

North West London | Summer 2024



Home

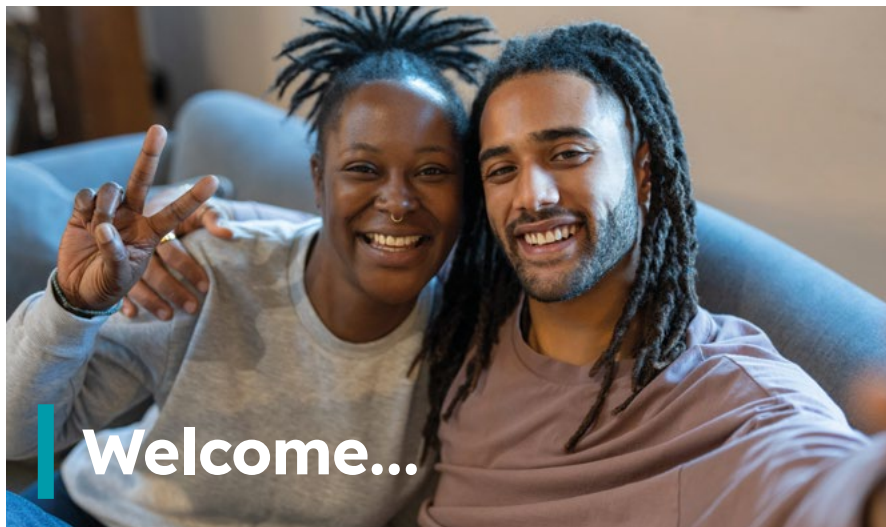


Summer
is here!

Keep cool
this summer

Get your
voice heard

Paw-some
training



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

Welcome to our new look resident magazine which is now called Home. For this edition, we've worked with residents to create a new design and the articles are based on your feedback.

In this edition, you'll find stories in your area (pages 8, 9 and 11), answers to your most asked questions (page 15) and our progress to make improvements for you (pages 6 and 7). Flip to page 14 for our tips to keep cool in the warm weather and support available over the summer holidays. Plus, we've got a delicious Caribbean recipe idea on page 10 to transport you to a tropical paradise.

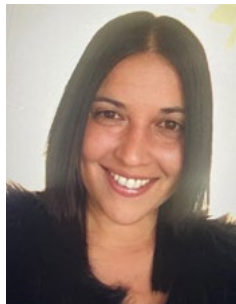
You said, and we did! Over the past few months, we've been listening and learning to get the basics right for you. Read on to find out how we're improving our services based on your feedback. We're committed to creating homes that are safe, comfortable and well-maintained.

We hope that this magazine adds a little extra sunshine to your day! And do share your ideas for stories that you'd like to see in future editions.

With best wishes,

Sharon Goddard

Interim Managing Director | North West London



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peabody.org.uk/contact-us

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Social media
[@PeabodyLDN](https://twitter.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



Meet Andrea, Contact Centre Advisor

We caught up with Andrea to learn more about her role and how she supports you.

What does a typical day look like for you?

Every day, I'm on the phone to residents trying to help them. Our team handles around 82,000 calls and 14,000 online queries every month. That's 96,000 conversations altogether!

How can you help residents, and what can they contact you for?

I'm here to listen to our residents and do everything I can to help them. Residents can contact us about anything related to their home or any other concerns.

What's the most rewarding part of your job?

It's great when I can make a difference and get positive feedback from residents about something I've helped them with.

Is there anything else you think would be helpful for residents to know?

Although we get thousands of calls each month, we know that every situation is unique, and we try our best to respond to your needs.

What do you enjoy most about working for Peabody?

I really value being part of a team where we can share our ideas and everyone's input is valued. I get the guidance and support I need to do my job as best I can.



Meet Nicola, your Community Safety Manager

We caught up with Nicola to find out more about her role and how her team can support you.

Tell us a bit about yourself

I enjoy spending time with my friends and family, and of course my dog, Mabel. I've been working in housing for over 20 years now, most recently in antisocial behaviour.

What does a typical day look like for you?

Every morning my team meet to discuss what's going on and what's happened in the last 24 hours. The rest of the day is filled with meetings, working with colleagues across Peabody and ensuring my team are ok.

