

Home



Stay warm, well and supported this winter

Tips, advice and things to
know this season

**Bright ideas for
lower bills**

**Keeping safe
this winter**

**How we're
doing**



...to the winter edition of your Home magazine

As the cold months arrive, we're here to make sure you're warm, well and supported.

To find out more about our performance and the improvements we've been making in response to resident feedback, turn to pages 8 to 13. You'll find our latest Tenant Satisfaction Measures on page 10, how we performed last year on page 11 and information about our new service standards on page 12. We've also made changes to our Contact Centre after hearing residents' views – read the latest progress on page 13. Hear from our new resident Board Member on page 8 and get an update from our Resident-Led Panel on page 9.



You'll find helpful tips to keep you cosy and supported, including how to avoid damp and mould on page 3, energy-saving advice on page 4 and information on staying safe over the festive season and spotting common scams on page 5.

Find out what's happening in your area on pages 14 to 17, including neighbourhood news and activities you can get involved in. Get into the festive spirit on page 7, with ideas for creative and affordable Christmas gifts and a chance to win a prize if you spot the hidden robin.

We hope you enjoy this edition of Home and the festive season.

With best wishes,

Kirsty Pepper

Managing Director | North Counties

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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



Damp and mould

You may have heard about Awaab's Law, which has come into effect recently.


The law makes sure social landlords, like us, deal with problems in your home, such as damp and mould, safely and within set timeframes.

When you let us know about damp or mould in your home, someone from our Repairs team will visit within 14 days. If it's an emergency, we'll visit within 24 hours.

The first visit is to make sure your home is safe and deal with any immediate risks. If more work is needed, we'll arrange it within our routine repair timescales, outlined below.

Let us know about any damp and mould in your home as soon as you see it.

 info.peabody.org.uk/report-mould

 0300 123 3456



Get more expert tips on our PeaPod podcast
peapod.buzzsprout.com



Find out more
info.peabody.org.uk/mould



What you can do to prevent damp and mould

We're here to help if you're experiencing damp or mould. There are also simple steps you can take to help prevent it:



Open the windows slightly, even for 10 minutes a day, and make sure the vents aren't blocked



When cooking, cover pots, use your extractor fan and open a window slightly 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 help clothes dry faster

Repairs

We're committed to making sure any issues are fixed quickly. We class repairs as either emergency or routine.

For **emergency repairs** such as a major leak or electrical failure, we aim to make them safe within four hours of reporting. We'll fix them completely if we can but some repairs need parts, which may take longer.

For **routine repairs** such as minor leaks, blockages or replacing a broken tap, we aim to repair them within 28 days.

Safety is always our priority. We'll visit, assess and make safe any emergency repair as quickly as possible.

Repairs for damp and mould follow different timelines set out in Awaab's Law, outlined above.

Bright ideas for lower bills

Saving energy doesn't have to leave you in the cold this winter. With small changes around your home, you can reduce your energy use and lower your bills all while keeping warm and well.

4



Lower heat, higher savings

Set your thermostat to around 18 or 19°C when you're at home. Try radiator reflectors to help bounce heat back into the room – a simple hack that really makes a difference.



Smart energy

If you don't already have a smart energy meter, switching could help you save. LEAP, your free energy advice service, can review your energy use, check for better deals and support you with switching. info.peabody.org.uk/book



Seal and save

Did you know gaps around doors, windows and letterboxes let heat escape? Try draught excluders for a low-cost fix. Switching to thicker curtains can also keep your home warmer.



Bright idea

Swap old bulbs for LED ones. They use less energy and last longer. Turning lights off in rooms you're not using will also cut your costs.



Everyday energy saving

Small changes can bring year-round savings. Use eco mode on your dishwasher and washing machine, set washes to 30°C, fill the kettle with only what you need and unplug chargers when you're not using them.

Book a free advice session with our money-saving specialists

Save around £200 a year

During your session, the teams at Pocket Power and LEAP 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.



Book a session

info.peabody.org.uk/book



Keeping safe this winter

Over the festive season, the risk of home fires increases. Christmas tree lights left on, overloaded plugs and dried-out trees are all potential hazards.

