

Essex, Northamptonshire, Bedfordshire,
Hertfordshire and Cambridgeshire | **Autumn 2025**



Home



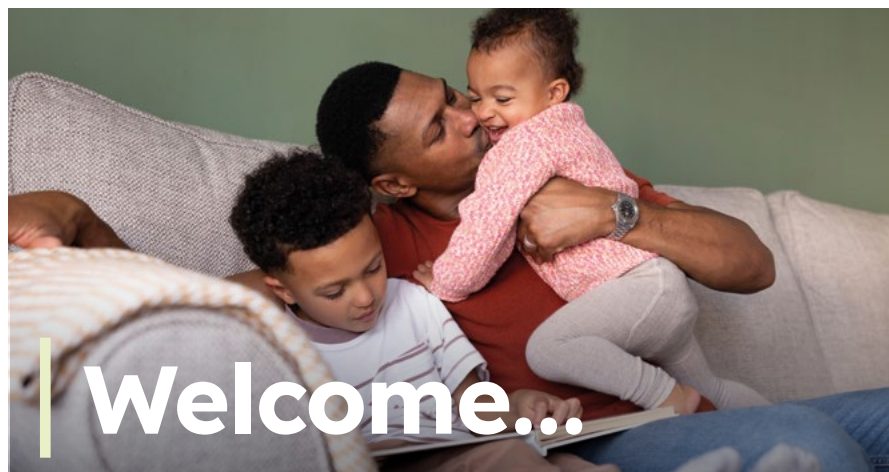
Getting set for autumn

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**



Contents

- 3** Is your boiler ready for winter?
- 4** Damp and mould
- 5** Government support available
- 6** Making sure homes go to the right people
- 7** Being a good neighbour
- 8** How we're doing
- 9** How your feedback is bringing change
- 10** What we're doing in your area
- 11** Neighbourhood news
- 12** Meet 'Uncle Phil'
- 13** What's on
- 14** Things to do over October half term
- 15** Support finding work
- 16** Contact us

...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.



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,

Kirsty Pepper

Managing Director | North Counties

Contact us

Phone

0300 123 3456

Website

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 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

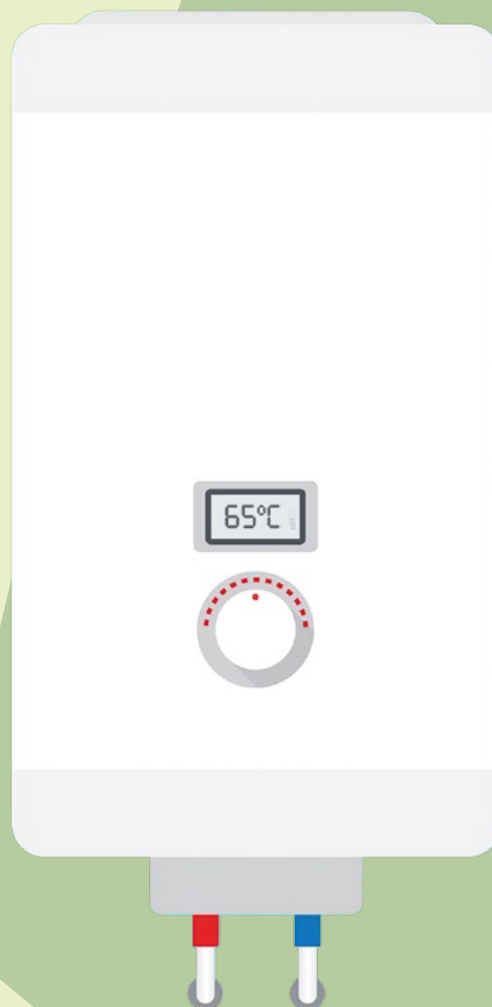
- Turn your heating on and see how quickly your home warms up
- Run the hot tap and check how warm your water gets

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

3

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.



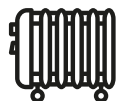
When you're cooking, cover pots and pans, put your extractor fan on and open the window a little to reduce steam.



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 people who need them most

Tenancy fraud happens when someone lives in a social home they shouldn't be in – for example, when the named tenant sublets it to someone else or doesn't live in it 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.

