

Home



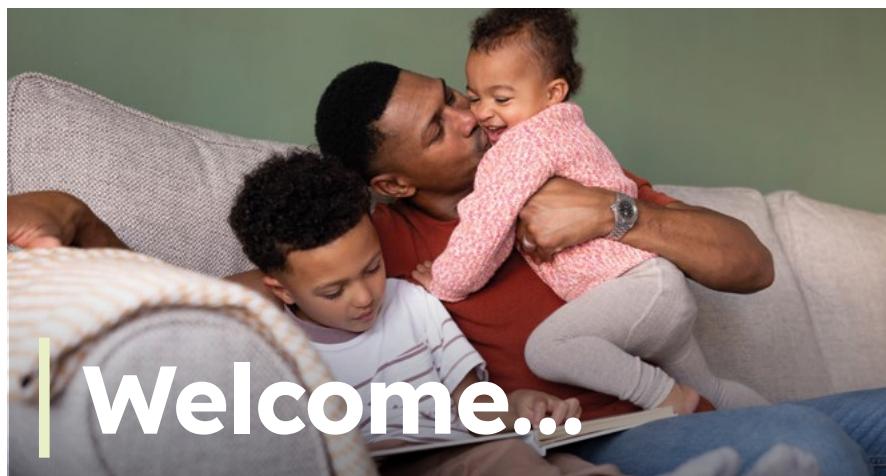
Getting set for autumn

Support, ideas and things to know this season

Is your boiler
ready for winter?

Being a good
neighbour

What we're doing
in your area



...to the autumn edition of your Home magazine

This edition of Home magazine is all about helping you prepare for the months ahead. Inside, you'll find updates on where we've made improvements, seasonal support available and things to enjoy this autumn.

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2 We've shared what's changed based on your feedback and how we're improving our complaints process on pages 8 to 10. On pages 3 to 5, you'll find tips to help get your home winter-ready - from dealing with damp and mould to preparing your boiler, plus support with energy costs.

You'll find fun, low-cost ways to enjoy autumn, including local autumn walks, events near you and a fun competition to take part in (see page 14). And if you're celebrating, there's advice to help you enjoy Bonfire Night and Diwali safely on page 16. As always, we'd love to hear your thoughts. Let us know what you'd like to see next time.

With best wishes,

Sharon Goddard

Managing Director | North West London



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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



Is your boiler ready for winter?

Before it gets really cold it's a good idea to check your boiler is working as it should.

Get winter ready

There are simple ways to get your home ready for colder weather – from checking your radiators to clearing fallen leaves.

Here are some top tips to help you prepare your boiler for the colder months.

Check it's working

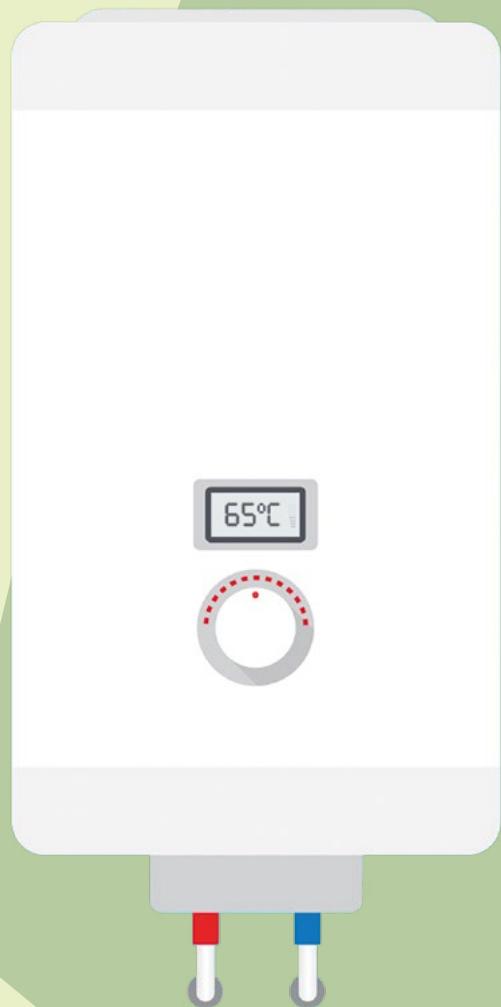
- Turn your heating on and see how quickly your home warms up
- Run the hot tap and check how warm your water gets

If something's not right

- If you've got a prepayment meter, check your credit
- Look at the pressure gauge – most boilers work best at around 1-1.5 bar
- Check for any fault codes on the display
- If there's been a power cut, the timer might need resetting

Still not working?

