

ENGAGE

THE MAGAZINE FOR
PEABODY RESIDENTS

SPRING 2014



New repairs contract

Providing a high-quality
'right first time' service

Size matters

Transferring to a
different property

Under scrutiny

Services reviewed by
you, our residents

**ENTER OUR
GARDENING
COMPETITION**

**Peabody
in Bloom**





ENGAGE

SPRING 2014

Engage is published four times a year for tenants and leaseholders of Peabody and Gallions. The next issue will be published in June 2014.

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Residents of Cumberland Market, Millbank, Victoria Park and Lee Green can also call 020 7255 4100.

www.peabody.org.uk



Gallions Managing
Director Mandy Doe



A word from Steve Howlett

Welcome to the spring issue of *Engage*, which goes out to both Peabody and Gallions residents. Gallions officially joined the Peabody Group on 3 January and work has already begun to refurbish and regenerate Thamesmead. Look out for news of the improvements in future issues of *Engage*.

I'm sad to announce the death of Steve Smith, chair of the Cumberland Market Residents Association, who was a true community champion. I'm also sad to tell you that Mandy Doe has decided to step down from her role as Managing Director



at Gallions. I'm very grateful for her invaluable guidance and support. I hope you will join me in wishing her all the very best for a long and happy retirement.

Best wishes, Steve

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Great news for playing out!



New play equipment at Dalgarno Gardens

Good quality play facilities are vital for children, and we're working hard to provide them on all of our estates. For example, we've recently refurbished the play spaces at Strawberry Vale, Dalgarno Gardens and Willow Tree lane, and installed a natural play area at Palmer Field.

The good news is that we've secured funding of £131,500 from London Marathon Charitable Trust (LMCT) to improve play and recreational facilities on other Peabody estates. The money will be used to create new play spaces at Hammersmith and Peabody Hill, and outdoor gyms at Strawberry Vale and Dalgarno Gardens.

Peabody will also contribute to the schemes, which are likely to be completed in early 2015.

If you would like more information on play projects, please contact Amanda-Jayne Doherty on 020 7021 4095 or email amanda-jayne.doherty@peabody.org.uk.

Pay by direct debit – and win a prize

-paying your rent by direct debit is safe, easy and convenient. Peabody residents can choose to pay weekly, fortnightly, four-weekly or monthly (on the 1st, 10th, 15th or 27th of the month). Peabody holds monthly and quarterly draws for all direct debit payers who have paid their rent for the past six months. You



will be entered automatically into a monthly draw of £100 and quarterly draw of £1000, and there will be four winners for each draw.

To pay your rent by direct debit, call Peabody Direct on 020 7021 4444 or 0800 022 4040 (free from landlines).

Terms and conditions

The draw is open to all Peabody residents except leaseholders. • To qualify, your direct debit must be active for at least six months prior to the prize draw date, with no failed payments within this time period. • The qualifying period is six months irrespective of frequency of payment. • If you have a debt with Peabody or are paying your rent in arrears and you win the prize, the money will be used to offset your arrears/debts. Any money remaining will be paid to you. • Residents who are Peabody employees are exempt from this draw. • Peabody reserves the right to withdraw the prize draw at any time.



Befriending scheme expands

Peabody's Well Met befriending scheme matches older people with volunteer befrienders, who provide companionship and help with everyday living. The scheme has been running in Wandsworth since 2009 and in Hackney since 2012. It is now being launched in Westminster, Islington and Southwark and we are looking for more volunteers.

Volunteers are trained and given a DBS (previously known as CRB) check before being matched with an older person.

Anyone can volunteer for the scheme and you don't have to be a Peabody resident.

As a befriender, you might escort the older person to appointments, take them on shopping trips, or point them in the direction of specialist services. Or you might simply visit them at home once or twice a week for a cup of tea and a chat.

A typical befriender is someone who may be isolated, living alone, have problems with mobility or who's lost their spouse or companion.

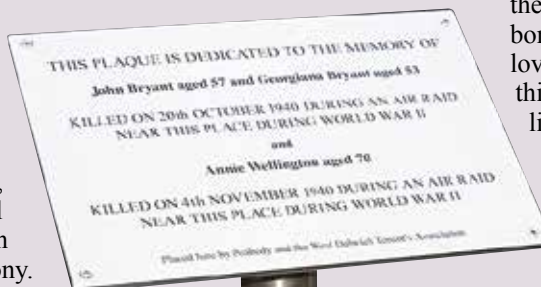
To volunteer for the scheme, to make a referral or for further information, please email Joseph Crilly, Well Met Scheme Coordinator, on joseph.crilly@peabody.org.uk or call 07930 570 412.

WW2 plaque for Rosendale

A memorial plaque in honour of three residents killed during World War Two was officially unveiled in January at Peabody's Rosendale Road estate in Herne Hill. The plaque was unveiled by Chief Executive Stephen Howlett and Sharon Turner, Secretary of the West Dulwich Tenants Association. Residents, Peabody staff and local councillor John Whelan all attended the ceremony.

The three residents who died were estate superintendent John Bryant (57), his wife Georgianna (63), and Annie Wellington (70), who were killed during a bombing raid on the estate in the autumn of 1940.

Winifred Wilson has lived on the Rosendale estate for 78 years, and is one of a few residents who still remember the Bryant family. She says: "They had just returned from church, and took refuge in their air raid shelter when the bombing started. They were a lovely couple, and the sad thing is they would most likely have survived if only they had remained in their home. It's fitting that we now have this memorial so that they can be remembered."





