

# Peabody News

NORTH EAST LONDON SUMMER 2023



## Creating the right opportunities together

A photograph of a man and a woman sitting at a table in a meeting. The man, on the right, is wearing glasses and a checkered shirt, smiling and gesturing with his hand. The woman, on the left, is wearing a patterned top and is also smiling. There are papers and a water bottle on the table.

**Introducing your local  
Managing Director**

**Top ten free and easy  
summer activities**

**Let us know what  
matters most to you**

# Peabody News

## SUMMER 2023

North East London edition



### Contents

Creating the right opportunities	3
What matters most to you?	3
Meet your local Managing Director	4
Local news	5
Top ten summer activities	6-7
Celebrating Windrush	8
Getting the basics right	8
Recipe corner	9
Looking for support and advice?	10
Improve your CV	10
Let's keep safe together	11

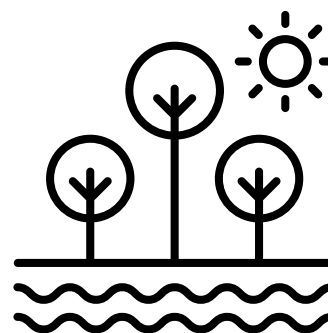
Welcome to our summer issue of Peabody News. Summer is here, which means more opportunities to enjoy the outdoors, warmer weather, and the benefits it brings to our wellbeing. In this issue, you'll find updates on our local services and how we're working with residents to create the right opportunities for you. You can learn more about this on pages three and four.

On pages six and seven, we've included our top ten summer activities. We've also shared a pasta bake idea on page nine to help you make the most of the longer days.

We know the summer is a time to relax for many of us. But, if you're thinking about how to land that dream job, you can check out our tips to improve your CV on page ten.

We hope you enjoy this issue. This is your magazine, so we'd love to hear your feedback. Please take a couple of minutes to fill in the survey we've included on the back page. Tell us what you like and if there are topics you'd like to read about.

If you're interested in joining our editorial panel, please get in touch at [communications@peabody.org.uk](mailto:communications@peabody.org.uk)



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# Creating the right opportunities *together*

Over the spring we held six listening sessions in person and online. In these we talked about how we can work together to create the right opportunities for you to get involved. Almost a hundred residents took part in these sessions. Thank you to everyone who joined us.



## What we learned

You told us you're unhappy with our services and want to encourage a sense of community where you live. The five main priorities that came through in the listening sessions were:

- 1 - Keeping things local.
- 2 - Being kept informed.
- 3 - Engaging in the right ways for you.
- 4 - Making it easy for you to contact the right people.
- 5 - Using the right technology to communicate.

## What happens now?

We're working with our resident action group to agree how we'll work with you in the future.

Visit [thegarden.peabody.org.uk](http://thegarden.peabody.org.uk) to learn more about everything discussed and what the group will be doing next with your feedback.

# We want to find out what matters *most to you*

To help us make improvements to our services we need to know what's important to you. To capture this information we carry out customer satisfaction phone surveys.



## How often do we contact you?

Our customer satisfaction survey takes place once a year. We randomly select residents from across our neighbourhoods to take part. We also carry out surveys after you've contacted us.

## Who carries out the survey?

We work with independent customer research company, The Leadership Factor (TLF), to make sure the survey is fair. TLF previously partnered with Catalyst and is based in Huddersfield. When they contact you, the number will start with 01484.

Visit [peabody.org.uk/surveys](http://peabody.org.uk/surveys) to learn more about our customer satisfaction surveys.

## We never ask for personal details.

Remember, we'll never ask for your bank details during the survey. If you're not sure about who's calling you, end the call and get in touch with us to make sure.

# Introducing your local *Managing Director*



**H**ello I'm Tracy Packer, one of four managing directors across Peabody. Each of us has our own team and we'll have more resident facing colleagues to provide a more local, personal service. I make sure we deliver the things that you tell us matter the most to you, and work with our team and local partners to do this.

We've created a regional structure that's the same in each area to make sure our services are consistent across Peabody. We'll also be adapting our services to make sure we meet local needs. And we'll make sure we provide a personal touch.

I'm really pleased to introduce

my management team to you in this magazine. We've created a local team who are committed to providing local services that meet your needs.