How to keep safe

- If you live in a flat, check the Fire Action Notice in your building to see whether you should stay put or evacuate if there's a fire
- If you hear an alarm, close doors behind you as you leave
- Turn off fairy lights before bed and when you leave the house
- Keep candles away from trees and decorations
- Water real Christmas trees to stop them drying out
- Never leave cooking unattended
- Go to public firework displays instead of setting them off at home

If you use an e-bike or e-scooter, make sure to charge it safely, away from communal areas or your front door. Always use batteries and chargers that meet UK safety standards.

Call **999** in an emergency and let us know on **0300 123 3456**



Find out more about what the fire evacuation strategy is for your building:

peabody.org.uk/stay-put
peabody.org.uk/full-evacuation

Look for it on your building's noticeboard or by the entrance.



Find out more about keeping safe
peabody.org.uk/fire-safety

Watch out for parcel scams



Scammers disguise messages to look like they're from delivery companies to steal your information or money.

Look out for:

- Texts asking you to pay to reschedule a delivery
- Bad grammar or spelling - if it feels wrong, it probably is
- Messages pressuring you to act quickly - take your time
- Requests for a one-time passcode - keep it private, don't share it with anyone

Scams aren't always obvious and anyone can fall for them.



Stay safe online

peabody.org.uk/staying-safe-online



Our community centres are open

We'd love to welcome you to one of our **Cosy Corners** for a cuppa and a chat. It's a great place to relax, meet new people and find out what's happening in your neighbourhood.

Drop in for tea and coffee, free or low-cost events and activities, energy-saving tips and advice, charging points for your devices and friendly support and guidance.



Find your closest community centre


peabody.org.uk/community-centres


Things to do over the festive period

Looking for something to do over the holidays? From family-friendly activities to local events, there's plenty happening near you to enjoy this festive season.

Joy's Christmas Party

Dee Space, Thurso Close, Reading RG30 4YH

 **Friday 19 December**

 **4.30pm to 6.30pm**

Keep an eye on noticeboards for more information.



Cheap, cheerful and festive gift ideas



Have you thought about trying something a little different for stocking fillers this year?

Affordable, homemade or second-hand gifts can feel just as special – and they’re often kinder to the planet too.

You could try:

- **Homemade treats** like biscuits or hot chocolate mix in a jar
- **Seed packets** to plant in spring
- **Upcycled crafts** such as bookmarks or fabric scrunchies
- **Second-hand puzzles, books or games** – charity shops are great or check out Vinted, Depop or eBay for bargains
- **Handwritten gift vouchers** for a walk, a game night or a baking session

These simple ideas can save money, reduce waste and bring plenty of joy – plus they’re a fun way to keep the kids busy over the holidays.

FESTIVE FUN

Spot the robin

We’ve hidden a robin like the one pictured here somewhere in this magazine – can you find it?

Robins are a classic sign of winter, brightening up gardens and green spaces.

See if you can spot the robin on one of the pages. Once you’ve found it, submit your answer to online1.snapsurveys.com/robin with the page number by Friday 12 December. We’ll pick a winner at random and send them a £50 supermarket voucher, so they’ll have it just in time for some last-minute Christmas shopping. Happy searching – and good luck!



Get to know Nivene, resident Board Member

We sat down with new resident Board Member Nivene Powell to learn more about her background and how she plans to bring the resident voice to the Board.

How long have you lived in a Peabody home?
I've lived in a Peabody home for over three decades.

What has your career in housing looked like so far?
I've held leadership roles in the public and private sectors, focusing on community engagement and diversity and inclusion. I currently work as a resident empowerment manager at another housing association, where I lead on building relationships between landlords and residents.

What made you want to take on this role as a Board member?
I want to bring resident voices into the boardroom. Not just as a representative, but so the Board really understands what it's like for residents day-to-day.

How do you hope other residents will get involved?
I hope residents will attend engagement sessions, complete surveys, join forums or panels or set up Tenant Resident Associations (TRAs).



What's next?
I hope that my appointment encourages more residents to get involved.

I'll be visiting neighbourhoods and speaking with you soon to understand your issues and share your suggestions with the Board on how to improve our services.



Get involved

peabody.org.uk/resident-involvement



Update from our Resident-Led Panel

We're a group of residents chosen to represent you. We work with Peabody to make sure your voices are heard and acted on.

This year, we helped interview candidates for senior roles, including a new resident Board Member and Resident Engagement Manager, ensuring leadership decisions reflect your priorities. We pushed for improvements to complaints handling, with better tracking, clearer reporting and stronger support.