What's the most rewarding part of what you do?

There's no better feeling than getting results for residents.

What do you enjoy most about working for Peabody?

I really enjoy working with a mixture of people across the organisation. It's never a boring day!

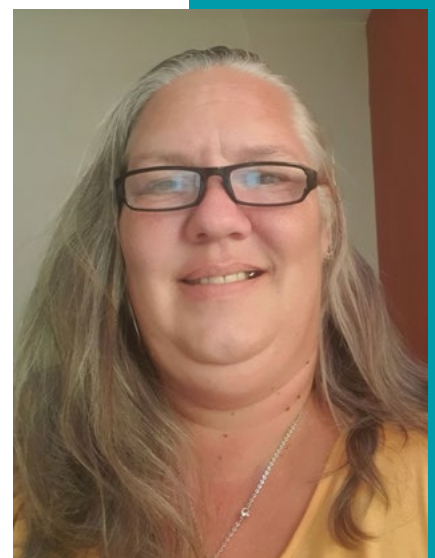
What's important to you in your job?

I make sure my team are supported, which means our residents get the service they need.

What's the most common question you're asked and what's the answer?

I'm often asked why I do what I do. It's wonderful to be a part of helping people through issues they're facing and see them come out the other side.

We know that having someone to talk to can make all the difference if you're experiencing community safety issues.



Find support
peabody.org.uk/personal-safety



Flourishing gardens

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We recently asked Asha about her experience volunteering at a local garden and how she got involved.

“I’m Asha, a resident and volunteer at Westcott Park Community Garden in Ealing.

A few days a week, come rain or shine, you’ll find me in our community garden, with my hands in the soil and a proud smile on my face.

However, my journey as a volunteer isn’t one that began overnight. It all started more than ten years ago when I received an unexpected knock at the door from a Peabody colleague in the Communities team. We chatted about our love for Ealing and because they knew about my role as Community Treasurer, they asked me what I thought the residents needed and how Peabody could help develop the community.

I told them my hopes of having a community garden, a place where children and adults in the area could learn new skills, plant fresh produce and care for livestock.

Truthfully, I was sceptical at first, I wasn’t sure we’d be able to get the garden going. We decided to find out if other residents in the area thought this was a good idea, which they did! Little did I know this conversation would grow into such a profound and rewarding experience, one that would result in the creation of our community garden.

We set up the garden in 2011. With natural green fingers, I quickly took on a big role in the garden. Over the years, residents and I have done everything from planting flowers and tending to vegetable beds, to extracting honey from our beehive and caring for our chickens and ducks. We have also helped many residents get into gardening through our guided workshops and developed the communities understanding on ways to be more environmental. The garden is more than just a place to grow plants,



it’s a hub of social connection, where everyone feels valued and appreciated.

Volunteering at the garden has taught me a lot. But the thing that stands out is the strength of community relationships that the garden has built and the wonderful impact our work has on the wellbeing of our wildlife, the bees we keep are my favourite!”

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) results help us understand what we're doing well and where we need to improve.



satisfied overall



satisfied with repairs



satisfied with home maintenance



satisfied with complaints handling



feel your voice is heard



feel we make a positive impact in your neighbourhood

What do our results tell us?

Results show we have work to do, but we're heading in the right direction. We're listening and are committed to investing in your homes and taking action to create better, more local services.

What we're doing to improve

Taking care of your home

This year we completed over 250,000 repairs, but we need to do better. We're spending £1 million every day on improving and maintaining your homes.

Keeping you safe

Last year, we spent £64 million to improve the fire safety of our buildings. We listened to 500 residents in 12 high-rise buildings to shape the way we engage you in the safety of your buildings.

Listening and acting on your feedback

We've worked with over 5,000 residents to find out what really matters to you.

Managing complaints effectively

We're aiming to respond to 80% of complaints within 10 days by next year.

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.



For more information, please visit [peabody.org.uk/our-performance](https://www.peabody.org.uk/our-performance)



Get your voice heard

As a Peabody resident, you should have a real say in the services you receive.

Resident-led panel

Last year a diverse group of independently recruited residents helped redesign how we work with you. Their message was clear: your voice needs to be heard at all levels.