To find out more about the mediation service, visit the Peabody website or email mediation.services@peabody.org.uk. Gallions residents should call their Neighbourhood Services Officer on 0300 123 1237.

“Because both parties are in control of the process, mediation tends to be a very effective way to sort out disputes”

Mediation works

Mediation is a way of helping neighbours to discuss problems and reach a solution that is acceptable to everyone involved.

Both Peabody and Gallions offer a free mediation service to help sort out disputes between

residents. Trained mediators, who work in teams of two, meet the two parties in private and usually help them to reach a solution at the first meeting.

Mediators are completely impartial – they don’t take sides – and the two parties decide for

themselves how their differences can be resolved.

Since Peabody’s service was launched in June 2012, we have received 55 referrals, 75% of which have gone through the process successfully. Because both parties are in control of the process, mediation tends to be a very effective way to sort out disputes and to maintain relationships between neighbours.

The other side of domestic abuse

Domestic abuse takes many forms – from physical and sexual to emotional and psychological. The perpetrators aren’t always men – women and young people also use violence and abuse at home and in relationships.

An organisation called Respect supports male, female and young perpetrators of domestic abuse, and men who experience domestic abuse.

It runs two advice lines: the Respect Phonenumber (freephone 0808 802 4040 www.respectphonenumber.org.uk)

is for perpetrators of domestic abuse, and for professionals who are trying to help them. The helpline offers information and advice to support perpetrators to change their abusive behaviours.

The Men’s Advice Line (freephone 0808 801 0327 www.mensadvice.org.uk) is a confidential helpline for men experiencing domestic abuse.

For further information, visit www.respect.uk.net



First World War centenary

One hundred years ago the First World War broke out, with war being declared on 4 August 1914.

Peabody's records show that by 1916 there were 2,637 residents serving with the armed forces, and we believe that between 350 and 400 of those men died on active service. There are permanent war memorials at four estates, but men from every estate were lost, including several who received gallantry medals.

The centenary will be

commemorated in a variety of ways across the whole country. At Peabody we want to discover more about our residents who were involved – not just those who died but also those who served and survived. We'd also like to hear about the contributions of civilians who worked in munitions factories, for example, or women who took jobs traditionally done by men.

We want your stories, whether they're about men from your estate who fought in the conflict, or members of your own family

who were involved, even if they were not living on a Peabody estate at the time.

If you or your children are planning a trip to the WW1 battlefields in France or Belgium, or another place where men died, please let us know if you would be willing to visit war cemeteries to take photos of the graves of Peabody men. We can provide names and locations.

To get in touch, please email history@peabody.org.uk.

This memorial at Peabody Avenue lists the names of 67 men who died in WW1



Peabody welcomes new board members...

Peabody welcomed two new board members in 2013 – Paul Loft and Shirley Garrood.

Paul Loft is the Managing Director of Homebase and Habitat. His career spans 25 years and includes retailing, senior finance and general

management positions.

Shirley Garrood trained as an accountant with KPMG. From 2009 to 2013 she was Chief Financial Officer of Henderson Group plc. She is a Non-Executive Director of Hargreaves Lansdown and of Esure Group.



Stamping out tenancy fraud

Illegal subletting is now a criminal offence, which could carry a two-year prison sentence and a maximum fine of £50,000. Peabody proactively investigates tenancy fraud by cross checking information with other sources, for example, local authorities, government departments and other organisations such as credit reference agencies. Where the law allows, Peabody works with other agencies to take action against residents found to be illegally subletting their properties.

Since April 2013 we have carried out more than 250 investigations and recovered more than 120 properties that were subject to tenancy fraud. On the Duchy Street estate alone we recovered 13 properties that were being sublet.

If you suspect tenancy fraud, please report it confidentially by email to illegalsubletting@peabody.org.uk, via the online referral form at www.peabody.org.uk/illegalsubletting or by calling Peabody Direct on 0800 022 4040 (free from landlines) or 020 7021 4444.

...and so does Gallions

Gallions has five new board members, including two Peabody employees, Susan Hickey and David Lavarack. David is Executive Director of Corporate Services and Susan is Executive Director of Finance.

The other board members are David Avery, Malcolm Levi and Paul Hackett. David Avery has spent ten years as a member of the Saxon Weald Board and is currently Chairman of the Board of Saxon Weald Homes. He is

also a founding investor and advisor to SDCmaterials Inc.

Malcolm Levi has been Chief Executive of PCHA, Warden and Home Group. He is a distinguished member of the Chartered Institute of Housing and is an advisor to a number of established boards.

Paul Hackett is Chief Executive of AmicusHorizon and has worked as the Executive Director of Development and New Business at Moat. He is a chartered surveyor and a member of the Chartered Institute of Housing.



Susan Hickey



David Lavarack

Young Peabody artists feature in exhibition

Artist Frank Laws creates meticulously detailed paintings of estates such as Pembury in Hackney. His current exhibition, Pembury 2014, shows his most recent work, including a large-scale painting of a wall that brings out

the beauty of the brickwork.

Earlier this year Frank made prints from this painting and ran a series of workshops with young people on the estate, encouraging them to add to and customize the prints. These works now form part of the

exhibition, which is on until 27 April at L'Entrepot, 230 Dalston Lane, London E8 1LA, Monday to Sunday 12 noon to 8pm.

For more information, visit www.franklaws.com.