If you've tried these checks and your boiler still isn't working, contact us and we'll arrange a call out.



See our winter tips
info.peabody.org.uk/winter

Looking to cut down on your household bills?

We're here to help. Book a free advice session with our money-saving experts from LEAP and Pocket Power.

During your session, the team 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.



They'll guide you through each step to help you save money. Many people save around £200 a year - see what you could save.



Book a session now
info.peabody.org.uk/energy



Damp and mould

Damp and mould can cause problems at home, especially in the colder months. It can damage walls and furniture and, more seriously, it can affect your health.

What's changing?

From Sunday 27 October, a new law comes into force called Awaab's Law. It's named after two-year-old Awaab Ishak, who sadly died after being exposed to mould in his home.

Under the new law, social landlords like us must investigate and repair serious damp and mould within set timeframes and fix emergency issues within 24 hours.

We're already committed to fixing damp and mould as quickly as possible and Awaab's Law aims to improve how we do this.



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



Did you know?

By letting out moisture when you open your windows, the air becomes dry which is then quicker and cheaper to heat.

What you can do to prevent damp and mould

We're here to help if you're experiencing damp and mould. There are also simple things you can do to help prevent it. 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.



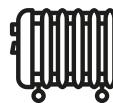
When you're cooking, cover pots and pans, put your extractor fan on and open the window a little to reduce steam.



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



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 also help clothes to dry quickly.

Flu vaccines

The NHS offers a free flu vaccine every autumn for people more at risk from flu.

You can get it if you're:

- Aged 65 or over
- Pregnant
- Living with a long-term health condition
- A carer or live with someone who has a weakened immune system
- Living in a care home

Health and social care workers may be able to get one through work.

Details correct at time of print. Check with your GP or online for the latest advice.



Find out more

nhs.uk/vaccinations/flu-vaccine



A warm welcome at our community centres

Pop into one of our community centres for a warm space, a cuppa and a chat.

You'll always find a friendly face, and in some centres, winter warmer packs, food banks and specialist support teams who offer advice. Many activities at our community centres are free or low-cost – and a great way to meet new people.

To find your nearest centre and when it's open, scan the QR code or check the timetable at your local centre.

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



Just checking in – are you ok?

Over the next few months, we'll be visiting some of our residents to check in and see how things are going.

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.

You don't have to wait for a visit – if you need support, you can always get in touch.

 info.peabody.org.uk/contact-us



Find support

Support Finder can help with:

- Food vouchers and essentials
- Debt advice and money support
- Government funding
- Training and job opportunities
- Mental and physical wellbeing

info.peabody.org.uk/support-finder

Government support available to you

There's extra support available. This could include:

Warm Home Discount

You could get £150 off your electricity bill if you get Pension Credit or certain other benefits.

Cost of Living Payments

If you get Universal Credit, Pension Credit or similar benefits, you might get these automatically.

Pension Credit

If you're over state pension age and on a low income, you could get extra money each week. It can also help you qualify for other support like Cold Weather Payments or a free TV licence.

Moving to Universal Credit?

If you've had a migration notice, you'll need to move to Universal Credit to keep getting support. Apply at gov.uk/universal-credit/how-to-claim

State Pension

Pensioners coming off Universal Credit now need to claim their State Pension – it's no longer automatic. Call **0800 731 7898** to get started.

Council Tax Support and

Housing Benefit

These aren't included in Universal Credit – you'll need to apply for them through your local council.

Check if you're eligible and how to apply

 gov.uk/check-benefits-financial-support



Need help working it all out?

We can talk you through your options and help you apply.

Call **0207 021 4085**, Monday to Friday, 10am-1pm and 2pm-4pm.