Recent cases

We recently worked with Wandsworth Council to look into a home we suspected was being subletted. It turned out the person living there had moved out of London and was renting the home out privately. Once we showed them the evidence, they decided to end the tenancy themselves – so we didn't have to go through eviction proceedings.

The three-bedroom home is now back with us and ready for a family who needs it. The case has also been passed on to the authorities to look into concerns about benefit fraud and subletting.


In another case, neighbours raised concerns about noise and antisocial behaviour coming from a two-bedroom home. They said they hadn't seen the person living there for some time and someone new had moved in. They'd moved abroad and let family members live there instead.


After we interviewed them, they gave up the home. It's now with a new family on our waiting list.



How to report it

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

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

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,

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 – your input really matters. We've been putting your ideas into action to help make your experience with us better.

You told us:

- You want regular housing surgeries and to know who your local contacts are
- You expect cleaner, better-kept estates
- You want more local events and community activities
- You'd like quicker, clearer repairs, especially if you're a shared owner

Here's what we're working on:

More local presence and better communication with your neighbourhood manager

We're setting up regular drop-in sessions so you can chat with your neighbourhood manager face-to-face. You'll also have the chance to meet teams from advice and wellbeing, estate services, repairs and community safety – all in one place.

Improvements to estate amenities

- We held 73 housing surgeries and 91 inspections to find and fix estate issues.
- We've started inviting councillors to inspections to help prioritise improvements.
- We carry out estate inspections every three months – and we'd love you to join us.
- We're also using feedback from monthly resident surveys to help improve grounds maintenance and other services.

More activities

We're supporting family events and local activities through community partnerships.

Making repairs simpler

We've improved how repair requests are sent through My Peabody. Now, they go straight to the right contractor.

Clearer information about planned maintenance works

We understand it's important to know what's happening and when. We're working on better ways to keep you updated when works are due to start.

Making support easier to find

Our Advice and Wellbeing and Safeguarding teams are reaching out to residents to make sure they receive any extra support they need.

You can also find support on our website peabody.org.uk/wellbeing

Making it easier to get in touch

We're reviewing all stage one complaints to make sure they're handled quickly. We're also making our Contact Centre number easier to find – it'll now appear in regional Home magazines, at local community centres and on communal noticeboards.



Neighbourhood news

Meet your neighbourhood manager

Your neighbourhood manager will be visiting your area soon – come along and say hello. It's a great chance to ask a question, get support or just have a chat.

Details of upcoming visits will be on your local noticeboards. Not sure when they'll be nearby? Call us on **0300 123 3456** and we'll let you know.

Thinking about starting a resident group?

Want to bring your neighbours together or make a positive change in your community? Why not start a resident group or Tenant and Resident Association?

We've created a helpful guide to get you started. It covers how to set up a group, the support we can offer and tips to help your group succeed.

Got a question? Contact
get.involved@peabody.org.uk

Read the guide
Scan the QR code to read the guide



Community grants available to support local projects in Houghton Regis

In partnership with Houghton Regis Community Development Charity (HRCDC), we're running the Houghton Regis – Better Together Small Grant Scheme.

This £5,000 community fund offers grants of £200-£1,000 for grassroots projects and is supported by the Peabody Community Foundation. Whether it's setting up a new activity, running a local event or hosting a street party, the fund helps residents and community groups bring their ideas to life.

Tim Haines, Director at HRCDC told us:

“We're excited to be partnering with Peabody on this grant scheme. Even a small amount of funding can unlock creativity and connection in our community. We hope this fund will help bring their ideas to life and make a real impact locally.”

For more information, eligibility criteria or an application form, email **grants@hrcdc.org.uk**



Meet 'Uncle Phil' from Changing Lives



A familiar face across Luton and at the Sandringham food hub, Phil McKinley – known as 'Uncle Phil' – started his charity, Changing Lives, to make sure no one in his community goes hungry.

Tell us a bit about yourself

I've lived in Luton all my life. I went to school in Stopsley and worked for the University of Bedfordshire for 21 years. Later, I worked for Luton Borough Council on their meals on wheels service and then went onto work in the kitchen for Amazon.

How did you come to start Changing Lives?

I was selling Caribbean food from a trailer in town when some homeless people started asking for leftover food. I was glad to share it rather than throw it away – and word spread.

In 2016, this sparked a dream, I wanted to help more people.

