https://peabody.org.uk/staying-safe-online)



# Our community centres are open

We'd love to welcome you to one of our **Cosy Corners** for a cuppa and a chat. It's a great place to relax, meet new people and find out what's happening in your neighbourhood.

Drop in for tea and coffee, free or low-cost events and activities, energy-saving tips and advice, charging points for your devices and friendly support and guidance.



**Find your closest community centre**

[peabody.org.uk/community-centres](https://peabody.org.uk/community-centres)



## Things to do over the festive period


Looking for something to do over the holidays? From family-friendly activities to local events, there's plenty happening near you to enjoy this festive season.


### Winter Holiday and Activity Food Programme (HAF)

Across London, many boroughs are running HAF programmes this winter, offering free activities and healthy meals for children who receive free school meals. To find out more, check your local borough's website.

### Wreath Making

Pembury Community Centre, 1 Atkins Square, Dalston Lane, Hackney E8 1FA

 **Saturday 13 December**

 **2pm to 4pm**

Try your hand at wreath making with the Seeds for Growth team. There will also be fruit bush planting, a scavenger hunt and mince pies to enjoy.



# Cheap, cheerful and festive gift ideas



## Have you thought about trying something a little different for stocking fillers this year?

Affordable, homemade or second-hand gifts can feel just as special – and they’re often kinder to the planet too.

You could try:

- **Homemade treats** like biscuits or hot chocolate mix in a jar
- **Seed packets** to plant in spring
- **Upcycled crafts** such as bookmarks or fabric scrunchies
- **Second-hand puzzles, books or games** – charity shops are great or check out Vinted, Depop or eBay for bargains
- **Handwritten gift vouchers** for a walk, a game night or a baking session

These simple ideas can save money, reduce waste and bring plenty of joy – plus they’re a fun way to keep the kids busy over the holidays.

## FESTIVE FUN

### Spot the robin

We’ve hidden a robin like the one pictured here somewhere in this magazine – can you find it?

Robins are a classic sign of winter, brightening up gardens and green spaces.

See if you can spot the robin on one of the pages. Once you’ve found it, submit your answer to [online1.snapsurveys.com/robin](https://online1.snapsurveys.com/robin) with the page number by Friday 12 December. We’ll pick a winner at random and send them a £50 supermarket voucher, so they’ll have it just in time for some last-minute Christmas shopping. Happy searching – and good luck!



# Get to know Nivene, resident Board Member

**We sat down with new resident Board Member Nivene Powell to learn more about her background and how she plans to bring the resident voice to the Board.**

**How long have you lived in a Peabody home?**  
I've lived in a Peabody home for over three decades.

**What has your career in housing looked like so far?**  
I've held leadership roles in the public and private sectors, focusing on community engagement and diversity and inclusion. I currently work as a resident empowerment manager at another housing association, where I lead on building relationships between landlords and residents.

**What made you want to take on this role as a Board member?**  
I want to bring resident voices into the boardroom. Not just as a representative, but so the Board really understands what it's like for residents day-to-day.

**How do you hope other residents will get involved?**  
I hope residents will attend engagement sessions, complete surveys, join forums or panels or set up Tenant Resident Associations (TRAs).



**What's next?**  
I hope that my appointment encourages more residents to get involved.

I'll be visiting neighbourhoods and speaking with you soon to understand your issues and share your suggestions with the Board on how to improve our services.



## Get involved

[peabody.org.uk/resident-involvement](https://peabody.org.uk/resident-involvement)



# Update from our Resident-Led Panel

**We're a group of residents chosen to represent you. We work with Peabody to make sure your voices are heard and acted on.**

This year, we helped interview candidates for senior roles, including a new resident Board Member and Resident Engagement Manager, ensuring leadership decisions reflect your priorities. We pushed for improvements to complaints handling, with better tracking, clearer reporting and stronger support.

We reviewed key letters, such as Section 20 notices, to make them clearer. We've also joined housing policy and sustainability meetings to ensure residents' voices are heard in wider debates. Our focus remains the same: putting resident experience at the centre of Peabody.

