

## Message from Brendan Sarsfield Chief Executive, Peabody

Hello,  
I hope you and your family are keeping well. I wanted to update you on how Peabody is responding to the challenges we are all currently facing as a result of the coronavirus pandemic.

Please be assured that the safety of our residents, staff and communities is our priority. We are working hard to keep our essential services running, whilst keeping everyone safe. Please bear with us, as this does mean that there are some changes to our services for the time being. We'll keep you updated on how we're doing as the situation progresses.

### Staying well and connected, together

We want to support our residents as much as we possibly can, and have set up a dedicated

team who are working with local partners and services in your area. Our focus is on providing additional support for the over 70s and vulnerable people who are self-isolating and do not have easy access to community support. This will include things such as getting hold of essential items, collecting prescriptions, essential home repairs and social contact. You can find out more about the service by visiting our website [www.peabody.org.uk](http://www.peabody.org.uk). We have also developed a new website full of information and advice on services in your area [www.peabodypeople.org](http://www.peabodypeople.org).

We would also encourage you to get in touch if you are worried about paying your rent. We have teams dedicated to helping you access the financial support you are entitled to and come up with a plan to manage rent payments.

Please do get in touch if you need extra help, someone to talk to, or are worried about any of your neighbours. In the meantime, I would urge everyone to follow the latest government rules now in place. Please stay at home and stay safe, it's vital that we all do this to protect the NHS, our essential workers and save lives.

Best wishes,



Brendan

## Resident Wellbeing

Our priority is to provide support to Peabody residents who need it most, in the most effective way possible. To make sure we achieve this we have created a new Resident Wellbeing Support Team. This team will be providing a range of support in your community including keeping in contact with older and vulnerable people who are self-isolating; helping to deliver essential food, supplies and medicine; and coordinating local services.

We've also developed an emergency response website

where you can find information on all of these services, as well as other local services and contacts, wellbeing resources, home schooling tips and links to government updates. You can find this either through the main Peabody website, or by visiting [www.peabodypeople.org](http://www.peabodypeople.org).

We know there is a lot of information being sent out on a daily basis and we hope that we can help you find a way through this to get to what you need, where and when you need it.

## Help us keep you safe

Please also work with us to help keep your home safe. Keep all fire exits clear, do not use BBQs on balconies and take care not to overload plug sockets. If you have any concerns about fire safety then please call us.

## Building safety

We will be continuing with our important building safety work as far as is possible. Any building safety work to the outside of your home will continue where we can, including compliance checks such as gas safety.

If you need help or are concerned about a neighbour you can also get in touch with us through our website and by contacting our Customer Hub on **0300 123 3456**.

## Paying your rent

We know that many people may be facing financial difficulties during this period. We have specialist teams to provide you with 1-2-1 advice and guidance on how to manage this. We'll also have useful information on our new emergency website [www.peabodypeople.org](http://www.peabodypeople.org). This could include details on the benefits you're entitled to, information on new government packages you could be eligible for, or creating money management plans.

**If you are worried about paying your rent please contact us by calling 0300 123 3456.**

**Please get in touch with us as soon as you think you may have difficulties. If you cannot pay your rent but don't talk to us we might not be able to help and your tenancy could be at risk in the future.**

We know that it is very likely that many people will need to access financial support from the government in these challenging times. We are asking the government to reduce the 5 week for Universal Credit to help people get financial support much earlier at the start of a claim.

## Volunteering

At this challenging time, you may also be feeling that you'd like to help the community in some way, whilst still ensuring your own safety. In response to the Covid-19 pandemic, we are looking for volunteers, and we have lots of ways that you can get involved. Please look on our website for details, or email [your.time@peabody.org.uk](mailto:your.time@peabody.org.uk)

## Protecting yourself and your community

Everyone must stay at home to help stop the spread of coronavirus. You can only leave your home:

- to shop for basic essentials
- to do one form of exercise a day
- for any medical need
- to travel to and from essential work

In line with government advice we have also closed all of our playgrounds.

We all have a role in helping to limit the spread of the virus. The most important thing is to follow the advice of Public Health England and the NHS. Wash your hands more regularly and for longer. If you do go out for the reasons above, please keep a safe distance of two metres away from people. This will help to keep you, your neighbours and our teams safe.

## Changes to estate management services and caretaking

We are operating a reduced caretaking and estate management service as we try to maintain essential services while operating with a smaller team.

Wherever possible our caretakers are using disposable wipes and are concentrating cleaning on high use areas, wiping down key touch points such as door handles, push plates, lift buttons and hand rails. Even so, please wash your hands for at least 20 seconds whenever you enter your home and work with us to keep our communities and estates clean including limiting bulk waste.



## Changes to our repairs service

Our customer hub is open and taking all calls. We want to continue to offer a safe and effective repairs service, but we also want to protect our residents and our staff by minimising non-essential contact and travel.

This means we can only carry out essential repairs and visits to our most vulnerable customers who receive support services. It also means that some of our planned repairs and investment work are

postponed until further notice. Please bear with us, as inevitably, some essential repairs will take much longer to complete than in ordinary circumstances. We will of course continue to monitor the situation daily and make changes when we need to.

If you call us to book an essential repair, we'll ask you if anyone in your home is self-isolating. If this is the case, we will need to discuss this with you to make sure that we can carry out the repair in a way that keeps you and your family safe, as well as the member of staff that visits your home.