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. And as of April last year, 1.33 million households are on the social housing waitlist.

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

A few facts

- Subletting a social tenancy is a criminal offence
- In the last year, we've recovered 101 homes – 40 of these were in North West London
- Temporary accommodation costs London councils around £4 million a day

A recent case

We recently looked into a three-bedroom home in Hammersmith after we were told it might be getting sublet. It turned out the resident had moved abroad and wasn't living there anymore – the home was being rented out privately.

The resident later returned to the UK and challenged the case in court. After reviewing all the evidence, the judge agreed the home should come back to us. It's now ready for a family on our waiting list.



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

Being a good neighbour

Life in a busy neighbourhood often comes with everyday sounds – children laughing, dogs barking, music playing or someone doing DIY. These sounds are all part of daily life. But sometimes, they can cause misunderstandings or frustration between neighbours.

That's where our new Good Neighbour Policy helps

The policy is our commitment to creating safe, respectful and supportive communities. We encourage residents to be considerate of one another and to resolve minor issues informally wherever possible. But we also have clear procedures in place to address more serious issues when they happen.

Living close to others means being mindful of those around us. A little consideration helps keep everyone happy.



Keep noise down, especially early in the morning or late at night.
If you're planning something noisy, let your neighbours know in advance.



Pick up after your pets – no one wants to step in dog mess. If your pet's being noisy, try bringing them indoors so they don't disturb your neighbours.



Look after shared spaces, keep communal areas tidy, use bins and be considerate in car parks.



Keep an eye on your children. Kids should feel safe playing outside, but make sure they're not upsetting others or causing damage.



Say hello to new neighbours – a quick chat when someone moves in can help build a better relationship and avoid issues later on. Plus, having a friendly face nearby can make a big difference.



Having problems with your neighbour?

If it feels safe, have a chat with them first to see if you can resolve things. Most of the time, they won't realise they're causing a problem.

- Stay calm and friendly – if you're angry, they might get defensive and it'll be harder to have a good conversation.
- Be clear about the problem and how it's affecting you.
- Think about possible solutions so you're going in with something helpful, not just a complaint.

Need help talking to your neighbour?

If you don't feel comfortable having a conversation, get in touch. We're here to help.

 info.peabody.org.uk/asb



How we're doing Tenant Satisfaction Measures

Each year, we share how residents feel about our services and what the data tells us about where we're getting things right and where we need to do better.

Alongside tenant satisfaction feedback, we keep a close eye on important areas like repairs, safety checks and antisocial behaviour. This helps us see what's going well and where we need to make changes.

We're using this information to improve the way we work. That includes responding to issues more quickly, tackling antisocial behaviour more effectively and making sure we invest in the things that matter most.

This is all part of our longer-term plan to improve homes and services. We'll keep sharing updates like this so you can see the progress we're making and what we're focusing on next.

*This is a government measure used to check whether a rented home is in good condition. If a home doesn't meet the standard, we'll work to fix it.

An update on complaints

You've told us what matters to you – faster repairs, clearer updates and feeling heard when things go wrong. We've made progress, and there's more to come.

Repairs were a big concern, especially delays with damp and mould. We've set up a new team to handle complex cases and improved how we work with contractors. This means we can fix things faster and keep you better informed.

You also said our updates weren't always clear. We've trained our teams to write in a more helpful,

Here's what the latest results show:

 **99%**
of homes had a gas safety check

 **94%**
of emergency repairs were completed on time

 **4,687**
reports of antisocial behaviour were made

 **94%**
of homes meet the Decent Homes Standard*

Service standards – what you can expect

We know you want things sorted quickly, clearer updates and to feel listened to. That's why we're introducing new service standards.

Thank you for your help to put these together. They set out what you can expect from us and how we'll work to give you a better experience. That means clearer communication, quicker responses and getting things right first time.

For more information visit our website peabody.org.uk

straightforward way. We've also updated our complaint response templates using your feedback, so they're easier to understand.

To speed things up, we launched a new plan in January. We split our team to focus on older complaints and new ones. This helped us clear a backlog and respond more quickly.

You told us you wanted to feel listened to. We've used your feedback to shape our training, improve our systems and recognise staff who go the extra mile.

