

North East London | Summer 2024



# Home

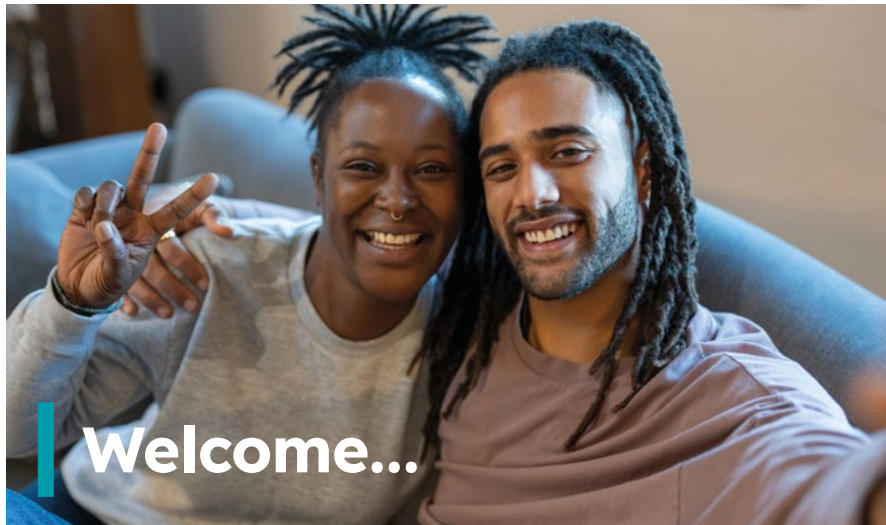


Summer  
*is here!*

Keep cool  
this summer

Get your  
voice heard

Help on your  
doorstep



## ...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,

**Tracy Packer**

Managing Director | North East London



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## Contact us

**Phone**

0300 123 3456

**Website**

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

**Post**

45 Westminster Bridge Road  
London, SE1 7JB

**Social media**

@PeabodyLDN

Home Magazine aims to keep you up to date with news, events and other useful information and support.

We hope you enjoy reading the magazine, but if you decide you don't want to receive it anymore, just let us know:

Email [communications@peabody.org.uk](mailto:communications@peabody.org.uk) stating 'Magazine opt-out' in the subject line. Please include in the email either your tenancy reference number or your full name and address. We need this information so we can find you in our database to unsubscribe you. You can sign up to receive Home directly to your inbox at [peabody.org.uk/peabody-magazine](http://peabody.org.uk/peabody-magazine)





# 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 Stuart, your Community Safety Manager

**We caught up with Stuart to find out more about his role and how his team can support you.**

**Tell us a bit about yourself**

I've been married for 12 years this year and I have a dog called Reggie.

**What does a typical day look like for you?**

We're always busy. We have around 180 antisocial behaviour and domestic abuse cases at any given time, so I spend most of my time helping my team with the cases.

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

The team is new so it's great to see them developing and learning new specialist skills. They're doing a great job, and I can already see how it's benefitting our residents.

**What do you enjoy most about working for Peabody?**

Community safety can be stressful so I'm grateful to work with the people I do. The team gets on well and we always talk things through.

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

We're often asked how to resolve noise complaints. And it can be really difficult. We always try to communicate with everyone involved and encourage mutual respect.

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](https://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](mailto: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](https://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](mailto: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.





# Building opportunities for women in Islington

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**Islington residents went along to our new Holloway Park development, for London Square's Women in Construction Insight Day. There was an event for women in Islington thinking about a career in the construction industry.**

We're working with London Square to develop the former Holloway Prison site. London Square spoke to the residents about job opportunities to work on the development project.

There are 51 apprenticeships through the development phase of the scheme, covering 16 different roles such as carpentry, ground works and site management.

Abraham Williams in our Economic Inclusion team talked to residents about how Peabody can support residents into jobs in construction and other industries.

Together, with London Square and Islington Council, we'll be inviting more women to future Insight Days.



## Get involved

If you, or anyone you know may be interested in getting involved, contact us  
[EconomicInclusionTeam@peabody.org.uk](mailto:EconomicInclusionTeam@peabody.org.uk)





# Cordwainers Grow, *Victoria Park*



**Cordwainers Grow was created in 2011 in a community garden in Mare Street, Hackney, nestled in the grounds of the London College of Fashion. It began with a group of volunteers who loved gardening, crafts and the outdoors. They're committed to sharing that love and connecting people with nature.**

The original garden closed in 2019 but as the group had links with Victoria Park Community Centre, they happily moved there. Now, they're next to the parks outdoor classroom. The group is busy looking after the garden and running community workshops there.

During the Covid-19 pandemic they grew salads and vegetables to donate to a local migrant centre. They also set up lots of outdoor events for the local community - including snail racing!