We asked 25 Peabody teams how they listen to residents, leading to four clear changes to put in place:

- 1/ Build staff knowledge: training for all colleagues throughout their time with Peabody, so everyone knows how to listen to and work with residents.**
- 2/ Make engagement part of the job: your voice is considered in everyday work and staff objectives.**
- 3/ Improved internal communication: teams share updates and good ideas across Peabody.**
- 4/ Keeping you informed: we tell residents how their feedback has led to real changes.**

These changes are already improving training, leadership support and communication. Resident voices are now part of everyday work, leading to better results for residents.



# How we're doing

## Tenant Satisfaction Measures: how we're keeping homes safe

Each year we share the results of our Tenant Satisfaction Measures. Here's what they show about how we're keeping your home safe and well maintained and where we're investing to improve further.

### The latest measures:



of homes had a gas safety check



had a fire risk assessment



had an asbestos management survey



had a water safety check



had a lift safety check



Find out more about our performance

[info.peabody.org.uk/our-performance](http://info.peabody.org.uk/our-performance)



We're investing to keep buildings safe. Read more about how.





# Our 2024-25 performance: what it means for you

**We've published three reports which give you a clear picture of what we delivered last year, how residents influenced decisions and how we manage our finances.**

The reports show how we're:

## **Investing in your homes**

We spent £431m keeping homes safe, warm and well maintained. Nearly 82% of our homes now meet EPC C or above, meaning they're energy efficient and cheaper to heat. We also invested £71m in building safety, including replacing fire doors and removing unsafe cladding.

## **Improving repairs**

Repairs remain a top priority. We carried out more than 357,000 repairs, from fixing boilers to tackling damp and mould. By making services more local, residents now see familiar faces and get quicker responses. Satisfaction has started to rise, but we know there's more to do.

## **Supporting communities**

We helped households gain £3.5m in extra income through money advice, supported 25,000 people with care and support services and invested £9m in communal repairs and work that benefited 30,000 residents.

## **Listening to you**

More than 2,250 residents shared their views, helping develop new service standards and forums. A new resident panel now reviews how complaints are handled.



**Read all three reports**

[info.peabody.org.uk/2024-25-performance](https://info.peabody.org.uk/2024-25-performance)

# Our service standards

**We've set new service standards so you know what to expect from us. These are our commitments to you:**



## Getting things sorted

We'll do our best to resolve your query the first time. If we can't, we'll get back to you within five working days and keep you informed.



## Keeping you updated

We'll let you know in advance about any work or changes that might affect you and explain clearly how you can get in touch with us.



## Being honest and accountable

We'll be upfront about what we can and can't do. If things go wrong, we'll explain what's happening and how we're putting it right.



## Listening, supporting and improving

We'll treat you with respect, listen carefully and communicate in a way that works for you. We'll share our progress, welcome feedback and use it to improve our service.