This is just the start of our journey, and we're excited to be able to get closer and more connected with our residents. We're now putting our full teams in place. So, keep an eye out for our next issue to find out who your personal point of contact is, the services they provide and most importantly how to contact them.

**Tracy Packer**  
Managing Director

## Our senior management team for North East London



**Vatel Ntankeu,**  
Assistant Director

I oversee the day-to-day operations and performance management of our resident facing teams and support services.



**Ben Siegert,**  
Head of Neighbourhoods

I manage our neighbourhood services and community safety teams, including addressing any concerns about antisocial behaviour (ASB).



**Sunny Vadher,**  
Head of Estate Services

I manage our estate services teams and monitor contractors who provide services for us.



## Remembering Lord Bob Kerlake

**W**e're grateful for all the support and kind messages we've received reflecting on the life of our Chair, Lord Bob Kerlake, who sadly passed away on 1 July.

Thank you everyone for your tributes to Bob's life and work. He was a remarkable man, well known for his kindness to everyone he met and who worked tirelessly to improve people's lives. He achieved so much and will be greatly missed by many.

# Working together to create a community space *for everyone*

**W**e've been working with local young people and our partners Purdy and Organiclea to improve? Chingford Hall Community Gardens.

Purdy got the area ready and Organiclea helped our young enthusiasts to dig out a wildlife pond, plant vegetables and build a shelter. They finished the project in the June half-term break with a new compost area and polytunnel. Fantastic work, everyone.

The team made sure nothing went to waste. They refurbished existing wooden planters to grow fruits, vegetables and herbs. Local volunteers are now growing tomatoes, runner beans, rosemary and more - delicious!

Everyone involved in the project learnt lots of new skills as Tyler, aged 11, explains, "I painted planks of wood red, green, blue and yellow, and we also cut them to build the shelter.

"We used the spare wood to build the frame for the blossom tree flowerbed. We had to use

measuring tape to measure 170cm and cut the planks. We then made the bed around the tree and filled it up with soil."

Well done again, everyone. All your hard work has made a difference for everyone in the local community.



## *Find out more*

Learn more about how we work with our partners to help build sustainable communities at [peabodygroup.org.uk/our-esg-approach](https://peabodygroup.org.uk/our-esg-approach)

## Greening our homes

**S**ome good news for the planet and for 6,500 residents, as we've secured funding from the government to help us make homes more energy efficient. This will help residents in our least energy efficient homes save money on their gas and electric bills.

We're about to start this work which could involve a range of things from putting in better insulation, better ventilation, or a greener way of heating the home. We'll be writing to residents whose homes we think are eligible to book in a home energy check. If we do get in touch with you, please do book your appointment asap.

## Our stories

**W**e love to share stories from our residents and communities. It could be anything, from a neighbour helping you with your weekly shop or a community member who has gone above and beyond to support someone who needs it.

So, if you're part of a community activity or group, have a story to tell or want to share an act of kindness or an achievement, please get in touch.



## *Get in touch*

Read more at [peabodygroup.org.uk/our-stories](https://peabodygroup.org.uk/our-stories) and share your story using our online form.

# Top ten free summer activities

Summer is the perfect time to get outdoors and make the most of the warmer weather. Even if you're not planning a getaway, there are plenty of things to do that won't break the bank. It's not just for the kids - there's something for everyone to enjoy.

**1 Sports events**  
From running clubs and dance events to volleyball and bike fit sessions in the park, there are lots of free sports activities happening across the UK this summer. Visit [eventbrite.co.uk](http://eventbrite.co.uk) to see what's happening where you live.

**2 Activities in your area**  
From exhibitions to mini music festivals, there are always lots of local and free activities. Check your local library and search online for events in your area. Eating out can add up, so take snacks, drinks or a picnic.

**3 Find a park**  
Head to a local park or forest for some fresh air and exercise. Try a scavenger hunt or a nature trail to make it more interesting. If you've got kids, choose one with a playground or water fountains. Pack a picnic to help keep the costs down.