Based on their recommendations, we've formed a new resident-led panel who will help ensure residents' voices are heard at every level of Peabody. They'll make sure we're truly listening and making improvements you want to see.

Name the resident-led panel competition!

Suggest your idea for the name of the panel to get.involved@peabody.org.uk by Friday 16 August. If your name makes the shortlist, you'll receive a £10 shopping voucher.

How you can get involved

- Join a group to scrutinise and improve our services
- Give feedback through local events, surveys and focus groups
- Influence local decisions
- Help celebrate diversity and different perspectives



Join Peabody Voice, a group of residents already working with us

thegarden.peabody.org.uk/embeds/projects/24702/survey-tools/31008



Have your say with our Sounding Board

Your experiences matter to us. We want to hear your views so we can improve our services and make them work better for you.

The Sounding Board is about opening lines of communication between you and Peabody.

Our recent Sounding Board took place in Lambeth, South London in June.

What gets discussed?

Ian McDermott, our CEO, and other colleagues meet with residents to talk about the issues that are important to you, including:

- Social housing
- Sustainability and the environment
- Our local services
- Your communication preferences

Your honest perspectives help shape how we can better serve residents and communities.

The new Sounding Board format

After a successful first round, we're kicking off new-look Sounding Board visits over the next few months. Here's what's new:

- Instead of group meetings, Ian will meet one-to-one with residents
- Board and committee members may join certain visits

In April, Ian met the new Sounding Board residents to start building connections. They talked about their experience with us, including the importance of excellent customer service, better communication about repairs and ways we can support local neighbourhoods.



Get involved

If you'd like to join an upcoming Sounding Board, please email get.involved@peabody.org.uk.



We're making changes based on what you've told us

At our recent neighbourhood events you gave feedback about our local teams and services. Here's what we've done.

What you told us:

- Reporting issues can be frustrating - there can be long wait times on calls and few updates on your issue
- We need to keep appointments and follow up with you after repair work
- You want to know who your local contacts are and when they'll be in your area
- Issues like antisocial behaviour, fly-tipping and dangerous driving can be a problem
- You want easier ways to provide feedback

So, we've:

- Reviewed contractor performance to support repairs
- Expanded our Complaints team so we can resolve more cases
- Increased the number of calls we can answer
- Launched My Peabody - a quick and easy way to report and track repairs, update your details and view statements online
- Given our teams new technology to report and track issues while out on estates
- Held local surgeries for you to meet your Neighbourhood Manager face-to-face
- Followed up individually on the antisocial behaviour concerns you raised
- Neighbourhood Managers and colleagues on estates are doing walkabouts

What happens next?

We're planning more events later this year for you to have your say.

Your new Consumer Standards for social housing

The government has introduced new Consumer Standards for social housing providers. These are standards which aim to ensure you have a safe, secure and well-maintained home, with clear communication and good service from your landlord.

What does this mean for you and your home?

Safety and quality: We're investing in our homes to meet high safety and quality standards. We work with partners to tackle antisocial behaviour and provide local support. Over the next five years, we'll spend £2 billion on maintaining and improving our homes.

Transparency, influence and accountability: We provide opportunities for you to influence decisions through resident panels and engagement platforms.

Neighbourhood and community: We're dedicated to building strong and supportive communities.

Support: Our Advice and Wellbeing team can help you find support.

We're committed to improving in line with the standards, by prioritising your homes and safety, treating you with fairness and respect, delivering better services and fostering supportive communities.

We'll keep you updated on our progress.

New Family Hub at Old Oak Community Centre

A new Family Hub has recently opened at Old Oak Community Centre in East Acton. The hub adds to the popular services already on offer at the centre including after school clubs, yoga and IT training.

You can find help at the new hub with anything from employment and career support to gardening workshops.

Local parents can now attend the hub for antenatal checks with midwives, baby massage classes and breastfeeding support. You can also take kids under five to the learn and play group.

One new mum told us:

"I'm the first of my friends to have a baby, and he's my first. I'll be recommending the hub to each of my friends when it's their time. I'll take all the support and socialising we can get."