Kate Poland, Founder of Cordwainers Grow, said: "We love Victoria Park Community Centre and the local community. We also love to combine our passion for nature with our joy in creating - whether it's whittling dibbers for the garden, making string, or sewing caterpillars."



## Get involved

Cordwainers Grow hosts a drop-in volunteer gardening session every other Sunday from 11am-1pm.





## 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](https://a2dominiongroup.grantplatform.com)

For help writing an application email [communitygrants@peabody.org.uk](mailto: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](https://peabody.org.uk/events)







# Help on your doorstep



**Help on Your Doorstep started off as a local connection project aiming to overcome loneliness and improve the lives of people across the UK. The EC1 area was one of around fifty locations for the initiative.**

14 years ago, two local residents started work for the local community in Islington. The operation quickly grew and now works with over 150 organisations from across the borough. It covers the whole of Islington, including offices at our Hugh Cubitt Centre, Calcott Centre and Whitecross Street.

Our resident, and former fitness instructor, Val Henney is Islington born and bred. When she became a grandmother, she decided to leave the fitness industry for something new. That's when she saw the job advert for Help on Your Doorstep in her building - and the rest is history!

Val now works on the Good Neighbours Scheme. Funded by us through Help on Your Doorstep, the scheme helps residents get to know their neighbours better, giving them an opportunity to try new things, meet new people and have a say in their local community.

The scheme encourages communication - from small gestures, greeting each other around the area, to Val's local coffee mornings. It encourages people to help their neighbours. Val calls this 'natural volunteering' and it's developed into a full volunteering programme. It's been such a success, says Val, that "People consider each other to be their family now."

Following the Covid-19 pandemic there is more need than ever to reduce social isolation. With the high cost of living also making family day trips and holidays a luxury, Help on Your Doorstep offers trips to the seaside, community fairs and regular social events for people of all ages.



## Get involved

For more information on upcoming Good Neighbours Scheme events, check out the timetable at [helponyourdoorstep.com/news-events/activities-events](https://helponyourdoorstep.com/news-events/activities-events)

# 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.

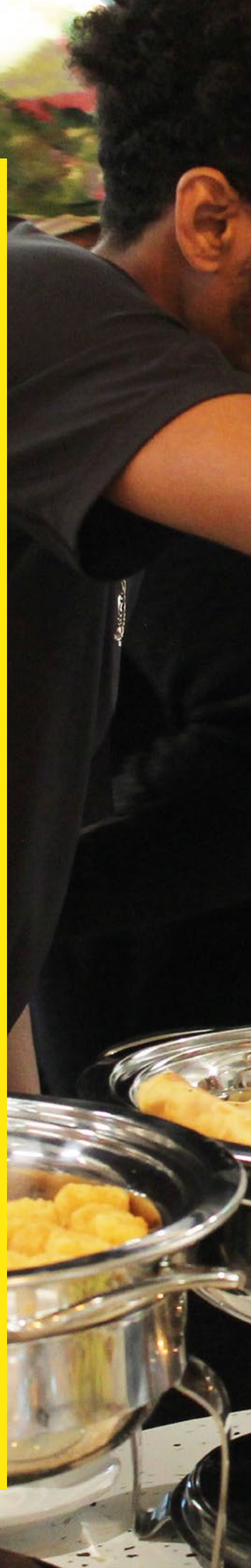
A few months ago, we hosted our first Eid celebration event. We welcomed residents, colleagues and partners for an Eid meal, activities, childrens games and to connect with others.

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](mailto: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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](http://peabody.org.uk/fire-door-checks)

# My Peabody

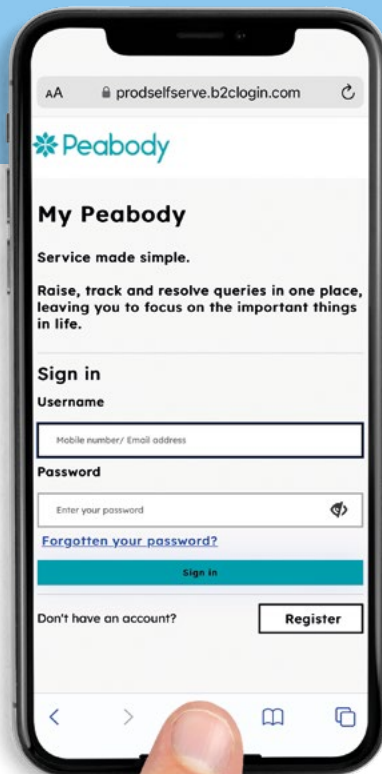
## Service made simple

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](http://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](https://online1.snapsurveys.com/peabodycommunicationsurvey)



Scan the QR code to go to the survey