We reviewed key letters, such as Section 20 notices, to make them clearer. We've also joined housing policy and sustainability meetings to ensure residents' voices are heard in wider debates. Our focus remains the same: putting resident experience at the centre of Peabody.

We asked 25 Peabody teams how they listen to residents, leading to four clear changes to put in place:

- 1/ Build staff knowledge: training for all colleagues throughout their time with Peabody, so everyone knows how to listen to and work with residents.**
- 2/ Make engagement part of the job: your voice is considered in everyday work and staff objectives.**
- 3/ Improved internal communication: teams share updates and good ideas across Peabody.**
- 4/ Keeping you informed: we tell residents how their feedback has led to real changes.**

These changes are already improving training, leadership support and communication. Resident voices are now part of everyday work, leading to better results for residents.



How we're doing

Tenant Satisfaction Measures: how we're keeping homes safe

Each year we share the results of our Tenant Satisfaction Measures. Here's what they show about how we're keeping your home safe and well maintained and where we're investing to improve further.

The latest measures:



of homes had a gas safety check



had a fire risk assessment



had an asbestos management survey



had a water safety check



had a lift safety check



Find out more about our performance

info.peabody.org.uk/our-performance



We're investing to keep buildings safe. Read more about how.





Our 2024-25 performance: what it means for you

We've published three reports which give you a clear picture of what we delivered last year, how residents influenced decisions and how we manage our finances.

The reports show how we're:

Investing in your homes

We spent £431m keeping homes safe, warm and well maintained. Nearly 82% of our homes now meet EPC C or above, meaning they're energy efficient and cheaper to heat. We also invested £71m in building safety, including replacing fire doors and removing unsafe cladding.

Improving repairs

Repairs remain a top priority. We carried out more than 357,000 repairs, from fixing boilers to tackling damp and mould. By making services more local, residents now see familiar faces and get quicker responses. Satisfaction has started to rise, but we know there's more to do.

Supporting communities

We helped households gain £3.5m in extra income through money advice, supported 25,000 people with care and support services and invested £9m in communal repairs and work that benefited 30,000 residents.

Listening to you

More than 2,250 residents shared their views, helping develop new service standards and forums. A new resident panel now reviews how complaints are handled.



Read all three reports

info.peabody.org.uk/2024-25-performance

Our service standards

We've set new service standards so you know what to expect from us. These are our commitments to you:



Getting things sorted

We'll do our best to resolve your query the first time. If we can't, we'll get back to you within five working days and keep you informed.



Keeping you updated

We'll let you know in advance about any work or changes that might affect you and explain clearly how you can get in touch with us.



Being honest and accountable

We'll be upfront about what we can and can't do. If things go wrong, we'll explain what's happening and how we're putting it right.



Listening, supporting and improving

We'll treat you with respect, listen carefully and communicate in a way that works for you. We'll share our progress, welcome feedback and use it to improve our service.