Artist Frank Laws works with young people at Pembury





Artist's impression of the commemorative feature wall

Improving Islington

Peabody has now appointed a contractor – FM Conway – to carry out landscaping works at Islington estate. FM Conway started the work last month and is expected to finish in October 2014.

The work includes installing a

new drainage system, car park, soft landscaping, play area, commemorative feature wall and allotment-style growing spaces.

Inevitably, there will be some disturbances to residents, which we will try to keep to a minimum.

For further information, contact Sue Forsyth, Project Manager, on 020 7021 4441 or email her at sue.forsyth@peabody.org.uk.



Annual customer satisfaction survey

Our annual customer satisfaction survey takes place in March and April. Voluntas, our external survey contractor, will be conducting 1,000 telephone surveys, so you may receive a call asking about your customer experience. We would appreciate it if you could take the time to answer the questions, which we use to compare our performance with other housing providers and to improve our services. The annual survey is in addition to our monthly customer satisfaction calls about services such as repairs. The results of the survey will be published on the website and in the next edition of *Engage*.

Residents 'mystery shop' our services

During November, 10 residents helped us with a mystery shopping exercise to give feedback on the services provided by Peabody's neighbourhood teams.

Overall, the results from the 32 scenarios, tested by telephone, email and letters,

was positive, with 75% of residents either 'satisfied' or 'very satisfied'.

Where services fell short, we are making improvements. These include ensuring the accuracy of voicemail messages, and more timely responses to letters and phone messages.

The residents who were

involved as mystery shoppers enjoyed the experience. One person said: "I found the whole project (including the training) really interesting – it's been great to be involved! Hopefully the exercise is going to help drive up standards across the board. So it felt really empowering overall."

If you would like to get involved as a resident mystery shopper, or in any other way, please contact Kelly Sullivan on 020 7021 4381 (Monday–Wednesday) or email kelly.sullivan@peabody.org.uk.

A repairs service tailored for you

We know how important it is to you that repairs are done on time and to a high standard, and Peabody's new repairs contract with Axis should provide an even better service

At the end of 2013 Peabody awarded its responsive repairs contract to Axis, one of the UK's leading construction and property services companies. This new contract starts on 1 April 2014. Peabody residents played a key role in the selection process, with Axis chosen for its strong health and safety record, cost efficiency and commitment to continuously improve customer satisfaction. As part of the contract, Axis will be taking on eight apprentices in the first year, including office-based roles as well as tradesperson roles.

Axis has been our interim repairs contractor since July 2012, during which time resident satisfaction with repairs has increased. We aim to build on

this success to provide a high quality 'right first time' service.

A few changes have been introduced with the new contract: there will be just two categories of repair (emergency and routine), and Axis will be responsible for pest control.

APPOINTMENTS

You can report a repair by:

- Calling Peabody Direct at 020 7021 4444 or 0800 022 4040 (free from BT landlines)
- Emailing peabody.direct@peabody.org.uk
- Logging on to your online account at www.peabody.org.uk. Please don't report repairs to other staff members.

For most repairs we will aim to make the appointment when you contact us. Tell us as much as you can about the repair

Repair responsibilities

As your landlord, it is Peabody's responsibility to maintain the structure and outside of your home, including the shared areas. Peabody is not responsible for repairs that are caused by damage or neglect by you or a member of your household. Although we can fix any damage that has been caused by you, we will charge you for this. Please see the repairs section on the Peabody website for a detailed list of your responsibilities.

The purpose of the repairs service is to put back into use any component that's broken. So, for example, we won't give you a new bath if it's just the tap that's broken. However, if your bath has a crack in it and you need a new one, the contractor will report it.



– where it is, what type it is, what's wrong with it. This will ensure that the contractor brings along the right parts and tools. Please clear the area if possible – for example, if the repair is under the kitchen sink, move any cleaning products out of the way.

Depending on the nature of the repair, we can give you appointments between 8am and 8pm, Monday to Friday, and 8.30am to 12.30pm on Saturdays. Only emergency repairs will be carried out between 8pm and 8am.

When you contact us, you will be given a two-hour appointment slot for a tradesperson to arrive to start work on your repair. This does not necessarily mean the repair will be completed within the two-hour slot but, as long as they arrive to start working during this time, then they have kept the appointment. If the contractor needs to reschedule the appointment, or if they will



be late, they will contact you. If a contractor needs to order a part, or cannot complete the repair on the first visit, they will explain this to you and offer you a new appointment.

Please tell us as soon as possible if you need to change or cancel an appointment so that we can offer your slot to another resident. If you cancel less than one hour before the slot, we will treat it as a missed appointment and you may be charged.

REPAIR PRIORITIES

We now have two categories of repair – emergency and routine.

Emergency repairs We aim to complete emergency repairs within 24 hours. In an emergency we may only be able to make the repair safe, or your property secure (for example, by boarding up a window), rather than deal with it completely.

Often we will need to make another visit, especially if we have to deal with the problem outside normal working hours or at a weekend. Examples of emergency repairs include:

- Water leaks that cannot be contained
- Total loss of power
- Total loss of mains water
- Backflow from a main drain
- A blocked toilet where it is the only one in the property
- Loss of heating between 31 October and 1 May
- Boarding up and making temporary repairs to unsafe windows or doors
- A temporary repair to a serious roof leak.

Routine repairs All repairs that are not an emergency will be classed as routine. We aim to complete these within 20 working days. Some examples of routine repairs include:

- A blocked sink, bath or shower
- No hot water
- No heating between 30 April and 1 November
- Carpentry repairs
- Plaster repairs
- Non-urgent electrical and plumbing repairs.

