

Home



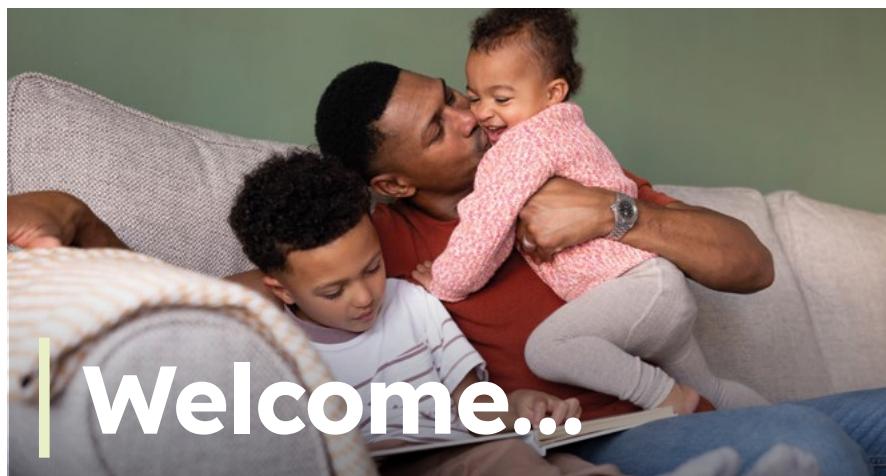
Getting set for autumn

Support, ideas and things to know this season

Is your boiler
ready for winter?

Being a good
neighbour

What we're doing
in your area



...to the autumn edition of your Home magazine

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

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

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

With best wishes,

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



Is your boiler ready for winter?

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

Get winter ready

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

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

Check it's working

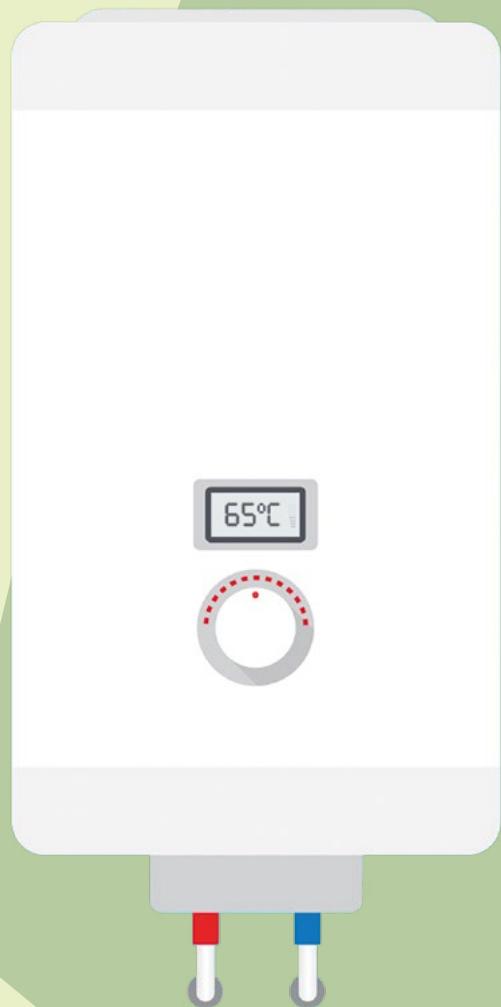
- Turn your heating on and see how quickly your home warms up
- Run the hot tap and check how warm your water gets

If something's not right

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

Still not working?

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



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

Looking to cut down on your household bills?

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

During your session, the team will look at your current energy, broadband and phone bills. They'll help you find better deals and check if you're missing out on any discounts.



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



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



Damp and mould

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

What's changing?

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

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

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



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



Did you know?

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

What you can do to prevent damp and mould

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



Open the windows slightly, even for 10 minutes a day, and make sure the vents are open and not blocked.



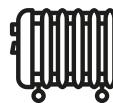
When you're cooking, cover pots and pans, put your extractor fan on and open the window a little to reduce steam.



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



Leave a small gap between furniture and the wall to let air flow. Avoid overfilling wardrobes and cupboards.



Avoid drying clothes on radiators – it can make the room colder and more humid.



Dehumidifiers can help keep small spaces dry and also help clothes to dry quickly.

Flu vaccines

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

You can get it if you're:

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

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

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



Find out more

nhs.uk/vaccinations/flu-vaccine



A warm welcome at our community centres

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

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

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

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



Just checking in – are you ok?

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

We'll let you know if and when we're passing by. Please do open the door when we knock and let us know if there's anything we can do to help. We'll show you ID so you know it's us.

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

 info.peabody.org.uk/contact-us



Find support

Support Finder can help with:

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

info.peabody.org.uk/support-finder

Government support available to you

There's extra support available. This could include:

Warm Home Discount

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

Cost of Living Payments

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

Pension Credit

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

Moving to Universal Credit?