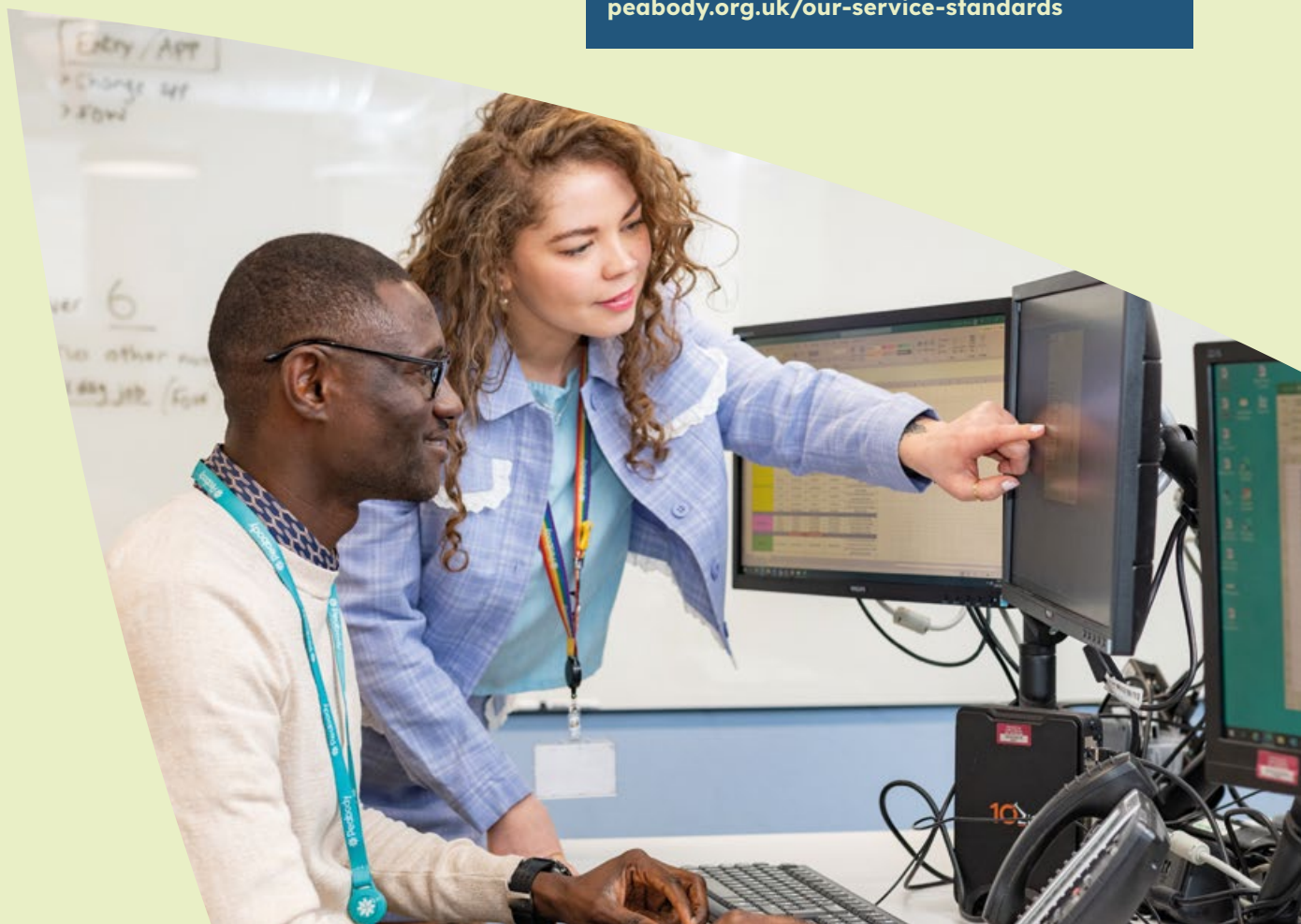
## What this means for you

These standards mean clearer communication, faster responses and more consistent service. We'll also share updates so you can see how we're doing and where we need to improve.



**Find out more**

[peabody.org.uk/our-service-standards](http://peabody.org.uk/our-service-standards)





## An update from Tracey, Director of Contact Centre and Complaints



**We've been working to improve your experience when you get in touch with our Contact Centre, including hiring more colleagues and introducing new technology. Together, these changes have cut waiting times by more than half.**

We're now focused on making improvements following a resident-led review this summer of how our Contact Centre handles enquiries. More than 30 residents shared their honest experiences of getting in touch, listened in to 50 live calls and tested 22 real-life scenarios.

As a result, we're working on:

- Updating our website so contact options and service information are easier to understand
- Exploring ways to show live queue positions and wait times
- Reinforcing the importance of listening first, so you don't feel like assumptions are being made
- Always offering the option to speak to a person
- Introducing live chat and exploring more options for how it's used
- Improving how we log updates in our systems to make sure accurate records are shared across teams
- Making repair updates from contractors more visible, so our Contact Centre advisors can give accurate information at first contact
- Rolling out training to improve how we communicate

We're working with our Resident-Led Panel and Resident Experience Committee to track progress and will keep you updated.

# Calcott Centre returns to the community

**After being closed for two years, the doors of our much-loved Calcott Community Centre on Cathcart Hill are finally ready to reopen.**

For many years, the centre has been a hub for social, cultural and leisure activities, welcoming people from across Palmers Estate in Islington and beyond.

Over the last two years Palmers Estate has had some major improvement works, including new roofs, windows and structural repairs. Our contractor Axis needed a temporary space to set up an office during these works and the Calcott Centre was the best-placed building.

As a thank you for letting them use the space, Axis gave it a refresh, including new flooring, two kitchens and a fresh coat of paint. We're grateful for their support, which has helped get the centre ready for the future.