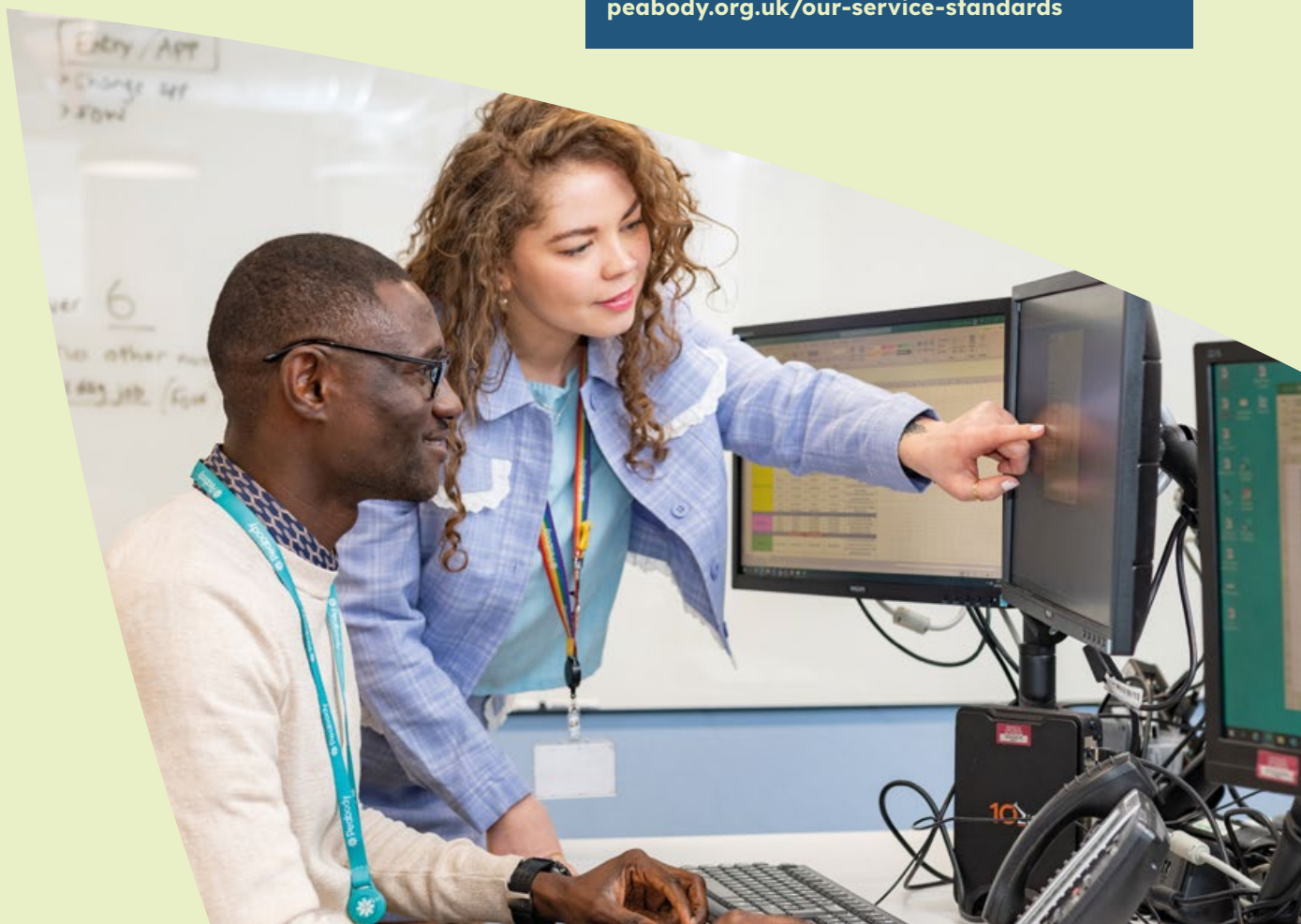
What this means for you

These standards mean clearer communication, faster responses and more consistent service. We'll also share updates so you can see how we're doing and where we need to improve.



Find out more

peabody.org.uk/our-service-standards





An update from Tracey, Director of Contact Centre and Complaints



We've been working to improve your experience when you get in touch with our Contact Centre, including hiring more colleagues and introducing new technology. Together, these changes have cut waiting times by more than half.

We're now focused on making improvements following a resident-led review this summer of how our Contact Centre handles enquiries. More than 30 residents shared their honest experiences of getting in touch, listened in to 50 live calls and tested 22 real-life scenarios.

As a result, we're working on:

- Updating our website so contact options and service information are easier to understand
- Exploring ways to show live queue positions and wait times
- Reinforcing the importance of listening first, so you don't feel like assumptions are being made
- Always offering the option to speak to a person
- Introducing live chat and exploring more options for how it's used
- Improving how we log updates in our systems to make sure accurate records are shared across teams
- Making repair updates from contractors more visible, so our Contact Centre advisors can give accurate information at first contact
- Rolling out training to improve how we communicate

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

Neighbourhood news

James Calnan, Resident Engagement Manager

James Calnan is your new Resident Engagement Manager. His team works closely with residents to shape our services, policies and resident-led projects. If you want to work with us to improve your homes, services and neighbourhoods, get in touch with James' team.



📄 peabody.org.uk/resident-involvement

Rubbish collection

We've been working with Reading Borough Council and local residents to arrange a rubbish collection in Dee Park, Reading.

Two full tipper loads were collected and the space is looking much cleaner. Thank you to all the residents who made good use of the tippers.



Looking to step onto the housing ladder in Oxford?

Looking for a home in the OX4 postcode?

The Aviary has a range of new 2 and 3-bedroom homes available through shared ownership. Homes have on-site parking, private gardens, integrated appliances and a play area for families to enjoy.