For more information get in touch by email familyhubs@lbhf.gov.uk, call on **0208 753 6070**, or you can pop into the hub and see what's going on.



Photo credit: London Borough of Hammersmith and Fulham

Jenny, heart of the community, wins a Civic Honours Award



Jenny is a resident living at Old Oak in East Acton. She has won this year's Civic Honours Award for her individual contributions to building a stronger, safer, kinder neighbourhood.

Jenny was nominated by Elly in our Community Involvement team for the amazing work she does in the community.

Here's what Elly had to say:

"Jenny is a Peabody resident living near Old Oak Community Centre in East Acton and she's been volunteering at the centre for a long time. Over the years, Jenny has been involved in running lots of different activities at the centre which many of our residents have enjoyed.

Most recently, Jenny has supported the newly relaunched bingo club. She makes teas and coffees and picks up food each week from the bubble and squeak community surplus food stall for everyone to enjoy.

Jenny also helps to open and close the community centre, hand out leaflets in the community, and help at community events. For years, she's been quietly making a difference without ever seeking recognition. She is a community hero, who goes above and beyond, she turns up, helps out and contributes to the community day in and day out."

Jenny said

"I just get satisfaction out of volunteering, it's my happy place. I enjoy seeing all my friends in Old Oak, I've lived here 34 years.

Community is important to me as it gets me out the house, when I'm not working. I've suffered with depression, so volunteering makes me happy."

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Flourishing gardens at Friary Park

Friary Park in Acton, Ealing is a regeneration project currently underway. Residents and the team have been planting, growing and gardening as the regeneration of the estate takes shape. The estate now includes new shared green spaces, a garden growing fruit and vegetables and a community kitchen. There's also Kew Gardens inspired landscaped gardens at Passell House.

Working with Westcott Park Community Garden, Sustrans' Dr Bike and the W3 community walking and cycling hub, the team and residents made a great start in the gardens this spring. The kale, cabbages, spinach and herbs are coming along brilliantly! They've since sown more so there'll be lots more fruit, vegetables and flowers to look forward to this summer.



For more information on how to get involved, contact Emma, Community Investment Lead emma.hanbury@peabody.org.uk



Black History Month fund

Your community organisation can apply for up to £1,000 to help your next project.

We're working with A2Dominion and other housing associations to celebrate Black History Month all year round. Our Black History Month 365 fund offers grants four times a year. Local voluntary and community organisations can apply for up to £1,000 to help with planning or running projects.

The fund has helped bring many wonderful events to life, from a Windrush Day dance celebrating African and Caribbean culture, to an intergenerational photography project and a Caribbean food lunch club.

Funding opens on Friday 16 August and applications close 5pm Friday 13 September.



For more information on how to apply visit a2dominiongroup.grantplatform.com

For help writing an application email communitygrants@peabody.org.uk

Joy's Summer Jam

This summer the grant has funded Joy's Summer Jam, a Caribbean celebration and lunch at Dee Space Community Centre in Reading. Joy's Café will be laying on a delicious Caribbean spread for the community.

Joy's Caribbean crush *recipe*

4 potatoes

4 eggs

2 spring onions

1 onion

All purpose seasoning

Milk

Plain flour

1. Fry the onions
2. Boil the potatoes until soft and drain
3. Season potatoes with all purpose seasoning, add the spring onions and mash together
4. Boil the eggs
5. Mould the mash into balls and flatten. Then, wrap the flattened mash around the boiled egg to form a ball
6. Dip them into milk, then flour
7. Fry for five minutes or until golden



Join Joy's Summer Jam or find other events peabody.org.uk/events



Paw-some training

Residents' four-legged friends were put through their paces in training sessions held in Little Wormwood Scrubs Park and Athlone Gardens in West London. Organised by Peabody and Venture Community Association, trainer Adham Rezk worked with owners to help with their dogs' recall and walking. He also gave advice on feeding and puppy training.

Residents found it valuable to receive expert advice and practical tips that they can put into practice. They also appreciated the opportunity to exchange insights with other local dog owners. It's created a supportive community:

"After three days of training, I'm amazed by how much my dog's behaviour has improved. I've learned so many useful techniques for dealing with her antics, and now I feel much more comfortable letting her off the lead."