Please note: If you are a Gallions resident, your repairs contract is already undertaken by Axis and will remain unchanged.

FIND OUT MORE

We will be holding two events in April 2014 to give you the opportunity to meet staff from Peabody and Axis and find out more about the improved repairs service. See our website and estate noticeboards for details – we look forward to seeing you.

For more detailed information about repairs, please see the repairs section on the Peabody website at www.peabody.org.uk.

Help if you're in debt

If you're struggling to pay back money you owe, Peabody's Welfare Benefits team may be able to help

If you're in debt, it's important not to ignore it as the problem won't go away. The first thing to do is to work out how much money you owe and which are the most urgent debts to pay off. Call the **National Debtline on 0808 808 4000** or your local Citizens Advice service for help with this.

If it becomes obvious that you won't be able to pay off your debts, you may want to consider applying for a debt relief order (DRO). Peabody's Welfare Benefits team has a specialist advisor who is an approved

DRO intermediary and can assist you in making the order.

What is a debt relief order?

A debt relief order is an insolvency procedure aimed at people with low income and very few assets, who are unable to pay their debts and for whom the normal bankruptcy procedure is too expensive. A debt relief order costs £90. This fee must be paid in full before the application for an order is considered.

To qualify for a debt relief order you must satisfy the following rules:

- You are unable to pay your debts.
- You have debts of £15,000 or less at the date of the application.
- Your available income after paying your normal household expenses is £50 or less.
- Your gross value of your assets is £300 or less. Vehicles worth under £1000 are ignored when assets are valued.
- You live in England or Wales, or have been resident or carrying on business in England or Wales in the last three years.
- You are not subject to any other formal insolvency procedure at the time of the application for a DRO.
- You must not have had a DRO within the previous six years.

Once a debt relief order has been issued to your creditors by the Official Receiver they will be unable to enforce their debts against you. A debt relief order will normally last for one year and at the end of this period you will be free of all debts listed in the order.

Further information

For further information on debt relief orders, please call Peabody's Welfare Benefits team directly on 020 7021 4085 or via Peabody Direct on 020 7021 4444 (Freephone from a landline 0800 022 4040). You can also find information on our website at www.peabody.org.uk.



Be fire safe

Every year, 226 people in the UK die in fires in their homes. You can reduce the risks by following some simple steps

Please report any fire to us as soon as you can by calling Peabody's call centre on 0800 022 40 40 or Gallions on 0300 123 1237.

Smoke detectors

Smoke detectors detect fires in the early stages and sound an alarm, giving you time to leave your home in safety. According to the fire brigade, you are twice as likely to die in a fire in your home if no smoke alarm is fitted.

Peabody has a programme to install smoke detectors in all of our homes. These are normally fitted to the ceiling and connected to the mains wiring. They also contain a battery, which means they will still work in the event of a power cut. We test them every year as part of our gas safety checks.

Our contractor will write to you to make an appointment to install a smoke alarm – if for any reason you can't keep the appointment, please let us know. We recommend that, until we fit a mains-wired smoke alarm, you install a battery-operated detector as an interim measure.

Fire doors

A fire resistant front door can stop fires spreading from one flat to another. Peabody has a programme to upgrade or replace front doors with fire resistant ones – we will write to you to make an appointment. Please let us know if there are any problems with your existing front doors.

To reduce the risk of fire

- Test your smoke alarms weekly.
- Make sure you put cigarettes



out properly and never smoke in bed.

- Plan an escape route.
- Keep keys by doors and windows.

If there is a fire in your home

- Close the door to the room in your property where the fire is.
- Leave the building, closing the door behind you. If you live in a flat, make sure you close your front door.
- Do not stop to collect belongings.
- If your escape is blocked by fire it may be safer to stay put until the fire brigade arrives. Close the door and use towels or sheets to block any gaps to stop the smoke. Go to a window, call for help and wait to be rescued.
- If there is a lot of smoke,

crawl along the floor where the air will be clearer.

- If possible, warn other people there is a fire in the building.
- If a fire alarm is fitted in your building, trigger the alarm by breaking the glass.
- Do not use the lift, if you live in a building that has one.
- Once you are safely out of the building, find a phone and call the fire brigade on 999. Give them your address, including the number of your flat and which floor the fire is on.

Further information

For more information about reducing fire risk, call Peabody on 020 7021 4444 or 0800 022 40 40 (free from landlines) or Gallions on 0300 123 1237. You can also visit the London Fire Brigade website at www.london-fire.gov.uk.



Charmaine Clarke of Bright Beginnings outside the Leander Community Centre

Funding for arts project

An arts project aimed at reducing isolation amongst older residents has secured £1,500 funding from Lewisham Council.

The project is the brainchild of Bright Beginnings, a volunteer group of residents from Peabody's **Vanguard** estate in Deptford. The group has

injected new life into the Leander Community Centre by organising exercise classes, community outings, youth activities and employment advice for local residents.

The group also runs arts sessions for older residents at Leander Court, a sheltered

housing scheme of 40 flats on the estate.

The funding will pay for printing equipment, which will help the older people create personalised gifts for loved ones by transferring their art onto objects such as cushion covers, mugs, and handkerchiefs.

Men's Shed at Darwin Court

Members of Peabody's handypersons service and **Darwin Court's** Men's Shed group got together on a rainy day in February to build a shed in the garden. Everyone was surprised at how quickly it went up, particularly with the wood swelling in the rain.