We know the centre has been missed, so we're really pleased to welcome you back!

From coffee mornings and fitness classes to support groups and social events, the centre has always been a place where friendships grow and community spirit thrives. Now we're looking ahead to new possibilities.

To help the centre succeed long-term we're looking for volunteers to form a new management committee. By joining, residents can help create a vibrant, welcoming space that reflects what the whole community wants and needs. The committee will help shape the centre's future, guide activities and build partnerships with local organisations to bring more activities and support into the centre.

No previous experience is needed, just enthusiasm and commitment.



## **Want to join or learn more?**

**Get in touch with Bonny to find out more**

✉ [bonny.parker@peabody.org.uk](mailto:bonny.parker@peabody.org.uk)

Residents can also take part in **Community Activators training courses** with Octopus Communities at the centre. You'll learn how to listen, build relationships, run a local listening campaign and help shape small community projects.

Get in touch with Bonny to find out more.

# A new chapter begins at Fish Island Village

**Something wonderful has arrived at Fish Island Village in Tower Hamlets thanks to the dedication of one resident, Cinzia.**

After months of planning and a heartfelt application, Cinzia helped bring a Penguin Little Book Stop to the neighbourhood by the Hertford Union Canal Lock. Her story stood out among over 2,000 submissions from across the UK. Fish Island Village is now one of just 90 places chosen to host a Little Book Stop as part of Penguin Books' 90th birthday celebrations.

Cinzia spoke about how much books have meant to her throughout her life and how neighbours have been informally sharing stories for years. Her idea was simple but powerful: make it easier for everyone to swap books, discover new reads and connect through stories.

The result is a beautifully designed book-sharing box filled with a mix of children's and adult books, including *The Boy*, *The Mole*, *The Fox and The Horse to Girl*, *Woman*, *Other*. It runs on a take a book, leave a book basis and is already becoming a much-loved local landmark. It also helps keep communal areas clear and offers a safer alternative to leaving books in hallways.

The launch event in September was a joyful celebration. Around 30 residents came along, including lots of children. Cinzia opened the event by sharing the story behind the Book Stop, followed by a few words from Neighbourhood Manager, Selorm. Babyccinos were served by a resident with support from local restaurant Inis, who provided tables and chairs. Storytime was led by another neighbour, who read *The Book With No Pictures* – a hit with the children.

Looking ahead, there are talks for a book club or children's reading group at The Trampery at Fish Island Village. So next time you're nearby, take a book and maybe leave one behind. It's a small act that helps bring people closer together.

"This book stop is a great way to support residents' spontaneous book sharing and make sure everyone in the Fish Island community has free access to books. I believe this little spot can have a big impact on neighbourhood life, bringing people together, sparking conversations and encouraging collaboration and more cultural activities in the neighbourhood."

- Cinzia



# Ten years of togetherness

**In October, Pembury Community Centre in Hackney came alive as residents, partners and friends gathered to celebrate a special milestone: 10 years of Pembury Children's Community. The centre first opened its doors in 2015.**

By mid-afternoon the centre was buzzing with activity as the celebration began. Around 265 residents joined in, with families, children and neighbours filling the space with warmth and excitement. One resident commented that the high turnout "really shows how much having a centre like this works and how important it is."

Residents enjoyed free food from Ash Juggessur and the Ash Kitchen team, a familiar favourite for many, thanks to his popular cooking sessions at the centre and his well-followed Instagram page [@cheffingwithash](#). For those with a sweet tooth there was an ice cream van, popcorn machine and candyfloss.

There were taster sessions for all ages including hula hooping with Hula4Fun, belly dancing and creative workshops. Residents got stuck into T-shirt design, henna art and face painting, all run by people living and working nearby. Darshna, whose henna art always had someone in the seat, had a short journey to the centre: "I live about 3 minutes away. My daughter will be coming along once school finishes. She's used to playing at the centre while I volunteer and talk to people."

Pembury Children's Community was launched ten years ago by Peabody Community Foundation in partnership with residents, local organisations and Hackney Council. So, the event also welcomed a host of local organisations who've supported or been involved with the Pembury community over the years.