**4 Kids eat free**  
From Bills and Yo! Sushi to TGI and IKEA, many restaurants, pubs and cafes offer the 'Kids Eat for Free' or for £1 deal over the holidays. Find out more at [moneysavingcentral.co.uk/kids-eat-free](http://moneysavingcentral.co.uk/kids-eat-free)

**5 Explore local treasures with Geocaching**  
Geocaching is a modern treasure hunt that helps you discover hidden gems in your area. Simply download the **Geocaching app**, sign up for free, and enter your postcode to find geocaches nearby. It's a fun way to learn more about your local area!

**6 Visit a fire station open day**  
Fire Stations across the UK regularly open their doors to the public. These open days offer the opportunity to see what it's like to be a modern firefighter, meet your local crews and learn about fire safety. Search online to find your local fire station and their next open day.

**7 Holiday at home**  
You don't have to leave town to go sightseeing. Visit your local archives to help you learn more about local landmarks and places of interest. You could even ask a neighbour if they have any recommendations too.

**8 Take a day trip**  
Public transport can help you cut costs. Over 4,000 bus companies in England have capped their bus fares at £2 until 31 October. Find out more at [gov.uk/guidance/2-busfare-cap](http://gov.uk/guidance/2-busfare-cap) National Rail also offers two-for-one tickets on attractions, including Thorpe Park, The Cutty Sark, Sea Life and others. Learn more at [daysoutguide.co.uk](http://daysoutguide.co.uk)



# and easy ies

9

**Lend a hand**

If you've got some spare time, why not volunteer in your local community? It's a great way to develop a skill, meet new people and learn more about your neighbourhood. Visit [gov.uk/volunteering](https://www.gov.uk/volunteering) to learn more about volunteering opportunities.

10

**Get baking**

From classic scones to chocolate brownies, there are lots of quick and easy baking ideas to pass the time and give you a delicious, low-cost treat. If it feels too hot to bake, why not try some simple salads or treats for that picnic you're planning?

**Peabody activities near you**

We've got lots happening across many of our neighbourhoods this summer to help keep you and the kids entertained. From arts, sports, and street dance to starting your own podcast workshops, cycling projects and wellness workouts – there's something for everyone!

You can learn more about all these activities, including how to book your free place, at [peabody.org.uk/events](https://www.peabody.org.uk/events)





# Celebrating Windrush 75

A group of Peabody colleagues and residents joined a special Windrush boat trip from Waterloo to Tilbury Docks on 22 June.

On arrival at Tilbury Docks, the group were greeted by a re-creation of the original welcome area from 75 years ago.

Peabody colleague, Vuyo, shared, “The windows of what would have been a processing office had been imprinted with pictures capturing the men, women and children, their arrival documents, their weddings, their service during the war.”



“When we arrived at Tilbury and walked through the old processing area full of photos of individuals and families from the Windrush generation, it made me think about how they must have felt when they first arrived and how overwhelming it would have been for them.”

Corrol (above right with Grace), Peabody resident.

It sounds like it was a memorable day reminding us of the resilience of the Windrush generation in the face of challenges that many still encounter today.

## Read the full story

Read the full story at [peabody.org.uk/windrush-75-boat-trip](https://peabody.org.uk/windrush-75-boat-trip)

Thanks to everyone who got in touch to share their Windrush stories with us. Visit [peabody.org.uk/celebrating-windrush-75](https://peabody.org.uk/celebrating-windrush-75) to read all our resident Windrush reflections.

# Complaints - focusing on getting the basics right



From April to July 2023, we received 1295 complaints, with 241 escalating to stage 2. We treat all complaints seriously and work with our teams and customer complaints panel to look at ways to improve services. We also make sure we learn from when we get things wrong.

The central theme for complaints is the need for us to be better at communicating on progress and being quicker to act on your requests. So, we're working to ensure we keep better records on all repairs, keep you updated on the outcomes and any follow up actions.

Noise nuisance is also an issue for some residents, so our Community Safety Team is developing a new noise nuisance procedure to make sure we tackle complaints quicker.

The top three complaints throughout April - July 2023 related to:

- 60% **Repairs.** Focusing on damp and mould, leaks, heating, and hot water.
- 10% **Neighbourhoods.** Focusing on noise nuisance, poor communication and security concerns.
- 8% **Rents and service charges.** Focusing on how we calculate charges and poor communication.