We know we're not there yet. But we're listening, learning and working hard to get it right.

Helping us get it right first time

This summer, residents reviewed how our Contact Centre handles enquiries. More than 30 residents shared their honest experiences of getting in touch, listened to 50 live calls and tested 22 real-life scenarios.

Consumer Standards – how we're doing

The government's new Consumer Standards set clear rules for safe homes, good services and clear communication. Here's some of the work we've been doing to meet them:

Safety and quality: Stepped up home surveys and safety checks, launched a new repairs service and rolled out training for colleagues and contractors.

Transparency, influence and accountability: Introduced new service standards, improved how we use resident feedback and data and strengthened our complaints process.

Neighbourhood and community: Worked more closely with local organisations to improve wellbeing and tackle antisocial behaviour.

Tenancy: Supported residents with money advice and access to jobs, skills and business support.

Involving you

Our Resident-Led Panel has been busy making sure your voice is heard. Earlier this year, they ran a survey to see how well our teams involve residents and where we can do better. They found gaps like inconsistent training and called for stronger leadership support.

They've also helped interview candidates for key roles, including our Resident Engagement Manager and Resident Board Member. We'll keep you updated as the panel's ideas are put into action.



Want to get involved?

Visit thegarden.peabody.org.uk, email get.involved@peabody.org.uk or call us on 0300 123 3456

Residents told us wait times are shorter and colleagues are friendly, knowledgeable and go the extra mile. But we also heard we need to do better, especially when it comes to call transfers, follow-up and making it easier to reach the right team first time.

The feedback is shaping a plan to make things better, including:

- Designing resident-tested services
- Making sure you're transferred to the right team so you don't feel like you're starting from scratch
- Making sure we keep you updated on your repair
- Creating a culture of continuous improvement within our teams
- Ensuring the Contact Centre and Repairs teams work closer together to improve our service and avoid missed updates

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

How your feedback is bringing change

Since June last year, nearly 300 residents have joined our regional events to give feedback on our services.

You told us you want:

- Faster, more reliable repairs
- Better communication
- A stronger local presence
- More say in decisions

So, we've:

- Held live Listens and Acts sessions at every feedback event
- Set up local repair surgeries, estate inspections and neighbourhood forums
- Launched local newsletters so you're closer to what's happening in your community
- Improved how and when we contact you
- Supported new community activities and wellbeing sessions
- Co-designed action plans with residents

We're now moving to local drop-ins, making it easier to speak to us in your area.



Read the report

peabody.org.uk/you-spoke

We've heard you – here's what we're doing in your area

Alongside wider improvements, our local teams have been acting on your feedback.

Thanks to everyone who came to our event earlier this year and shared your thoughts. We've been putting your ideas into action to help make your experience with us better.

At our listening event in Ealing, 100 residents told us what's working and what needs to improve.

You told us:

- You want clearer communication and more visibility from local teams
- You need more support to get community projects started
- You need better advice on homeownership
- You want wellbeing support for different needs

What we did:

- Over 450 residents joined local repair drop-ins to speak directly with our teams
- Organised 86 resident surgeries, 71 estate walkabouts and attended 84 resident meetings – all focused on listening and acting on feedback
- Launched seven newsletters sharing local updates, events and feedback
- Set up a regional forum with over 30 residents to guide local decisions
- Made it easier for leaseholders to contact the right teams, with more improvements coming
- Supported 309 residents through wellbeing hubs offering health and community advice
- Launched three new forums and backed events run with community partners and local traders
- Offer support at our local offices in Ealing, Kensington, Hammersmith and on Westminster Bridge Road

What's changed:

- Repairs are being resolved faster
- There are more ways to get involved locally
- Local networks and support are stronger than ever



Meet John from Sporting Inspirations

If you've seen Sporting Inspirations flags flying in local parks and pitches across Ealing, Bedfordshire or Hertfordshire, there's a good chance you've spotted one of their popular activities for Peabody residents.

We spoke to founder John to find out more about the work they do and what's happening this autumn.

Tell us a bit about yourself

I was born in Islington and raised in Merseyside by my Greek immigrant parents. I grew up in a tough environment, caring for my two disabled sisters, but I was determined to do well.