This included Linden Family Hub, Uprising, Seeds for Growth and Kundakala. Artist Eloisa Henderson-Figueroa, who supported over 160 people to bring a bright mural to life on the estate, couldn't make it to the celebration. But her colourful badge making equipment was brought along by two trusted colleagues and was a hit with the crowd.



Billy and Rita from the Seeds for Growth were joined by residents who have been involved in transforming the garden this year. Their stall was busy all afternoon. The team gave away more than 30 winter salad windowsill planters and chatted to residents about upcoming events including pumpkin carving and wreath making.

Throughout the day the real stars were the residents of Pembury. Their energy, creativity and commitment to the community shone through in every conversation.

The 10-year anniversary has been not only a chance to celebrate but also to recommit to the values that shape Pembury: inclusion, collaboration and care. As the sun set on a joyful evening, one thing was clear. Pembury isn't just a place. It's a community built by its people and it has a bright future ahead.





# Everyone has the right to feel safe

Hate crime happens when someone is targeted because of who they are. It might be based on race, religion, disability, sexual orientation or gender identity.

You may not even realise you're experiencing hate crime. Hate crime can be:



Threatening behaviour



Assault



Offensive letters, hate mail or online abuse



Deliberate damage to your home



Encouraging others to commit hate crime

If it feels like a hate crime to you, we'll work with local support services and the police to investigate and make sure you get the right support. You can report it in a way that works for you. We'll listen, support you and take action to keep you and your neighbourhood safe.

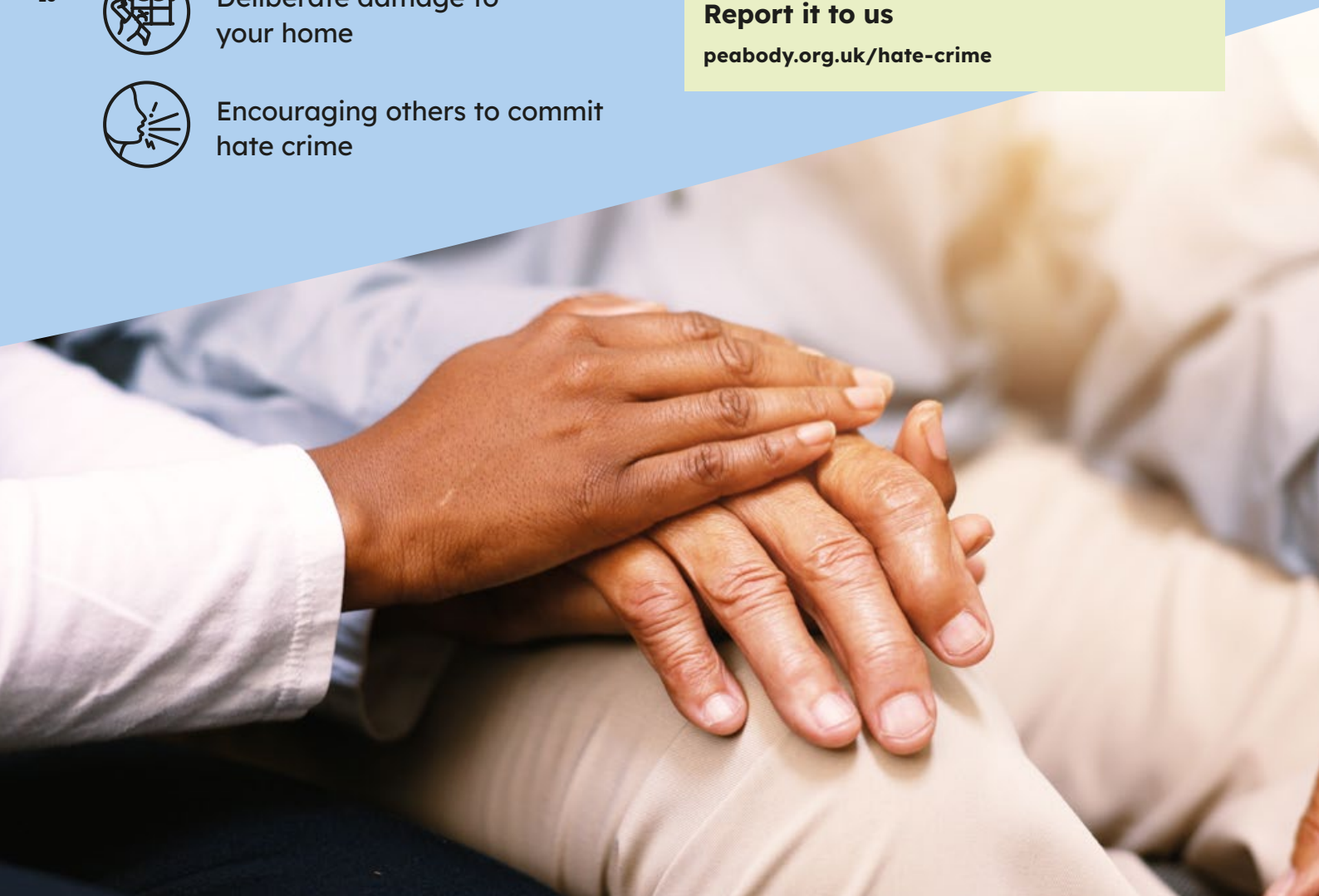
Report hate crime to the police first:

- In an emergency, call **999**
- For non-emergencies, call **101**
- You can also report it online:  
**[met.police.uk/true-vision-report-hate-crime](https://met.police.uk/true-vision-report-hate-crime)**



**Report it to us**

**[peabody.org.uk/hate-crime](https://peabody.org.uk/hate-crime)**





# Choose housing. Choose Peabody.

**Choose housing as your next career move. We're on the lookout for kind, caring people who want to make a difference in their community.**

Housing is more than just a job – it's a career where you can learn and grow to make an impact on people's lives.

From gardeners and repair workers to neighbourhood managers and customer service roles, find a job at Peabody that supports both you and your community.

Join us and be part of a team that values kindness, diversity and collaboration. You'll have access to flexible working, benefits and opportunities to develop your career while making a meaningful difference.

## Looking for extra support to develop your career?

Sign up to our Career Compass email to get updates on jobs, training and events:

▾ [info.peabody.org.uk/careers-email](mailto:info.peabody.org.uk/careers-email)

You can also get advice on your CV, interview techniques or build your LinkedIn profile with our support:

▾ [info.peabody.org.uk/jobs-support](mailto:info.peabody.org.uk/jobs-support)



**Join us**

[info.peabody.org.uk/join-our-team](http://info.peabody.org.uk/join-our-team)



# New year, new start

As we welcome the new year, it's the perfect time for a little refresh. Whether you're looking to start a project or make changes, we can help, from housing support to wellbeing guidance.

## Protect your belongings

Make sure your belongings are covered with home contents insurance.

📄 [info.peabody.org.uk/home-insurance](https://info.peabody.org.uk/home-insurance)

## Organise your home

A clear space can refresh your mind. Donate unwanted items to local schemes or upcycle old furniture for a new lease of life.

## Check in with yourself

A new year can sometimes feel overwhelming. Need support? Visit our website for more information on services in your area.

📄 [info.peabody.org.uk/check-in](https://info.peabody.org.uk/check-in)



## Getting in touch

### Call us

📞 0300 123 3456

Our phone lines are open Monday to Friday, 8am–6pm. You can also use this number outside these hours to report an emergency.

### Use My Peabody

Your online account is the simplest way to manage your home, anytime.

Register or sign in

🌐 [peabody.org.uk/my-peabody](https://peabody.org.uk/my-peabody)

You can use My Peabody to:

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

### Go online or use live chat

Visit our website

🌐 [peabody.org.uk/contact-us](https://peabody.org.uk/contact-us)

### Message us on social media

You can reach us on Facebook – just search

f @PeabodyLDN

### Write to us

✉ Peabody  
45 Westminster Bridge Road  
London SE1 7JB

### Getting in touch over the festive season

We're still here if you need to get in touch. Our phone lines will be closed on Thursday 25 December, Friday 26 December, Saturday 27 December, Sunday 28 December and Thursday 1 January.

If you need to report something urgently, you can still call us on 0300 123 3456. You can still use My Peabody to raise non-emergency repairs too.



## How can we improve Home magazine?

Share your feedback: [online1.snapsurveys.com/magazine-feedback](https://online1.snapsurveys.com/magazine-feedback)