Visit the show home or register your interest:

📄 peabodynewhomes.co.uk/find-a-home/the-aviary




New Advice and Wellbeing Hub opening in Oxfordshire

We're opening a new Advice and Wellbeing Hub at The Farmhouse in Oxford.

Drop in for friendly, one-to-one support, whether you're feeling lonely, struggling with your health, settling into a new home or need help getting online. We can also offer advice on work, things around your home and ways to connect with your local community.

You don't need to book an appointment, just come along and see how we can help.

The Farmhouse, Nightingale Avenue, Oxford OX4 7BU

 Open once a month on Thursdays, 10.30am to 2.30pm

 Next hub date: **Thursday 11 December**





Winter gardening preparation

During January and February, our team focuses on getting gardens ready for the year ahead. We start by checking tools like rakes, shovels and hoes to make sure they're in good condition.

We cut back plants and shape hedges to keep them manageable. We weed planting areas, collect leaves and remove any dead or diseased plants. We also trim the roses and finish off by spreading wood bark on the borders to keep weeds down and make the garden look nicer.

These winter tasks set the foundation for a healthy, tidy garden that will flourish in spring and beyond. A little effort now makes a big difference later.

Keep an eye on the gardens near you.



Hire Dee Space Community Centre

Thurso Close, Reading RG30 4YH

Looking for a space to hire in Reading?

Dee Space Community Centre has rooms available to hire for events, celebrations and activities. It's available seven days a week from 9am to 10pm.

▾ Main hall

Space for 80 people standing and 60 seated



▾ Meeting room

Space for 10 people seated



▾ What you'll find:

- Fully equipped kitchen
- Accessible building and toilets
- Free parking and café with Wi-Fi



What's on?

Free and low-cost classes, workshops and groups throughout the day for families, young people and all ages, including arts and crafts, music, computing, cooking, science classes, board games and Joy's café.



Contact us

Get in touch for prices, availability and details on what's on.

🌐 info.peabody.org.uk/community-spaces

✉ DeeSpaceCommunityCentre@peabody.org.uk

Everyone has the right to feel safe

Hate crime happens when someone is targeted because of who they are. It might be based on race, religion, disability, sexual orientation or gender identity.

You may not even realise you're experiencing hate crime. Hate crime can be:



Threatening behaviour



Assault



Offensive letters, hate mail or online abuse



Deliberate damage to your home



Encouraging others to commit hate crime

If it feels like a hate crime to you, we'll work with local support services and the police to investigate and make sure you get the right support. You can report it in a way that works for you. We'll listen, support you and take action to keep you and your neighbourhood safe.