The men's shed will be a place for older men to come together to share interests and hobbies, talk

and make things. We are always on the look out for new members to the shed, and are interested in ideas for activities that could work in the space.

The Men's Sheds project is aimed at older men to keep them mentally and physically active after retirement, job loss or bereavement. For more information, contact Alys Exley on 020 7021 4137 or alys.exley@peabody.org.uk.



Learning through football

On Saturday 25 January young people from **Pembury** Youth Centre attended Wembley Stadium for the London Football Journeys (LFJ) Awards.

London Football Journeys (LFJ) is a UK charity that brings together young people from different areas to share new experiences, forge common ground and break postcode prejudices.

Two members of the Pembury Youth Centre delivered speeches sharing their experiences to an audience of 100 people.

The 12 participants from Pembury received certificates and a trophy in recognition of their achievements.

The sessions with London Football Journeys began in April 2013 with the young people

making films about themselves. The films were then shown to the groups that they would meet in the football exchanges and vice versa to help them get to know one another.

Founding Director of London Football Journeys, Alex Baine,

.....
"London Football Journeys brings together young people from different areas to break postcode prejudices"
.....

was very impressed with the young people from Pembury. He said that they always came with positive attitudes and a willingness to work with others.

To find out more, visit www.londonfootballjourneys.org.



Steve with his wife Jean

Remembering Steve Smith

We're very sad to report the death of Steve Smith, chair of the **Cumberland Market** Residents' Association. Steve was previously vice chair of Peabody's West Regional Forum, an active member of the Resident Consultative Panel and helped with the setting up of Peabody's Scrutiny Panel. He also represented Peabody tenants on the board of Camden's West Euston Partnership.

Steve was a passionate supporter of affordable housing and he led the campaign by tenants at Cumberland Market against the sale of their homes to a private landlord. This campaign succeeded when Peabody purchased the Cumberland Market, Victoria Park, Millbank and Lee Green estates in 2011.

Steve was a true community champion and a popular and respected residents' leader. His funeral on 7 February was very well attended and included representatives from Peabody, local MP Frank Dobson, councillors and many Cumberland Market tenants. Our best wishes go to his wife Jean and his family and many friends at this sad time.



The new shed at Darwin Court

Peabody in Bloom

Enter our competition or nominate your neighbour to win up to £200 in shopping vouchers!

Categories:

- 1 Best window box
- 2 Best container garden
- 3 Best vegetable garden
- 4 Tallest sunflower



To enter, contact **Helen Terry** on **020 7021 4693** or email helen.terry@peabody.org.uk by **18 July 2014**. If you'd like to send a photo of your entry, please do. If you're interested in entering the sunflower category, Helen can send you some **free seeds**, but bear in mind that they need to be planted around the end of March, so get in touch soon! Judging will take place at the end of July 2014.

Sponsored by **Ginkgo Gardens**



PEABODY

How are we doing?

Each month, Peabody collects performance data to track how well we're delivering our services. The table below shows figures to end January 2014

PERFORMANCE TO JANUARY 2014

Key performance indicator	Year to 31 Jan 2014	Year-end target	On target?
Satisfaction with last repair	79%	80%	x
Satisfaction with Peabody Direct	86%	80%	✓
ASB cases resolved	78%	75%	✓
Rent collected	98.6%	99%	x

REPAIRS

This has been a year of transition for our maintenance service, which has been carried out by Axis on an interim basis since July 2012. At the end of last year, with the help of Peabody residents, we awarded the new 10-year responsive repairs contract to Axis. In the past few months we have been demobilising the old contract and preparing for the new, which begins on 1 April 2014.

We are encouraged that independent surveys show that satisfaction is up 4% on last year and, as we move into the new contract, we are focusing on the things that we know are important to our residents – getting it right first time, keeping appointments and keeping customers informed.

PEABODY DIRECT

The overall performance of Peabody Direct for the year to date has been our best yet. Voluntas carries out monthly satisfaction surveys on our behalf in which they ask residents whether they trusted what we said, were committed to dealing with the query and cared about the call. If you've taken part in one of these surveys, thank you. We review all feedback and monitor the performance of our customer service officers to ensure that we provide the best possible service to our residents.

ANTISOCIAL BEHAVIOUR

We review antisocial behaviour (ASB) cases every month and analyse how we investigate and resolve cases of ASB. We have used feedback from our residents to shape our Noise Strategy (soon to be published), which will help us deal more effectively with this type of ASB. We recently commissioned research from the University of Birmingham into innovative approaches to ASB, and this has shaped our Safer Homes Strategy. Both of these strategies will be launched in 2014-15.

We are continuously improving how we respond to, resolve and review satisfaction on our handling of antisocial behaviour cases. We are also building on the success of our mediation service to effectively manage conflict and reach an agreed resolution.

RENT COLLECTED

Peabody and our residents benefit from prompt rent payment as the money received is used to maintain existing properties and to fund the building of new ones.

Around 1,000 of our residents have been affected by welfare reform, and the Revenues team is supporting them with budgeting and benefits advice. We are continuously improving the various ways in which we engage and support residents who for any reason struggle to pay their rent.

To find out more, visit the performance and efficiency section of our website at www.peabody.org.uk.

Size matters



Welfare reform is hitting our residents hard. If you're struggling to pay your rent, we take you through your options

The government's reform of the welfare benefits system means that some Peabody and Gallions residents are having real problems trying to make ends meet. If you can't pay your rent for any reason, you must contact us straight away – our Welfare Benefits teams are always on hand to offer practical advice and support.