My parents were strong role models and encouraged me to study and go to university. I started in hotel management, then ran a leading London fashion company with a multi-million-pound turnover. I wanted to give something back so I started Sporting Inspirations, combining my love of sport with supporting young people.

We've grown from strength to strength, picking up several awards, including the High Sheriff's Award. With Peabody's support, we've also launched a new charity, Fearless United, which combines sport with tailored support. Watch this space.



What does Sporting Inspirations do?

I'm lucky to work with a brilliant team of staff and volunteers who support young people aged 8 to 25 from all backgrounds and abilities. We're like the United Nations of youth work – a diverse team who understand and reflect the communities we work with.

We offer free fun, safe and inclusive activities to help young people stay active and build confidence. We also provide mentoring, employment support and youth crime prevention programmes.

We've worked with Peabody for nearly 15 years, with special thanks to Rhys Evans for helping make our partnership what it is today. We've just signed a new partnership agreement, so we'll be running even more sessions across Ealing, Bedfordshire and Hertfordshire.

What's on this autumn?

Free sports and games for all ages – just turn up.

Activities are taking place at:

- Windmill Park, Southall
- Westcott Park, North Acton

Come along on your own or with your friends and just bring a bottle of water. We'll have all the equipment ready to go.

We're also looking for volunteers. If you're interested, get in touch with John:

john.sportinginspirations@gmail.com



Look out for posters and WhatsApp messages or find out more

- 🌐 sportinginspirations.org
- FACEBOOK [SportingInspirationsCIC](https://www.facebook.com/SportingInspirationsCIC)
- TWITTER [@SptInspirations](https://twitter.com/SptInspirations)
- INSTAGRAM [@sportinginspirationscic](https://www.instagram.com/@sportinginspirationscic)

Tachbrook turns 90!

Residents past and present came together this summer to celebrate 90 years of the Tachbrook Estate in Pimlico with a vibrant community event.

It was a fun-filled day for all the family including a magician, face painters, balloon artists, a bouncy castle, live music and a free ice cream van!

Designed by architect F. Milton Harvey, Tachbrook has a rich history. It was saved from commercial development in the early 1930s by the Westminster Housing Association and officially opened by the Duke of Kent in July 1935.

The estate was the first in London with electric lifts in flats for people on modest incomes – a major innovation at the time. Over the years, it's welcomed visits from Queen Elizabeth, the Queen Mother and Princess Margaret.

12 Peabody bought the estate from the Westminster Housing Trust in 1972, helping to provide more affordable homes locally and continuing to invest in Tachbrook's development.

The celebration continued into the evening with a party in the club, led by the Tachbrook Management Committee and local residents. It was a joyful day reflecting on the spirit of the Tachbrook community and its heritage.





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Know someone looking for affordable housing in London?

Our Key Living accommodation offers comfortable, rented rooms in shared homes for working professionals.

Each room is for one person only, so it's better for individuals rather than couples or families. You'll have your own private space, with a shared kitchen, living room and bathroom.



Find out more and apply
peabody.org.uk/key-living

We currently have Key Living homes available in Westminster, Paddington, Hackney and Brent.

If you're a working professional looking for a budget-friendly place to live, Key Living could be a perfect fit.



Things to do over October half term



Check out what's on at your local community centre

 info.peabody.org.uk/community-centres

Find an event near you this half term

 info.peabody.org.uk/event

Looking for ways to save on meals out?

Many cafés and restaurants offer special deals for families during the school break.

 moneywellness.com

Explore green spaces near you

Whether you're after a peaceful walk, a bit of fresh air or somewhere to stretch your legs, there are brilliant green spaces in and around our neighbourhoods.

Spending time in nature can lift your mood, lower stress and help you feel more connected with your community.

Northala Fields, Kensington Road, Northolt UB5 6UR

There's plenty to do at Northala Fields.

Climb the winding hilltops for scenic views, let the kids explore the playgrounds or enjoy a peaceful walk near the ponds.

The hills were made from the rubble of the old Wembley Stadium and White City shopping centre – now they're home to wildlife and walking trails.



Got the best pumpkin?

