

# Peabody News

NORTH AND WEST LONDON WINTER 2023

Peabody

## Are you ready for winter?

Tips to make sure you're prepared

**It's ok to not be ok:**  
Spotlight on mental health

**Working hard to keep you safe:**  
At home and in your neighbourhood

**We're listening:**  
Join one of our listening workshops

# Peabody News

## WINTER 2023



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Welcome to the winter edition of Peabody News. After the warmer-than-expected autumn, winter is now definitely here, so we've filled this issue with tips to keep you safe, well and warm.

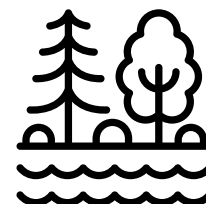
We've included some of the things you told us you wanted. So you'll find stories about other residents and activities in your local community. There's also an update on repairs and complaints and interesting feedback from our recent listening events (page three).

As the nights draw in, safety is a big thing for many people. So we caught up with our Head of Community Safety, Adam Benlmkaden, to find out what we're doing to help you feel safe (pages four and five).

We've got tips on how to save money on your bills (page 15) and also a focus on sustainability (page 14).

With World Mental Health Day just behind us, we look at how to look after yourself and spot the signs that someone is struggling (pages 12 and 13). And we show you where you can get help if you need it.

As usual, please get in touch if you have any stories to share, we're always keen to hear from anyone who's interested in contributing to this magazine.



### Contact us

Phone 0300 123 3456  
 Website [peabody.org.uk/contact-us](http://peabody.org.uk/contact-us)

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Social media @PeabodyLDN X f Instagram YouTube

Peabody News aims to keep you up to date with our news and events and provide other useful information and support.

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# We're listening...

**W**e know the best way to improve is to listen and learn. So that's what we're doing. We're holding a series of listening events in different local communities to find out what you like, what you don't and where you think we can improve. The next, and final one in this series, is at the Hugh Cubitt Centre in North London near Kings Cross, on 9 December.

You can sign up at [bit.ly/3Fvd4aO](https://bit.ly/3Fvd4aO) We hope to run more in the future.



## What have we learnt so far?

- You don't know who to contact when things go wrong.
- You want us to respond to repair requests and honour follow-up appointments without you having to chase.
- You feel nothing changes when you complain.
- You'd like the green spaces to be cleaner and fly-tipping stopped.
- You feel safe because you know your neighbours, but broken doors and intercoms make you feel less safe.

## And what are we doing about it?

We've gathered together all the feedback received so far and are analysing the findings.

We've filled local residents in on what was said at their area discussion. And we plan to update them again towards the end of the financial year.

We're already making some changes, including improving the signposting on our resident website so you can find the right help more easily. And we're providing more

contact details for our services in this magazine.

We're also setting up a task force to improve the way we handle complaints and partnering with a data company to help us spot patterns and prevent issues.

It's important that we take time to understand the feedback and reflect on it across our organisation as a whole. You can find out more about our listening events, including what was discussed and what we're doing with your feedback at [thegarden.peabody.org.uk](https://thegarden.peabody.org.uk)

# Complaints

## Focusing on getting the basics right

**F**rom July to September 2023, we received a total of 1,845 complaints. Of those 1,577 were stage one and 268, 14 percent, escalated to stage two.

We treat all complaints seriously and are working to improve our services. We also make sure we learn when we get things wrong.

The main themes were us not doing things on time and a lack of communication. So we're looking at how to speed up our processes and track when things are reported and dealt with. We're also improving the way we communicate with you.

Our listening events are giving us an insight into what matters to you. And we've recently setup a resident-led strategic panel to make sure your views are taken into account (see more on page 16).

### The top three complaints throughout July-September related to:

45%

**Responsive repairs:** Damp and mould, leaks, heating, and hot water.

13%

**Neighbourhoods:** Noise nuisance, poor communication and security concerns.

8%

**Rent and service charges:** 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.



# We're working hard to keep you *safe*



## What to do if you're experiencing antisocial behaviour (ASB)

One of the most common complaints we hear about is antisocial behaviour. That is something that one person does that causes harassment, alarm or distress to others and can include excessive noise. Sound familiar? If it does, then we're here for you.