We know that around 700 Peabody residents and 400 Gallions residents are affected by the welfare reform act's size criteria, or bedroom tax. This means that they are no longer receiving full housing benefit as, according to government criteria, they have one or more spare bedrooms. If you have one spare bedroom,

your housing benefit has been reduced by 14%; if you have two spare bedrooms, your housing benefit has been reduced by 25%.

This reduction in benefit is causing some of you to get into rent arrears. This may result in you losing your home, so it's important that you take action now. You have several options:

- Pay the difference between your rent and the amount of housing benefit you receive
- Talk to the Welfare Benefits team for help with benefit entitlements and budgeting
- Move to a smaller property – contact our lettings team (see further information, right).
- Take in a lodger – you can rent out your spare room

to earn additional income, but talk to us first by calling Peabody Direct on the number opposite.

Who gets a bedroom?

- Each single adult or each couple
- Any other person over 16
- A single child
- Two children under 16, sharing with someone of the same gender
- Two children under 10, sharing with someone of either gender
- An overnight carer – or team of carers – who do not live with you





MOVING TO ANOTHER PROPERTY

If you're affected by changes to welfare benefits, moving to a smaller property is one solution. Once your home matches your household size (see 'Who gets a bedroom', left) you will receive full housing benefit. Another bonus is that a smaller property means lower energy bills.

All Peabody and Gallions residents affected by welfare reform can apply for an internal housing transfer. If you're a Peabody resident, you'll receive £250 for each room you give up, plus removal costs. (Please note: these incentives don't currently apply to Gallions residents). Contact our lettings team (see "Further information", below) to find out more about transfers.



ALTERNATIVE HOUSING OPTIONS

HOUSING MOVES

Housing Moves is a housing mobility scheme that allows tenants of London boroughs or housing associations to move to a different part of London. It is run by the Greater London Authority, and most London boroughs and housing associations are members of the scheme. (Seaside and Country Homes, part of Housing Moves, is for people over 60.) To qualify, you need to have a clear rent account or have set up a repayment plan and maintained payments for 12 weeks. To register or to find out more, visit www.housingmoves.org.uk.

HOMEFINDER UK

This scheme allows people to find a home anywhere in the UK that better matches their

household size and personal circumstances. The scheme is funded and supported by a consortium of landlords who advertise properties on the Homefinder website. To find out more, and to view the properties on offer, visit www.homefinderuk.org.

Homefinder also offers advice on budgeting, welfare benefits and information on the areas you wish to move to.

LOCAL AUTHORITY WAITING LISTS

Even though you're already a Peabody or Gallions resident, you can approach your local authority to go on their housing list. However, there is no guarantee that you will be accepted, as each local authority has its own criteria. For a list of local authority

contact numbers, please visit www.gov.uk.

MUTUAL EXCHANGE

Mutual exchange allows you to exchange your home with tenants from other local authorities or housing associations. This is a free service available to Peabody and Gallions residents and you could be in a new home within 42 days after finding a swap partner. To register or find out more, visit www.houseexchange.org.uk.

FURTHER INFORMATION

To contact the Peabody Welfare Benefits or Lettings teams, call 020 7021 4444 or 0800 022 4040 (free from landlines) or email revenue.support@peabody.org.uk or lettings@peabody.org.uk.

Listening to our residents

Peabody's Resident Scrutiny Panel, set up in 2013 to monitor our services, has just completed its first review

The role of the Resident Scrutiny Panel, which has 14 members, is to monitor and examine Peabody services, highlighting areas of strength and weakness and contributing to service improvements. The Panel acts as an independent "critical friend", examining how services work, comparing Peabody to other similar organisations and making recommendations for improvement.

All Scrutiny Panel members have been trained and mentored over the past eight months by an independent, external mentor, as well as receiving support from Peabody employees. They've

attended workshops including an introduction to Peabody, housing management, team building, understanding performance information and scrutiny techniques.

Reviewing the ECEIB

The panel chose as their first review the Estate Controlled Environmental Improvement Budget (ECEIB), a fund available to residents to make improvements to local areas. The ECEIB of £300,000 is open to tenants and residents associations (TRAs), other resident groups and non-resident groups to make environmental improvements



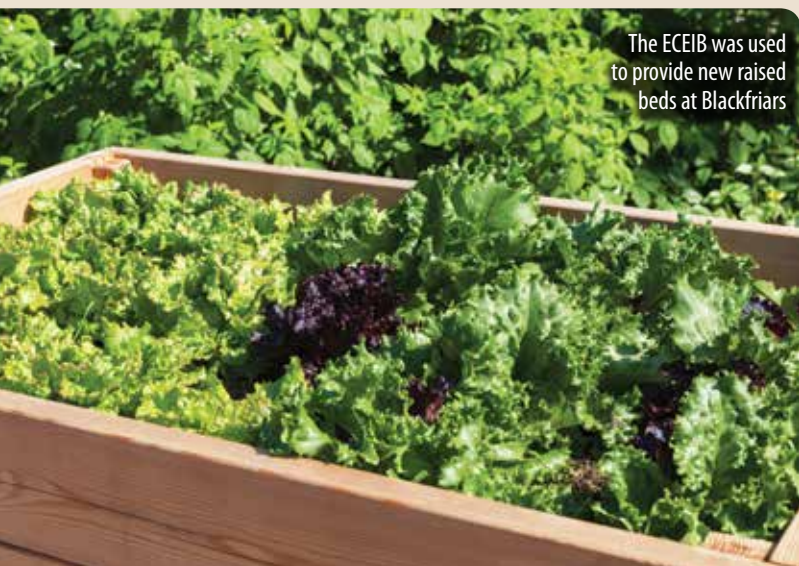
in their community spaces. 30 projects requested by residents were funded by the ECEIB in 2012/13. Examples of projects funded by the ECEIB in 2012/13 include:

- Additional estate notice boards
- Storage units
- Cycle sheds
- New equipment for children's playgrounds
- New flower beds and planters, food growing gardens and landscaping of common areas
- External exercise equipment and games tables for youth clubs

The review of the ECEIB began in September 2013 and included a desktop review of documents, paperwork and benchmarking with other organisations. This was followed by case study analysis, interviews with around 15 residents and staff who had experience of ECEIB, and a random survey of residents.

What they found

The Panel presented their final report to senior managers in January. "I really enjoyed the process and I think we worked well together," said member Iona McConnell. "It was really interesting to have the views of members who'd had experience of the ECEIB alongside those of us who had never heard of



The ECEIB was used to provide new raised beds at Blackfriars



Members of the Resident Scrutiny Panel

Gallions Residents Group (GRG)

GRG, Gallions' resident scrutiny group, is in the process of reviewing its remit and is also looking for new members. If you are a Gallions resident and you're interested in scrutinising Gallions' services, we would love to hear from you. The role involves the following:

- Taking an objective view on the quality of services provided by Gallions.
- Reading through paperwork and keeping sensitive information confidential.
- Comparing Gallions services with those of other housing organisations.
- Talking to Gallions staff and residents.
- Working co-operatively with and talking to other Scrutiny Panel members, staff and residents.
- A willingness to learn, attending around 10 meetings and workshops during the first six months.
- Attending meetings with other panel members and with officers of Gallions (approximately every two to three months).
- Able to offer a time commitment of approximately five to eight hours a month.

If you are interested in joining the group, and would like to find out more, please contact Kelly Sullivan on 020 7021 4381 (Monday to Wednesday) or email kelly.sullivan@peabody.org.uk.

the scheme.” Another member, Sandra Duncan said: “I joined the Panel to get an insight into Peabody and to contribute to improving its services. I found the process interesting – and challenging in places!”

In their final report, the Scrutiny Panel stated: “Overall we felt the scheme is an asset to Peabody residents. It is important that residents direct spending on their estates as they are most easily able to identify priorities and select works which would have the greatest impact. Residents who had participated in the scheme felt it had been successful and were happy with the outcome.”

However, the panel did identify areas that were in need

and assessing the overall benefit and impact of money spent on improvements.

- Increasing awareness of the scheme amongst residents and encouraging different estates to bid for money.
- Renaming the ECEIB so it more accurately reflects what it does.

Sandra Skeete, Executive Director for Housing, attended the panel's January meeting for the presentation of the results, and praised them for their commitment to service improvements and their first report. Peabody senior managers have now accepted most of the recommendations made by the Resident Scrutiny Panel, and

“I joined the Panel to get an insight into Peabody and to contribute to improving its services. I found the process interesting and challenging”

of change or improvements. The main areas for change are:

- Rewriting the ECEIB policy to have more clarity around roles, eligibility, criteria and consultation, and designing a new application form.
- Ensuring the new agreed processes are applied consistently by our East and West regional forums.
- Better monitoring and tracking,

will be implementing them over the coming months. Look out for more news in future issues of Engage. To read the full report, visit www.peabody.org.uk.

To find out more about the Resident Scrutiny Panel or how you could get involved with Peabody in other ways, contact Sue Penrose on 020 7021 4013 or email susan.penrose@peabody.org.uk.

Peabody's young heroes help the homeless

The Young Heroes programme is run by charity City Year



Young people living on our Whitechapel estate recently took part in a programme to help them improve their neighbourhood. Young Heroes is a free six-week course for 11 to 17 year olds that aims to make young people aware of social issues and teach them the skills required to make positive changes to their neighbourhoods and surrounding areas. Run by City Year, a youth and education charity, the programme builds confidence and self-awareness while focusing on skills such as teamwork and public speaking.

Theresa Dinku from City Year facilitated the programme at our Whitechapel estate, mentoring three groups of young people. She was amazed at the positive

effect that it had on them.

“They seemed to enjoy the programme and responded really well,” says Theresa. “Their public speaking skills improved enormously, and even the shy ones were putting their hands up and speaking confidently by the

.....
“One issue they focussed on was homelessness, which they felt was a big problem in their neighbourhoods”
.....

end of the six weeks. Some were even comfortable enough to cry in front of the others.”

Young Heroes helps young people to feel powerful enough to make a change, and they are encouraged to discuss social

issues and think about what they can do to help.

“One issue they focused on was homelessness, which they felt was a big problem in their neighbourhoods,” says Theresa. “For their Community Action Day they visited the Whitechapel Missionary and donated clothes, food, cleaning products and even homemade cupcakes. They really felt like they were making a difference.”

City Year has also worked with young people at our West Silvertown estate and at CBHA, one of our subsidiaries. They will be working on some of our other estates later on in the year. For more information about Young Heroes, call Sharon Barbour on 020 7021 4692 or email sharon.barbour@peabody.org.uk.

Peabody Champion

Alan Henry's inspirational attitude and community spirit make him a deserving Peabody Champion.