Show off your creative side and enter our pumpkin carving competition.

How to enter:

- Carve your best pumpkin
- Snap a photo of your masterpiece
- Post it on your Instagram feed, tag us **@PeabodyLDN** and follow us too

Win a £50 Amazon voucher

Get creative with your design, be detailed and get into the Halloween spirit!

Competition rules:

- Open to Peabody residents
- One entry per person
- Enter by midnight Sunday 2 November
- T&Cs apply



Find more information

peabody.org.uk/halloween



From doubts to a dream job

How one resident turned a jobs fair visit into full-time work



When Jolan first heard about our jobs fair in Thamesmead, he wasn't sure it would be worthwhile.

"I had doubts and thought it might be a waste of time. But I went anyway... and it paid off."

He'd been looking for a hands-on role – something practical, where he could learn and grow.

On the day, he connected with our Environment team. Not long after, he landed a full-time job.

"I started from zero. I was taught very well."

Now, with the right support and a team that believes in him, Jolan is working independently and growing in confidence every day.

"I just needed a bit of a confidence boost. Now I check in, ask questions and keep learning."

His story shows what's possible when you take that first step.



Looking for work or training?

Sign up to our Career Compass email. Get updates on jobs, training and events info.peabody.org.uk/career-email

Get job and career support info.peabody.org.uk/career-support

Apply for the Kerslake Award

The award offers £40,000 in grants to support community projects and activities, in memory of our late Chair, Lord Bob Kerslake. It supports community groups and projects – all with the aim of helping residents, and those living in our communities, to be happier, healthier and wealthier.

Projects can be anything from clubs and workshops to one-off events – as long as they make a positive difference in your local area.

Sarah and some of her neighbours in Cambridge are bringing new life to their communal garden at Cockcroft Place – thanks to a £1,500 grant from the Kerslake Award. Sarah said: "Many residents enjoy the garden and I wanted to add some more colour and interest. Seeing the new plants has inspired others to get involved."



Thinking of applying?

Applications open this autumn.

Visit peabody.org.uk/funding to find out more.

If you've got an idea that could improve your community, the Kerslake Award could help make it happen.

Night skies to light up again soon

The autumn evenings might be getting darker, but the skies will soon be glowing with light as Diwali and Bonfire Night approach.

Whether you're celebrating with candles and diyas, sparklers or fireworks, it's important to stay safe - for yourself, your neighbours and the environment.

Public displays are the safest way to enjoy fireworks.

 peabody.org.uk/fire-safety

Eco-friendly celebrations

- Try laser shows to reduce noise and air pollution
- Keep pets indoors - many are scared by the loud noises
- Be mindful of wildlife hiding in bonfires

Read about the alternatives to fireworks

 rspca.org.uk/adviceandwelfare/pets/general/fireworks/alternatives

Staying safe with e-bikes and e-scooters

The London Fire Brigade has seen a big rise in fires linked to e-bikes and e-scooters.

In 2019, they attended eight incidents. By 2023, it was one every two days, often caused by unsafe charging or faulty kits.

A recent fire on one of our balconies started when an e-scooter battery failed. Thankfully, no one was hurt, but it's a serious reminder of how dangerous they can be.

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If someone in your home uses one, here's how to stay safe:

- Don't charge or store them in communal areas, escape routes or near your front door
- Use official batteries and chargers from trusted sellers
- Unplug them as soon as they're charged and don't leave them charging overnight or when you're out
- Fit a smoke alarm where you charge them and test it regularly

To keep everyone safe, we'll remove any e-bikes or e-scooters left in communal areas. If we do, there may be a charge for removal and storage.



Find out more

peabody.org.uk/fire-safety

How to get in touch with us

We're here to help. Whether you've got a question, need support or want to manage something about your home there are different ways you can contact us:

Use My Peabody

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

Register or sign in

 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

Visit our website

 peabody.org.uk/contact-us

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.

Write to us

 Peabody
45 Westminster Bridge Road
London SE1 7JB

Message us on social media

You can reach us on Facebook - just search  **@PeabodyLDN**



How can we improve Home magazine?
online1.surveypoint.com/magazine-feedback