### Here's what to do:

- Call our contact centre on **0300 123 3456**. You can also speak to your neighbourhood manager when you see them around.
- They'll refer you to our antisocial behaviour team.
- Explain the problem and tell them what you've done to try to resolve the issue yourself or if you've reported it to the police.
- If it's considered a minor nuisance - dogs barking or rubbish dumping, someone from the contact centre or your local neighbourhood manager may speak to the person causing the problem.
- If they can't solve the issue and it becomes serious, your case will be referred to the community safety specialist who'll get in touch to discuss what happens next.

We aim to treat everyone fairly, communicate regularly and where we can't help you directly, to refer you to someone who can.

Everyone should feel safe in their home and surrounding area. But unfortunately, we know this isn't always the case. So we're doing what we can to change this.

Our community safety teams are working closely with neighbourhood managers in each area to help deal with antisocial behaviour and nuisance issues. These can include dogs barking excessively, unacceptable noise, fly-tipping or abandoned cars.

For more serious issues or ongoing problems that can't be

resolved with a conversation, our community safety specialists will work with you to come up with an action plan. If we're not able to help or aren't the right team to tackle the issue, we'll refer you to the police or one of our specialist partners, who can advise how best to proceed.

We're also running a series of after-dark walkabouts in local neighbourhoods in partnership with the police to try and better understand some of the problems. Keep a look out for more on this and how you could get involved in our next resident magazine.

## Case study: Try talking first



Becky's health and ability to concentrate at work was severely affected by her neighbour making noise in the evening and late at night. The local council said they couldn't do anything as it was 'everyday living noise'. Becky got in touch with our contact centre and was

referred to her local neighbourhood manager. It then became clear that she hadn't discussed the issue with her neighbour. Now, thanks to a short conversation, Becky's neighbour is aware of the issue and if the noise is ever too loud, Becky asks her to quieten down.



# Stopping hate crime - we need your *help*

**W**e know that hate crime takes on many forms and names, striking at the heart of neighbourhoods. So we want to work with you, the police and local authorities to tackle those responsible and make our local communities safe for everyone.

If you've experienced any form of hate, be it related to your race, religion, sex or someone else's prejudices, we're here to help and support you.

You can call us on **0300 123 3456**. We have trained specialists who will listen to your concerns and

discuss next steps. You can also contact us through our website at [peabody.org.uk/contact-us/](https://www.peabody.org.uk/contact-us/)

We won't tolerate any form of hate crime. We'll take action against anybody who commits it, including legal proceedings which may result in the offender losing their home. You can find out more on our website at [peabody.org.uk/hate-crime](https://www.peabody.org.uk/hate-crime)



## Case study: Don't suffer in silence

**P**eabody resident Yousif was struggling with offensive comments from his neighbour who, amongst other things, suggested he should return to his home country. He called us to report the situation and met with his local community safety specialist. Yousif said his neighbour had been harassing him

intermittently since he moved in 18 months ago and that he was now concerned for his own safety. We involved the police and referred him to victim support and our wellbeing team as it was clear this was a hate crime. We then worked with our legal team to get an injunction. The unacceptable behaviour directed at Yousif stopped overnight and the

order will last for two years.

We're still supporting Yousif, who is now much happier and enjoying his home. (The resident's name has been changed.)

If you're suffering in this way or you know someone who is, please contact us on **0300 123 3456**. Hate crime is not acceptable and we are here to help.

## Watch out in the dark

**W**inter is here and it feels like it's dark more than it's light.

Here are some top tips for staying safe when out and about in the dark:

- Plan your route in advance and choose areas that are well lit.
- Always tell family and friends where you are.
- Stick to the pavements.
- Keep your valuables close to you and keep your phone out of sight.
- Be aware of your surroundings and ideally don't use headphones.

## We're supporting 16 Days of *Action*

**E**very year, we support this important campaign that helps stop violence against women and girls. From 25 November - 10 December, we'll be holding events, sharing stories and more to raise awareness of how our teams can support anyone experiencing domestic abuse. Check out our website and social channels to learn more about how we'll be supporting the campaign.

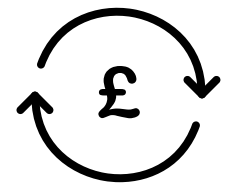
**It can take many forms**  
Domestic abuse can happen to anyone, regardless of age, sex,

ethnicity, disability and sexual orientation. It's not just physical - it can be psychological and emotional abuse, financial abuse, sexual abuse or controlling and coercive behaviour.

