



Message from Elly

Now that Peabody and Catalyst have joined together to form a single organisation, I wanted to share more about our plans going forward.

Our new organisation is all about getting closer to our residents by taking a local approach. And we will make sure we focus on what you, our residents, tell us matters the most.

From what you told us, it was clear what matters most to our residents. Our priority must be getting the basics right. This includes offering you better services, investing in our existing homes and making sure we are visible and easy to reach in your neighbourhood.



Elly Hout
Chief Operating
Officer



Local Peabody

Our focus is on delivering services with a personal and local touch, with you, our residents, at the heart of everything we do. We believe that by taking a local approach when delivering our services, we can provide you with the highest level of service possible. So, we'll be adapting what we do to the needs of each area, and working together with you to shape our services.

We understand that one size doesn't fit all. This is why we've created four regions, each run by a Managing Director who is responsible for building strong relationships with our stakeholders and delivering the things that you tell us matter the most to you.



Getting the basics right

We know that it's important that we invest in our properties and prioritise our repairs service. We'll invest in our homes to make sure they're safe, good quality and well maintained. We'll deliver an effective and efficient repairs service, and we'll try new things to make our services even better. We'll shape and improve our services based on what our residents, customers, colleagues, and contractors tell us.

Closer to our customers

Our neighbourhood teams will have more manageable areas to cover, so that they can get closer to you and to understand your needs. They will be supported by specialist teams offering a wide range of services locally. We'll work together with you to shape our services and demonstrate how your ideas and feedback have informed the services we provide. Our customer facing colleagues will be empowered to make decisions in their area. They'll be supported by colleagues across the organisation to consistently offer an excellent experience.

More choice in accessing our services

A key part of delivering our services is making sure you have choice in how you access them. My Peabody, which will soon be available to former Catalyst residents, will compliment our local approach. This gives you an easy way to access our services online. You will also continue to be able to contact us over the phone.

We're all about people

We'll put our customers at the forefront of everything we do, looking at how you experience our services. Your voice will be heard at all levels of the organisation, and we'll listen to and ideas to improve our services.

In these challenging times, our wellbeing and advice services and care and support programmes will continue to help people who need them the most. We're a diverse group of colleagues, residents and customers, and we celebrate and support each other's differences.

Thank you for your patience and understanding during this transition period. We look forward to working with you to create strong and thriving communities where everyone can flourish.

Best wishes,
Elly Hoults, Chief Operating Officer

Tell us about your resident group

We believe that getting people involved is a key part of building stronger communities. We're always happy to hear your thoughts and ideas as to how we can improve. So, we're looking to connect with resident groups in our neighbourhoods. If you're part of a group or want to start one, we'd love to hear from you.



We offer advice, funding, training, and a digital space to help you thrive. Want to chat with us to learn more? Email us at get.involved@peabody.org.uk and we'll be happy to help.

Complaints – tell us when things go wrong

The Government has launched a new 'Make Things Right' campaign which will help social housing residents to raise complaints if they are unhappy with their landlord and are struggling to get their problems resolved.

We always try to do our best but recognise that we don't get things right every time. If you have reported an issue and it hasn't been fixed, it's now easier to make things right.

It is important that we know as soon as possible when things have not gone so well. This is so we can investigate what has happened and take action to put things right if needed.

When you let us know that something has gone wrong, there are two routes that you can take. This depends on whether you are looking for us to focus on simply trying to resolve an issue (we refer to this as 'service recovery'), or whether you want us to investigate it as a formal complaint. If you're not sure which route to take, you can find out more on our website.

You can also find out more about how we handle complaints at www.peabody.org.uk/complaints-process.



National campaign

The 'Make Things Right' campaign aims to ensure more social housing residents who need support know how to make a complaint.

It is based on the idea that everyone deserves a home that is safe, secure and well maintained, and anything less is unacceptable. If you have reported an issue and it hasn't been fixed, it's now easier to make things right.

The campaign sets out the steps of the complaints process that you can take if you are unhappy with our service.

This toolkit provides materials which you can use to spread the word among residents about how to make complaints, including by signposting to www.gov.uk/social-housing-complaints for advice.

Visit the Make Things Right campaign at www.gov.uk



Damp and mould

Nobody should have to put up with damp and mould in their home. If you tell us about a problem like this, we will act fast to sort it out. But if you're not happy with how we're handling things, you can make a complaint at any time.

Some solicitors may approach you about making a legal claim against us for damp and mouldy conditions. They may offer a 'no win/no fee' arrangement, but we believe this isn't always the best option for you.



Our complaints process is a simpler and more effective way to resolve issues. It's free to use, and it can lead to a quicker solution that benefits everyone. It also helps us to learn and improve our service for all our residents.

Our complaints process provides an opportunity for us to work with you to find a solution that works for everyone. And if you're still not satisfied, you can ask the Housing Ombudsman Service to review your complaint. They can order us to take action and even award you compensation if needed.

Ramadan Mubarak!

Ramadan is an important time for Muslims around the world. During Ramadan, Muslims fast from dawn until dusk, which means they don't eat or drink anything during the day. It's a time for prayer, reflection, and helping others.

However, data shared by the Muslim Census last year showed 50% of Muslims are considered to be in poverty, and 1 in 5 Muslims had used a foodbank last year. This means that some Muslims may struggle to afford food during Ramadan because of the cost of living. If you need help, we have a range of resources and support available, please visit our website to find out more.

Whether you are a Muslim or not, there are many ways to get involved and support your community. Attend community iftars, volunteer at local mosques or community centres, or simply offer your support and kindness to your Muslim neighbours.

Let's come together as a community and support each other during this special month. Ramadan Mubarak to all our Muslim residents.

Contact us

Telephone:

0300 123 3456: Monday to Friday,
8am-8pm and Saturdays, 9am-1pm

0300 456 2099 (former Catalyst residents):
Monday to Friday, 8am-5pm

Website:

www.peabody.org.uk/contact-us

Social media:



@PeabodyLDN



www.carbonbalancedpaper.com
Resource Reg. No. 2110

