Peabody

You spoke, we listened:

How we acted on your feedback

2024-25

Foreward

Since June 2024, we've held four regional engagement events across all Peabody regions. Nearly 300 residents joined us to talk about their homes, neighbourhoods and services, and what needs to change.

These were open, honest conversations between residents, local teams and Board members, including our Chair, Caroline Corby. Each event ended with a live "Listens and Acts" session, capturing your feedback and recommendations.
We heard some clear themes across all regions:

- You want faster, more reliable repairs
- You expect better communication and follow-through
- You want to be involved in shaping services locally
- You value a visible local presence and teams who know your area
- You care about your neighbourhood and want to see investment in community spaces and support

Who came along

Nearly 300 of you joined us to talk about your homes, neighbourhoods and services.

Region	Registered	Attended
South London	71	39
North West London	90	113
North Counties	97	85
North East London	41	52
Total	**299**	**289**

What We Did

We listened. Then we acted.

- Held live "Listens and Acts" sessions at each event
- Shared all feedback with local teams and directors
- Co-created Regional Forums with residents
- Set up joint estate inspections, drop-in surgeries and local forums
- Targeted improvements in repairs, neighbourhood upkeep, and communication
- Co-designed community programmes and neighbourhood action plans

This report shows how we're supporting people locally in each region.
Each section summarises:

- What residents told us
- What we've done in response
- What's changing as a result

South London

Lambeth, June 2024
39 residents attended

What you told us		What we've done
Repairs:	**You want a more local, personal service.**	• 3 local repair surgeries held since Dec 2024 • Two new contractors added: Gilmartins and Axis
Caretaking and cleaning:	**You need better communication, faster responses, and visibility of communal repairs.**	• 26 joint estate inspections completed • New contact standards: 1 day to return calls, 5 days to respond to emails • Weekly estate team follow-ups now in place • Introduced repair stickers for communal areas in June 2025 - these let residents and local teams know that a repair has been reported and provide a reference number to track its progress
Influence:	**You want to shape the services you receive locally.**	• Regional Forum launched in Oct 2024 — co-created with residents and met 4 times • Tested a new booking system to make it easier for residents to contact Neighbourhood Managers • Repair Days set up based on local insight • Local newsletters launched at larger sites • 10 Neighbourhood Action Plans developed with residents — more planned for 2025/26
Community support:	**You want investment in inclusive projects and services co-designed with residents.**	• 85 young people involved in Ballers Football Academy • 12 weeks of inclusive activities delivered in Southwark • 50 households to be supported by Pristine Youth's new project

North West London

Ealing, September 2024
113 residents attended

What you told us		What we've done
Neighbourhoods:	**You want easier access to staff and better communication.**	• 84 resident meetings, 86 surgeries, 71 estate walkabouts held • 7 local newsletters distributed • Community safety and repair teams now more visible, especially in anti-social behaviour hotspots • Local repair teams set up (e.g., Tachbrook estate) for faster resolution
Influence:	**You want to see how your feedback is acted on across the region.**	• "You said, we did" feedback loops included in local newsletters • Regional Forum co-created in April 2025 — over 30 residents involved • Held a regional event where 34 people from under-represented backgrounds were able to share their opinions and experiences
Repairs:	**You asked for clearer updates and regular drop-in support.**	• 453 residents attended repair drop-ins (Oct 2024 – May 2025) • Regular repair surgeries now standard • We're updating our online systems to make it easier to track repairs done by subcontractors
Homeownership:	**You want to know who to speak to and how.**	• New phone system links residents directly to the right compliance team • IT system in development to improve visibility of queries • Improved self-service tools being designed
Wellbeing:	**You want tailored support for neurodiverse residents.**	• 32 wellbeing hub sessions delivered across Brent and Jasmine • 309 residents supported • Co-design of targeted support for neurodiverse residents underway for 2025/26
Community engagement:	**You want help to get local projects off the ground.**	• 3 local community forums set up (Westcott Park, Open Havelock, Friary Park) • Events like Spring Party and health fairs held • Westcott Park Steering Group formed through resident consultation • Local trader Lucy's Caribbean Kitchen supported through event catering • Increase in TRA involvement across the region

North Counties

(Including Oxford, Hertfordshire, Bedfordshire and Cambridgeshire)

Oxford, January 2025
85 residents attended

What you told us		What we've done
Neighbourhoods:	**You want more regular, advertised housing surgeries.**	• 73 resident surgeries, 58 connected visits, 16 meetings, 10 community days held • 91 joint inspections carried out with cross-team support • More joint events planned in 2025/26
Caretaking and estates:	**You want us to work with councillors to improve local estates.**	• Quarterly inspections now include local councillors • 87 inspections completed with Neighbourhood teams • Resident surveys help prioritise estate improvements
Community engagement:	**You want more local activities, especially for older residents.**	• Long-term partnership in place with Leys CDI for youth, family, and older people's support • Working with Oxford Play Association on community events and play spaces • Links to training and employment programmes in regeneration areas
Repairs:	**You asked for better contractor allocation and clarity around shared owner responsibilities.**	• Launched a new system in My Peabody to better match repair jobs with the right contractors • We've introduced a new process to help prevent repairs being assigned incorrectly • We're creating repair guides to help shared owners understand what they're responsible for
Safety and wellbeing:	**You want closer links with support teams and local wellbeing hubs.**	• 19 wellbeing sessions held in partnership with Advice & Wellbeing team • 34 Peabody residents and 126 non-Peabody residents supported • Exploring a new Wellbeing Hub based in Oxford • The Barn added to regular wellbeing surgery locations

North East London

Tower Hamlets, March 2025
52 residents attended

What you told us		In progress
Repairs:	**You reported long delays, poor quality and inconsistent service — especially for heating, hot water, damp and mould.**	Starting September 2025, we're expanding our repair drop-in sessions to Waltham Forest, Camden, and Tower Hamlets, so residents can get help with repair issues in person
Communication and complaints:	**You want clearer updates, more transparency, and better follow-through.**	Building IT tools for clearer updates and reviewing service charge letters to make them easier to understand
Communal areas:	**You raised safety, cleaning, lighting and ASB concerns.**	Developing a schedule of joint estate walkabouts with residents
Accountability:	**You want us to follow through on commitments.**	Planning Neighbourhood Action Plans, co-designed with residents
Community engagement:	**You want better access to centres, more funding for local projects, and clearer ways to get involved in TRAs.**	Promoting summer activities in community centres, local drop-in surgeries and how to start a TRA

What happens next?

We'll be updating residents by September 2025 once we've actioned the recommendations to show what we're doing differently.

Moving forward

We're shifting from regional events to more local surgeries, so it's easier to raise issues close to home.

- We'll keep tracking what you tell us and sharing how we've responded.
- Neighbourhood action plans will expand to cover more areas, co-designed with you.
- We're building new IT tools to give clearer updates and better visibility on your enquiries.

Thank you to everyone who joined an event or gave feedback. We're acting on what you told us — and will keep sharing what's changing.

Want to know more?

Email get.involved@peabody.org.uk, visit our website, the Garden https://thegarden.peabody.org.uk, or call 0300 123 3456 and ask for the Resident Engagement team.

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