Alan, who lives on our Rosendale Road estate in West Dulwich and is treasurer of the West Dulwich Tenants Association, helps to organise bingo sessions, coach trips, Zumba classes and more.

Although he is disabled and ill with cancer, Alan is dedicated to improving the Rosendale and Peabody Hill estates and helps to identify any issues or repair problems during the estate walkabouts. His tireless efforts have resulted in new bike sheds for the residents, and new tables for the community hall.

"Our latest project is upgrading the CCTV cameras," he says. "We would also like to install some outdoor gym equipment on the estates. The most rewarding part is helping people and improving their lives. Residents come and talk to me and I make positive changes for them."

Along with Sharon Turner (secretary of the tenants association), Alan was instrumental in getting a second world war memorial plaque installed on the Rosendale estate (see p4).

Rebecca Fenner, Community Development worker at Peabody, says: "Alan works with residents on both Peabody Hill and Rosendale estates. He supports youth activities, listens to residents about estate concerns and helps to plan activity days and entertainment."

Alan's positive attitude shines through. "I don't want to sit in the flat all day feeling sorry for myself," he says. "I want to stay involved."



Do you know a Peabody champion?

Send your nomination, explaining why, to Editor, Engage, 45 Westminster Bridge Road, London SE1 7JB or email peabody.engage@peabody.org.uk.

Wordsearch

Words may go up, down and diagonally. Multiple-word answers may be split but the subsequent word will always start from a letter within the preceeding word or from an adjacent square. If your entry is one of the first four correctly drawn from the hat, you'll win a £25 voucher. Please send all entries to Engage Wordsearch, 45 Westminster Bridge Road, London SE1 7JB by 31 May 2014.

V	D	R	O	N	G	G	A	O	E	V	H
O	P	A	F	P	G	N	U	M	Y	W	M
F	J	D	L	L	O	T	I	G	M	M	E
F	K	K	M	I	D	T	D	B	F	X	S
Z	L	T	R	O	G	U	A	C	M	Q	Q
G	Y	N	O	N	B	Q	F	R	T	A	L
M	A	R	I	N	E	A	F	R	Y	Q	L
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M	S	J	H	J	J	N	Y	P	J	V	L

BLOSSOM
DAFFODIL
HATCHING
SPRINGTIME

BUNNY
EASTER
LAMBING

CHOCOLATE
GARDENING
OUTDOORS

Name: _____

Address: _____

Postcode: _____

Congratulations to our winners from the Winter 2013 issue: Mr B Coleman, Muhammad Minhaj Ul Islam, Miss W Churcher, Kathleen Flood

Your local Peabody centre

Peabody offers free programmes and activities in your local area. These include:

- Help with finding work
- Help with CV writing, job applications and interview techniques
- Money and benefits advice
- Volunteering opportunities
- Net Worx

Call our freephone number 0800 587 8215 to find out what's going on near you, or pop into your local learning centre for a chat and more information.



Bruce House Centre

Get Net Worxing!



Net Worx is a Peabody project in which volunteers teach people how to use computers and get online. Free one-to-one training sessions are held each week at venues across London – see the table, right, to find a session near you. If you're interested in setting up a Net Worx project on your estate, contact Jeanette Manu at jeanette.manu@peabody.org.uk. To find out more about Net Worx, please call 0800 587 8215.

Net Worx venue	Day and time
Hugh Cubitt Centre, Collier Street, Kings Cross N1 9QZ	Wednesday 3pm–5pm
Daveys Court, 33 Bedfordbury WC2N 4BW	Thursday 3pm–5pm
Walston & Founders, Aylesford Street SW1V 3RL	Thursday 12 noon–2pm
Elmwood Court, 38 Battersea Park Road, SW11 4JE	Monday 12 noon–2pm
Green Man Community Centre Strawberry Vale, Barnet N2 9BA	Tuesday 2pm–4pm Wednesday 2pm–4pm
Leander Court, Ship Street SE8 4DH (residents only)	Tuesday 2pm–4pm
Lampson House, Warrender Road N19 5UH	Wednesday 2pm–4pm
Gateway Centre, 66 Lancaster Street SE1 0RZ	Friday 10am–12 noon
Sundial Centre, 11 Shipton Street E2 7RU	Wednesday 10am–12 noon
Thamesbank Centre, Turpentine Lane SW1V 4BD	Friday 2pm–4pm
Pembury Centre, 183 Dalston Lane, Hackney E8 1HL	Friday 10am–12 noon
Small Works, Francis Street, Vauxhall SW1V 1TB	Tuesday 10am–12 noon
Dalgarno Gardens, Block T W10 5LB	Monday 10am–12 noon
Alleyn House, Dufferin Street, Whitecross EC1Y 8SN	Thursday 10am–12 noon
Lomond House, 50 Camberwell Green SE5 7AL	Tuesday 10am–12 noon
Darwin Court, 1 Crail Row, Walworth SE17 1AD	Thursday 10am–12 noon
5 Gore Road, Victoria Park E9 7HR	Friday 2pm–4pm

Local centres

Bruce House Centre
Kemble Street
Covent Garden
London WC2B 4AW
020 7021 4160

Gateway Centre
66 Lancaster Street
London SE1 0RZ
020 7021 4400

Hugh Cubitt Centre
48 Collier Street
London N1 9QZ
020 7021 4127

Pembury Centre
Pembury Annexe
183 Dalston Lane
London E8 1HL
020 8986 9745

For translations, large print, braille or audio format, please contact:

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