"I've noticed a remarkable difference in my dog's behaviour. Thanks to the tips I've learned, he no longer barks continuously when approaching other dogs. It's a relief to see him calmer and more composed in these situations."



Get involved

Find out what's on where you are
[peabody.org.uk/events](https://www.peabody.org.uk/events)

You can also contact your local Neighbourhood Manager or Community Involvement team to find out more about events in your area.



Celebrating

To celebrate diversity,
we've launched a new
series of events

Eid

The events are open to all our residents and are an opportunity to celebrate together, and find out more about how you can get involved at Peabody.

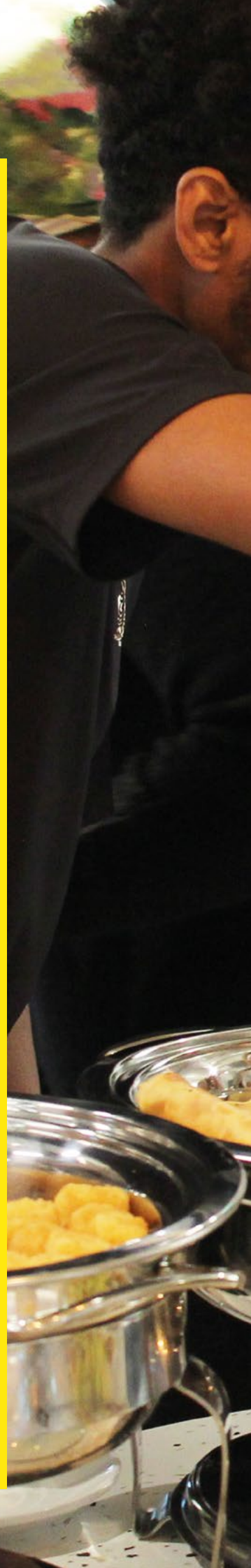
A few months ago, we hosted our first Eid celebration event. We welcomed residents, colleagues and partners for an Eid meal, activities, childrens games and to connect with others.

It was an opportunity for everyone to learn about how they can contribute to Peabody's mission of equality, diversity and inclusion.

Residents also discovered how they could raise repairs, apply for funding and different ways they can get involved with, and work with Peabody. Everyone that attended also signed up to Peabody Voice (our panel of residents who work with us on key projects).

At the event, we got to hear from residents about how they've been involved in shaping community projects. We also discussed the importance of having a diverse group of people involved, so we can hear everyone's voice.

Keep an eye out for more events this year, including a Black History Month celebration in October, Diwali celebration in November and Hanukkah and Christmas celebrations in December.





We'd love to hear your ideas for future events
get.involved@peabody.org.uk

Keeping cool



Getting ready for summer? It's important to stay safe and cool in warm weather. So, here's our top tips for when it gets too hot.

Keep yourself cool



Take cover

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



Chill out

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



Cool down

Take a cool shower or spray cool water on your skin or clothes.



Stay hydrated

Drink plenty of water throughout the day to stay hydrated.



Check on others

Look out for vulnerable neighbours. If you're concerned seek medical advice. Dial 999 in emergencies or for suspected heatstroke.

Keep your house cool



Minimise heat

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



Keep cool indoors

During the day, keep windows closed to block out heat. Open them early in the morning for cooler air.



Draw the curtains

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



Find the cool spot

Stay in the coolest room in your home if you need to be indoors.



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, when it's cooler.

School's out

Whether it's holiday activities or accessing financial support, we've got you covered.

Help with food

We offer help through food banks and free or low-cost food options.

↘ peabody.org.uk/food-banks

Government support

Children who receive free school meals may qualify for government support, including the Holiday Activity Fund.

↘ gov.uk/apply-free-school-meals

Fun-filled holiday activities

Looking for ways to keep the kids entertained during the break? We have a variety of holiday activities, from arts and crafts to sports for children of all ages.

↘ peabody.org.uk/events



For more information on finding support or participating in holiday activities, families can contact their neighbourhood manager or visit our website. peabody.org.uk/supporting-you

Anyone can experience domestic abuse

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

- You can contact Refuge 24/7 on **0808 2000 247** or use their online chat
- Use Google to search for domestic abuse services in your area
- Download the Bright Sky app for a range of support services and guidance

You can also contact us on **0300 123 3456** or online, and one of our trained Community Safety Specialists will get in touch. In an emergency, always call **999**.