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

State Pension

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

Council Tax Support and

Housing Benefit

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

Check if you're eligible and how to apply

 gov.uk/check-benefits-financial-support



Need help working it all out?

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

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



Making sure homes go to 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.

An update on complaints

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

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

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

Here's what the latest results show:

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

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

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

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

Service standards – what you can expect

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

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

For more information visit our website peabody.org.uk

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

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

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

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

Helping us get it right first time

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

Consumer Standards – how we're doing

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

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

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

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

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

Involving you

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

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



Want to get involved?

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

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

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

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

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

How your feedback is bringing change

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

You told us you want:

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

So, we've:

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

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



Read the report

peabody.org.uk/you-spoke

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

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

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

From Slough to Bicester, and Oxford to Aylesbury, you told us what needed to change – and we acted.

You told us:

- You want more regular, better-publicised drop-ins and housing surgeries
- You expect communal areas to be clean, safe and well looked after
- You'd like more support for families and older residents
- You want repairs to be clearer and better managed, especially if you're a shared owner

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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, made 58 visits and did 87 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 for older people and better play spaces for kids

We've partnered with Leys CDI to support activities for children, young people and older residents. We're also working with Oxford Play Association to offer stay and play sessions during term time, fun local events and to build a strong network of play opportunities. We're upgrading old play areas and creating new ones too.

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

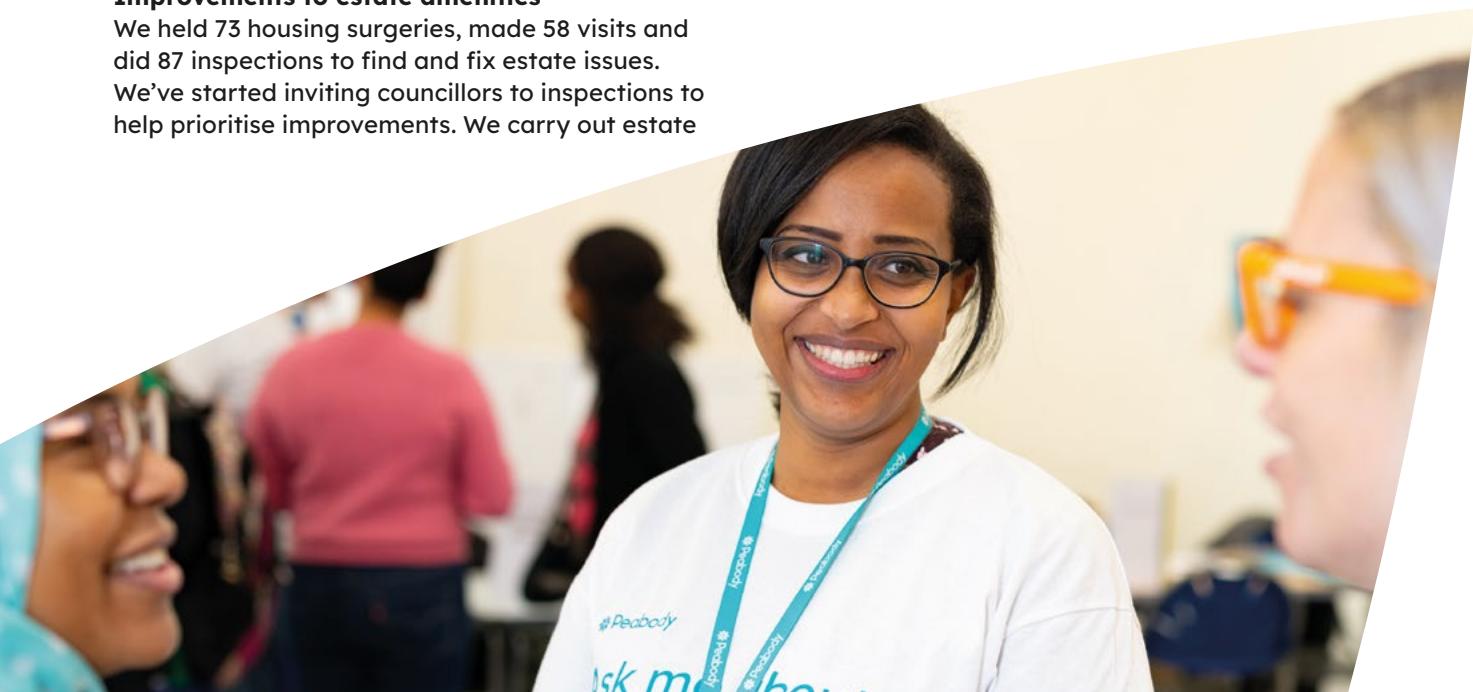
We know it's important to know what's happening and when. We're working on better ways to keep you updated when works are due to start.