## Find out more

Visit [peabody.org.uk/about-complaints](https://peabody.org.uk/about-complaints) to learn more about the complaints we receive and how we're improving services.



# Recipe corner

## Tuna, sweetcorn and pasta bake



Here's a quick and easy pasta dish based on store cupboard staples.

### Ingredients

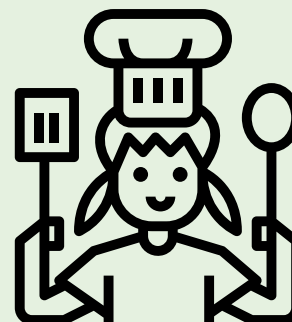
- 2 x 160g tinned tuna (drained)
- 100g grated cheddar cheese
- 2 x 198g tinned sweetcorn (drained)
- 200g dried pasta
- 300ml milk
- 1 x tablespoon cornflour
- 1 tablespoon of butter or margarine
- Salt and pepper to taste

### Method

1. Preheat the oven to 180°C/gas mark 4.
2. Cook the pasta according to the packet instructions.
3. Make the sauce - Melt the butter in a large saucepan. Mix the flour with the milk and add to the pan. Keep stirring until the sauce begins to thicken. Season with salt and pepper.
4. Remove from the heat and stir in the tuna, sweetcorn, cooked pasta and two thirds of the grated cheese.
5. Spoon the mixture into an oven proof dish. Top with the remaining cheese and bake for 15-20 minutes or until the top is golden brown.

### Top tip

Use left over olives or chopped peppers to add some colour and extra flavours. You can also add wonky veg from your local supermarket which is cheaper and tastes just as good!



*Got a recipe idea to share?*

Send us your favourite winter warmer dishes, we'll include a selection in our next magazine. [communications@peabody.org.uk](mailto:communications@peabody.org.uk)

# Holiday wordsearch

Can you find the 20 holiday related words in our wordsearch below?

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

- AIRPORT
- AMUSEMENTPARK
- BARBEQUE
- BEACH
- BIKES
- FISHING
- FLIPFLOPS
- HOLIDAY
- ICECREAM
- MUSEUM
- OUTSIDE
- PICNIC
- POOLPARTY
- RAINING
- SANDALS
- STAYCATION
- SUNSHINE
- SURFING
- TRAVEL
- WATERPARK

## Improve your CV and land your dream job!



Your CV is your ticket to securing that dream job, so it's essential to make it shine! Here are some tips from our Economic Inclusion Team on how to improve your CV and stand out from the crowd:

- 1 - **Tailor it:** Customise your CV for each job application. Show off the skills and experiences that match the job you're after.
- 2 - **Show off your wins:** Use numbers and figures to showcase your achievements. It'll make a lasting impression on potential employers.
- 3 - **Shout about your skills:** Highlight your handy skills like teamwork, leadership, and problem-solving to show you're the full package.
- 4 - **Keep it snappy:** Keep your CV clear and easy to read. Focus on key information to make it reader friendly.
- 5 - **Make it personal:** Include a personal statement to show why you're the bee's knees for the job.

Follow these tips to makeover your CV and give you a better chance of landing the job you've always wanted. We offer a range of support and opportunities for jobs and skills. We can help you increase your income and find job opportunities, apprenticeships, training courses, qualifications, and business support. Learn more at [peabody.org.uk/jobs-skills-business-support](https://peabody.org.uk/jobs-skills-business-support)

## Looking for support and advice?



Try Support Finder - the quick and easy way to find the support you need. Support Finder can help you with:

- **Saving money on your energy bills.**
- **Household costs and accessing food vouchers.**
- **Debt advice and money management.**
- **Government funding and assistance.**
- **Training and education opportunities.**
- **Mental, physical and emotional wellbeing support.**

Visit [supportfinder.peabody.org.uk](https://supportfinder.peabody.org.uk) to find local and UK wide support.

## Grow your career with us

We're a happy, inclusive workplace that supports growth and celebrates diversity. We have various roles available in care, estate services, young people's services, and more. Visit [peabodygroup.org.uk/jobs-and-careers](https://peabodygroup.org.uk/jobs-and-careers) to find out what's available.