Ask Alun

Head of Contact Centre Operations



Your questions answered

We're always here to support you. Whether it's fixing repairs, resolving neighbourly disputes, or accessing support services.

Our Head of Contact Centre Operations, Alun, is here to answer your questions.

I've been hearing about My Peabody – what is it?

My Peabody is the simple way to manage everything about your home in one place. You can book and track repairs, update your personal details, view your rental statements, make payments and much more.

↘ peabody.org.uk/my-peabody

How do I pay my rent and service charge?

There are a number of ways you can make your payments, from Direct Debt and phone to My Peabody.

↘ peabody.org.uk/how-to-pay

My bathroom tap is dripping, how can I let you know about a repair I need?

You can contact us through your My Peabody account or by calling us on **0300 123 3456**.

I'm struggling to make ends meet, can you give me some support?

Whether you need financial support and benefits advice, help with training and employment or support for your mental, physical or emotional health, we're here to help.

↘ peabody.org.uk/supporting-you

I'm having issues with my neighbour, can you help me?

In the first instance you should try speaking to the person you believe is behaving unacceptably.

Where it's safe to do so, in most cases residents should be able to resolve disputes themselves.

Find more help, including support we can offer peabody.org.uk/personal-safety

Why have you asked me to remove my door mat and buggy from the hallway outside my flat?

We ask residents to remove items from communal areas as they could be a trip hazard and block escape routes in the event of a fire. Please help us keep you and your neighbours safe by removing any personal items from corridors, walkways, and stairwells. This includes doormats, buggies, furniture and mobility scooters. You can store and recharge mobility scooters in areas dedicated for this.



For any other questions, get in touch peabody.org.uk/contact-us



Keeping you safe

Front doors play an important role in stopping fire and smoke from spreading.

Our contractors will be in touch soon to let you know when we're visiting you.

We'll need access to your home for these essential safety checks, so please do give us access and arrange for someone to be there to let the surveyor check your door. When the surveyor arrives, they'll spend a few minutes looking at your door.

Find out more
peabody.org.uk/fire-door-checks

My Peabody

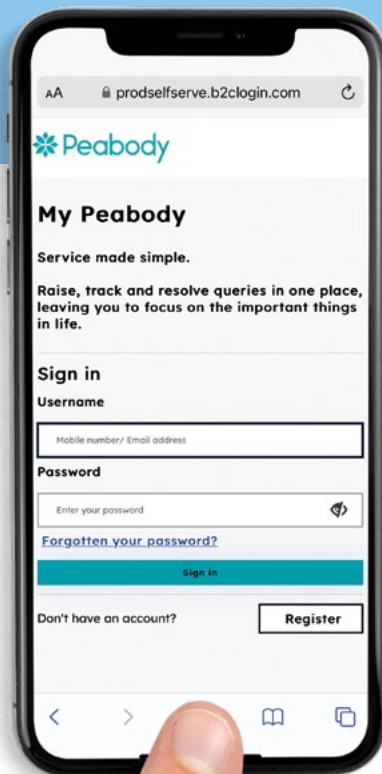
Service made simple

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

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You can:

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



 Peabody

Getting in touch

We've made some changes to our Contact Centre opening hours, based on when you need us most.

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

One number

We now have one number for all calls. You can call us on **0300 123 3456**.

You can also use My Peabody.

24/7 emergency support

For emergencies outside of these hours, we've partnered with Orbis to provide round-the-clock support.



It's part of our ongoing commitment to getting the basics right.

peabody.org.uk/my-peabody



Tell us what you think

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

This magazine is all about you, so we're gathering feedback on how we communicate with you across all our communication channels to see how we can improve.

From social media and email newsletters, to events and website updates, we want to know how we can improve.

Your views will directly help us to make changes you want.

The survey will close on Friday 16 August and should take no longer than five minutes to complete.

 online1.snapsurveys.com/peabodycommunicationsurvey



Scan the QR code to go to the survey