I wanted to make sure there was a consistent and regular supply of food for those who needed it. My trailer wasn't big enough, so I formed the charity Changing Lives.

Over the years I've become known and respected by the homeless and have support from the police. I want to make sure no one goes hungry – and the demand has got bigger and bigger.



What does a typical week look like?

We've established great relationships with supermarkets and businesses who we collect left over food from every day. Everything from fresh food, cupboard staples, bread, tins and packets.

As well as the food pantry at Sandringham Hub every other Wednesday, I'm at 1 North Street in Luton on Tuesdays and Thursdays from 6.30pm to 7.30pm. Every morning from 9am to 10.30am, I give out food bags in the town centre.

I'm really grateful to everyone who supports and donates to the charity – and to my family who help keep it going.

What's next?

I've got a few ideas. I'd like to start a meals on wheels service and create a club for older people. Peabody's helping by connecting me with advice and funding and offering space at their community centres.

We're also working on a project at the Ameina Centre in Luton – a space where people can collect food and stop for a hot drink and a chat. Watch this space!



Find out more about Changing Lives

✉ pillipmckinley895@gmail.com

☎ 07804 651962

🌐 changinglives4ever.org.uk

f facebook.com/changing.lives.1426

X x.com/ClfForever

in linkedin.com/in/phillip-mckinley-4b719a2a

Sandringham Hub food pantry

Open every other Wednesday, 10am to 12pm

**48 Sandringham Drive, Houghton Regis,
Bedfordshire LU5 5UP**

Contact Mahi for more information

✉ mahi.sharma@peabody.org.uk

King Edward Community Centre:

What's on

King Edward Road, Laindon,
Essex SS15 6GY



Tech and coding courses for young people in Basildon



Impact Academies runs fun coding and technology courses for ages 5 to 17 at King Edward Community Centre.



Designed for beginners and experienced learners, these after-school and weekend classes help young people build confidence and develop valuable digital skills.



Courses include:



- Coding in Python and JavaScript
- Web and game development
- Introductory AI and machine learning (for older students)



Classes are grouped by age and ability, with a focus on creativity, collaboration and problem solving.

- Sessions run after school during the week and on Saturdays
- A free trial class is available for all new students
- Sibling discounts available



Sign up or check the timetable



impactacademies.co.uk/basildon



basildon@impactacademies.co.uk



07482 054260

Food, support and community at the Purfleet Hub

32 River Court, Centurion Way, Purfleet-on-Thames, Essex RM19 1ZY



The Purfleet Hub in Thurrock runs a range of activities, including drop-in sessions, library services, housing support, community dinners and a food bank.

The hub gives out at least 25 food bags a week to families, with extra items during the school holidays. In a typical month, around 30 adults and 30 children join the hub for a community meal.

This summer, 13 children took part in the allotment project to plant, grow and enjoy strawberries for the hub.

The pantry is a partnership between Thurrock Council, Thurrock CVS, Purfleet Community Hub and Peabody.

Become a member of the community fridge

For £5 a week, you can become a member and stock up on family favourites for your cupboard and fridge and fresh fruit and vegetables. All items are available to buy at a lower cost.



Come along or get more information

Open Mondays and Thursdays, 10am to 2pm



07342 469306



purfleetcommunitypantry@outlook.com

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.

**Rushmere Country Park,
Linslade Road, Heath and Reach,
Leighton Buzzard, Bedfordshire
LU7 0EB**

Explore over 400 acres of woodland, heath and meadow.

You can walk, cycle or horse ride – or just enjoy the peace and wildlife. There's also a café, visitor centre and regular events.



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

Improving shared spaces with the Kerslake Award



Sarah and some of her neighbours in Cambridge are bringing new life to their communal garden, thanks to a £1,500 grant from the Kerslake Award.

Sarah has lived in Cockcroft Place for over 20 years. The homes surround a green and many residents enjoy the outdoor space and are keen gardeners.

Keen to brighten up the garden and encourage more people to get involved, Sarah applied for funding. 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.

Sarah said: “Many residents enjoy the garden and I wanted to add some more colour and interest to the beds and pots. The garden brings the community together. It’s a lovely space where people meet and chat in passing. Seeing the new plants has inspired other residents 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.

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.

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

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.

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

f @PeabodyLDN



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