## Keeping you safe - Jenny's story

We take antisocial behaviour (ASB) seriously and do all we can to work with you to tackle it. In July, our housing and community safety teams visited neighbourhoods throughout ASB Awareness Week, to let you know how we can help you.

Noise disturbance is the most common issue you report to our Resident Safety Hub. One case involved Sandra, who noticed worrying noises from her neighbour Jenny's home.

After contacting the Community Safety team, they discovered Jenny was experiencing domestic abuse. The team provided support, contacted the Police, and

secured Jenny's home with safety features. Now, she feels safe and knows she can rely on us for support. If you're experiencing anti-social behaviour, please don't suffer in silence.

### *We are here to help*

Contact our Resident Safety Hub for guidance and support by visiting [peabodygroup.org.uk/contact-us](https://peabodygroup.org.uk/contact-us) or call 0300 123 3456.

# New checks on fire doors

**W**e've been putting plans in place to comply with new safety rules for medium and high-rise buildings.

The new regulations show how important communal and front entrance fire doors are to stop fire and smoke spreading. That's why we must check front doors once a year - whether you rent or own your home we must ensure they meet the latest safety standards.

## How will you let me know about having my fire door checked?

We've appointed specialist contractors to carry out the checks. They'll contact all residents in buildings over 11 metres (five storeys) to let you know when they'll be visiting.

## What's involved in fire door checks?

The checks only take a few minutes. If you live in one of our social rent homes, you're probably already familiar with the gas and electrical checks that we must carry out. Or, as a leaseholder, you'll know how essential it is for you to organise these checks. These new flat entrance door checks are equally important for keeping everyone in your building safe.

## What if I'm out when the contractors visit my block?

As part of your tenancy or lease agreement, you must give us access to your flat for essential safety checks. If you can't be at home, please arrange for someone to let the contractor check your door.

### *Learn more about fire safety*

Visit [peabody.org.uk/fire-door-checks](https://peabody.org.uk/fire-door-checks) to find out more about the checks and what's involved.

# Electrical inspections



**I**f you live in one of our social rent homes, we'll want to carry out a full electrical inspection of all installations and equipment we own every five years. This is to ensure we can keep your home and everyone there safe.

## How long does the inspection take?

It takes our contractors around three-four hours to complete an inspection. However, this depends on the size of your home and what we need to test.

## Do I have to let the engineer in?

As part of your tenancy agreement, you must legally provide access to your home to allow us to carry out the electrical inspection. It's not just the law though. We want to make sure your home is safe - any installation left unchecked could leave you at risk of serious injury.

## How will you contact me to make an appointment?

The contractor for your area will contact you, giving a date and time they'd like to carry out the inspection. We're currently looking at how we can make our appointment process easier for you. Look out for more information on this in our future issues.

### *Find out more*

Visit [peabody.org.uk/electricalsafety](https://peabody.org.uk/electricalsafety) to learn more about keeping your electrical items in good condition and your home safe from electrical faults.



# BBQ season is here!

With summer here, now's the time to make the most of being outdoors. Check out our short film with top tips to ensure you enjoy your outside space safely. Watch our video here: [youtu.be/0kg8MM7i2HI](https://youtu.be/0kg8MM7i2HI)



# Peabody News is going digital *sign up here*

To support our sustainable approach, we're sending future issues of Peabody News digitally to all residents who have given us their email addresses.

Receive Peabody News direct to your inbox – sign up at [peabody.org.uk/peabody-magazine](https://peabody.org.uk/peabody-magazine)

If you'd like to receive an audio, large print or braille version of the magazine, please let us know at [communications@peabody.org.uk](mailto:communications@peabody.org.uk)



## Join our magazine editorial group



Visit <https://thegarden.peabody.org.uk> and share your thoughts on:

- What we've included in this issue.
- Topics for future issues.
- The layout and colour scheme.

Please also give your name and contact details if you'd like to join our editorial group and be involved in what we include in future issues – we'll be in touch!

## Our new look website



We've refreshed our website to make it easier for you to use. As well as giving you all the information you need at your fingertips, you can get the help and support you need when you need it.

Take a look at [peabody.org.uk](https://peabody.org.uk)