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.

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 Home magazines, at local community centres and on communal noticeboards.



Neighbourhood news

New area manager for Oxford and Reading

Natasha Myrie has taken on a new role as Area Neighbourhood Manager for the Oxford and Reading area. She was previously a neighbourhood manager.



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.

We're looking for yoga, Zumba and pilates instructors in Reading

Get in touch with Rebecca or Rhys if you can offer classes at Dee Space, Thurso Close, Reading RG30 4YH

rebecca.thompson@peabody.org.uk
rhys.evans@peabody.org.uk

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 thrive.

[Read the guide](#)



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



News from Blackbird Leys

New community centre at heart of Blackbird Leys in Oxford

Plans for a new, modern community centre in the heart of Blackbird Leys have been given the go-ahead by Oxford City Council's planning committee. This means construction can begin later this year.

The decision marks a major milestone in the regeneration of Blackbird Leys, which is being delivered by us in partnership with Oxford City Council. The new centre will sit at the heart of a revitalised district centre, alongside new affordable homes, shops, green spaces and improved roads and cycle routes.

The purpose-built centre will offer flexible, welcoming spaces for residents and community groups. It'll include three large halls, office spaces and comfortable places to meet and relax. It's expected to welcome up to 800 visitors, with activities ranging from advice services and social events to fun community celebrations.

Outside, there'll be a new public square with play areas, a rain garden, accessible play equipment and public art.

Residents have helped shape the plans from the start, through local events, exhibitions, walkabouts and design reviews. The centre will be owned and run by Oxford City Council.

The regeneration is happening in two phases and will bring 294 new homes to Knights Road and the district centre, alongside investment in infrastructure and public spaces.

The first new homes are already under construction, with residents expected to move in from this autumn. Work on the community centre is due to start later this year and be ready for final touches in 2027.





Pupils bring colour and creativity to Blackbird Leys hoardings

Local schoolchildren in Blackbird Leys have helped to brighten up their neighbourhood with a colourful mural, thanks to a creative community project we've helped bring to life.

Pupils from The Orion Academy came up with the idea to decorate the construction fencing opposite their classrooms, which is part of the hoardings around our regeneration works.

These hoardings are in place while much-needed affordable homes and a new community centre are being built in partnership with Oxford City Council.

They chose a nature theme and we provided the materials to help bring their vision to life. Every pupil in the school took part – painting cheerful flowers, bees and butterflies to create a nicer view for the school and wider community.

The mural is now a colourful focal point for the area and a great example of what can happen when the community comes together.

Peabody is delivering 294 new homes across Knights Road and the district centre, including homes for social rent and shared ownership, along with new shops, green spaces, improved cycle routes and a brand-new community centre.



“It was such a great idea and we were really pleased the children approached us.”

“The mural looks brilliant and really helps to brighten up what was very plain fencing before. It was a real pleasure to work with the pupils and their teachers.”

Kris Hall, Senior Development Manager for Peabody



Got an idea for a local project?

Get in touch
communications@peabody.org.uk

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.

Campbell Park, Silbury Boulevard, Milton Keynes MK9 4AD

Campbell Park is a central green space with loads to explore.

There's public art, water features, the Grand Union Canal, a cricket pitch and an amphitheatre. You can also climb the hilltop viewpoint for great views across Milton Keynes and Bedfordshire.



Got the best pumpkin?

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

How to enter:

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

Win a £50 Amazon voucher

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

Competition rules:

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



Find more information

peabody.org.uk/halloween



From doubts to a dream job

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



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

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

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

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

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

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

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

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



Looking for work or training?

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

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

Apply for the Kerslake Award

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

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

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



Thinking of applying?

Applications open this autumn.

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

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

Night skies to light up again soon

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

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

Public displays are the safest way to enjoy fireworks.

 peabody.org.uk/fire-safety

Eco-friendly celebrations

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

Read about the alternatives to fireworks

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

Staying safe with e-bikes and e-scooters

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

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

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

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

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

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



Find out more

peabody.org.uk/fire-safety

How to get in touch with us

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

Use My Peabody

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

Register or sign in

 peabody.org.uk/my-peabody

You can use My Peabody to:

- Raise and track repairs
- Pay your rent
- Update your details
- Access key services and information

Go online

Visit our website

 peabody.org.uk/contact-us

Call us

 **0300 123 3456**

Our phone lines are open Monday to Friday, 8am-6pm. You can also use this number outside these hours to report an emergency.

Write to us

 Peabody
45 Westminster Bridge Road
London SE1 7JB

Message us on social media

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



How can we improve Home magazine?

online1.surveystats.com/magazine-feedback