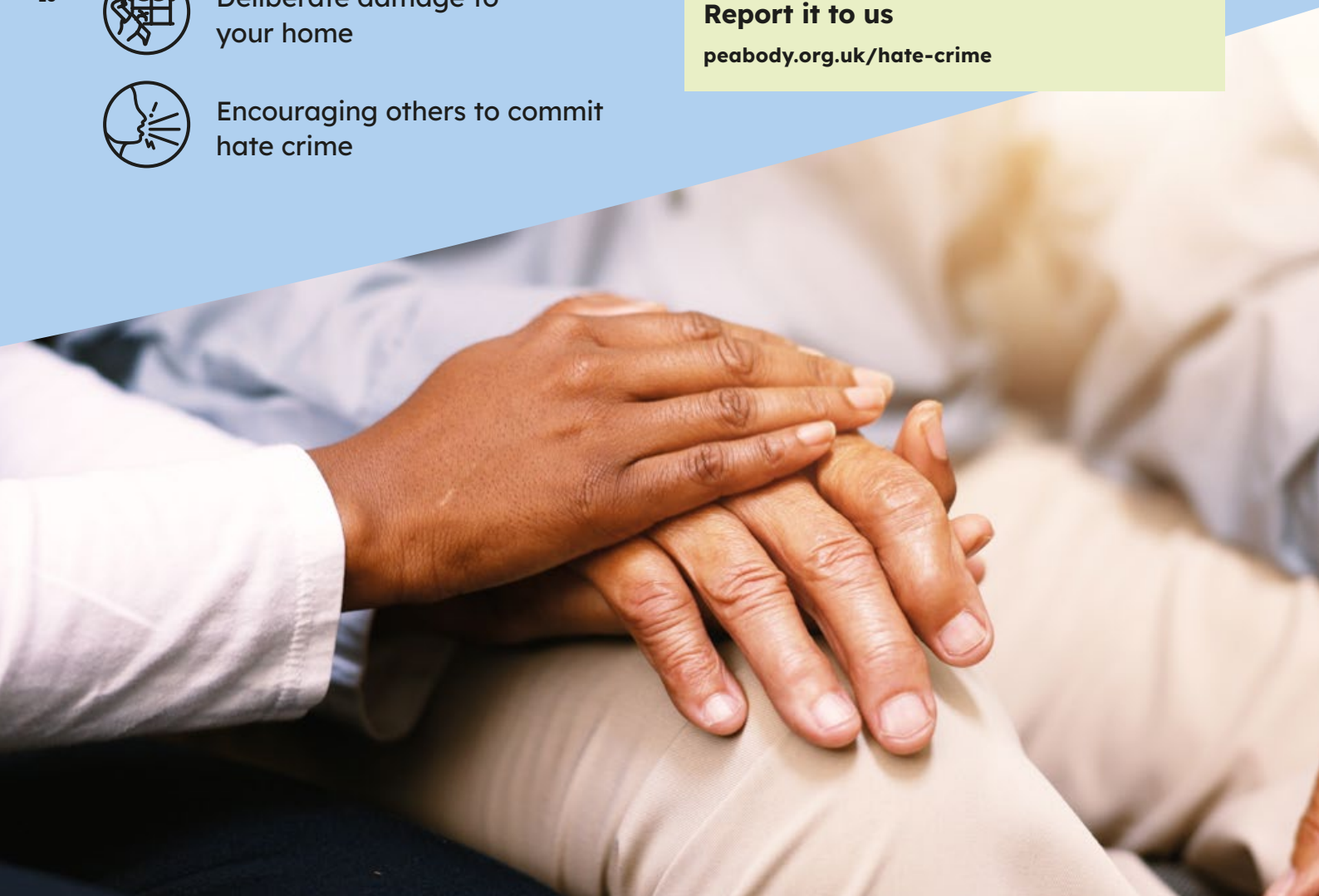
Report hate crime to the police first:

- In an emergency, call **999**
- For non-emergencies, call **101**
- You can also report it online:
met.police.uk/true-vision-report-hate-crime



Report it to us

peabody.org.uk/hate-crime





Choose housing. Choose Peabody.

Choose housing as your next career move. We're on the lookout for kind, caring people who want to make a difference in their community.

Housing is more than just a job – it's a career where you can learn and grow to make an impact on people's lives.

From gardeners and repair workers to neighbourhood managers and customer service roles, find a job at Peabody that supports both you and your community.

Join us and be part of a team that values kindness, diversity and collaboration. You'll have access to flexible working, benefits and opportunities to develop your career while making a meaningful difference.

Looking for extra support to develop your career?

Sign up to our Career Compass email to get updates on jobs, training and events:

▾ info.peabody.org.uk/careers-email

You can also get advice on your CV, interview techniques or build your LinkedIn profile with our support:

▾ info.peabody.org.uk/jobs-support



Join us

info.peabody.org.uk/join-our-team



New year, new start

As we welcome the new year, it's the perfect time for a little refresh. Whether you're looking to start a project or make changes, we can help, from housing support to wellbeing guidance.

Protect your belongings

Make sure your belongings are covered with home contents insurance.

📄 info.peabody.org.uk/home-insurance

Organise your home

A clear space can refresh your mind. Donate unwanted items to local schemes or upcycle old furniture for a new lease of life.

Check in with yourself

A new year can sometimes feel overwhelming. Need support? Visit our website for more information on services in your area.

📄 info.peabody.org.uk/check-in



Getting in touch

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.

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 or use live chat

Visit our website

🌐 peabody.org.uk/contact-us

Message us on social media

You can reach us on Facebook – just search

f @PeabodyLDN

Write to us

✉ Peabody
45 Westminster Bridge Road
London SE1 7JB

Getting in touch over the festive season

We're still here if you need to get in touch. Our phone lines will be closed on Thursday 25 December, Friday 26 December, Saturday 27 December, Sunday 28 December and Thursday 1 January.

If you need to report something urgently, you can still call us on 0300 123 3456. You can still use My Peabody to raise non-emergency repairs too.



How can we improve Home magazine?

Share your feedback: online1.snapsurveys.com/magazine-feedback