### *Get in touch*

If you're worried about your relationship or concerned for a neighbour, get in touch. We're here to help. Visit [peabody.org.uk/domestic-abuse](https://www.peabody.org.uk/domestic-abuse)

# Reduce, reuse, recycle and *socialise*



**P**embury Treasures looks just like a car boot sale without any cars – it’s held on tables outside the community centre. But it is much more than that.

Set up back in 2017 by local resident Ash and a friend, the idea was to give local people the chance to recycle and reuse by selling things on and at the same time make a bit of money for themselves.

After a gap of a few years due to the pandemic, it’s now back running twice a month outside the Pembury Community Centre. Today though, Ash says it’s as much about local residents socialising as it is about retail.

It even goes beyond the local community. “At first it felt like we were bringing the community together,” says Ash. “But now it’s bigger than that. It brings the whole borough together.”

Local people pay £5 to rent a table from which they can sell their



wares. There’s usually between 12 and 15 sellers, but they have had as many as 22. The proceeds from the table rentals go to a local charitable cause, such as the local food bank or the seniors’ bingo club.

Some people even rent a table to advertise their own online business or to sell things they’ve made.

Ash is not one to sit still. She recently organised a cake sale at the community centre to raise money for Macmillan after losing friends and

neighbours to cancer. Talking about the sale she says: “I was running around like a headless chicken on the day, but in three hours we raised all that money (£169.30). It was brilliant.”

She couldn’t have done it on her own though. Ash has had plenty of encouragement from her local Peabody support worker. Pembury Treasures has stopped for the winter, but Ash hopes it will be back next year “even bigger and better”.

## Want to get involved?

**W**hatever their purpose, whether it’s for exercise, to get advice or simply to socialise, local groups are an essential part of any community. If you have an idea for your community then contact your local community support worker. They can advise you what you need to do or where you can get the right help.

To anyone thinking about setting something up, Ash says: “I would say just go for it. It’s a great thing to see your community coming together and it’s nice to know you’re helping people.”

To see what’s going on in your area, check out your community notice board or [peabody.org.uk/events](https://www.peabody.org.uk/events)

## Year-round funding to celebrate *black history*

**A** Windrush tea dance, an afternoon celebrating black British women and a Caribbean food lunch club – all thanks to our special fund celebrating black history.

Black History Month in October is a significant event in Peabody’s calendar. We organise and support events in our communities and with colleagues to recognise the achievements and contributions of people of black heritage around the world.

Our ‘Black History Month Fund 365’ offers grants of up to £500 for local voluntary and community organisations planning projects at any time of the year, not just in October.

The fund is a partnership between Peabody and other housing associations A2 Dominion, Metropolitan Thames Valley, Sovereign and Network Homes.

It aims to bring communities together, promote awareness and celebrate African and Caribbean heritage and is open for funding applications four times a year.

### It’s so far supported:

- An over 65s Windrush Tea Dance.
- A celebration of black British women with poetry and African-Caribbean cookery.
- The creation of culturally diverse year 6 graduation gowns.
- A lunch club with free healthy Caribbean food and diet and nutrition information.
- African drumming workshops.
- A cross-generation black community photographic project.
- More diverse books in schools.

If you’ve been inspired and would like to apply, visit [bit.ly/40B82Dy](https://bit.ly/40B82Dy) or email [community.investment@peabody.org.uk](mailto:community.investment@peabody.org.uk)



# North and West London

## You're making it all *happen*

**T**his is your magazine. So we want it to be full of all the great things that you're doing in your local communities and neighbourhoods. This time, we've written about the events and taken the photographs. But next time, we'd love for you to get involved and tell us what you've been up to in your area.

This is your chance to make sure the magazine is full of the things you want to read about – and to show off about what you've been doing! You can share your experiences and encourage more people to get involved. You can even learn from others who've organised an event somewhere else.

Please get in touch at [communications@peabody.org.uk](mailto:communications@peabody.org.uk) if you'd like to share an event that you've been involved in in our next edition of Peabody News. Don't worry, you don't need to be a budding writer. We can help with that bit. We'd just like to hear what you've been doing.

# Flourishing new community garden at Green Man Community Centre

Local people have helped transform the garden at the Green Man Community Centre in Barnet, and over the summer it was blooming with flowers and produce for the local community to enjoy.

Tom Matthews (pictured), chair of the centre's resident-led management committee, decided to transform the underused garden so everyone could enjoy it.

The group ran a competition for local children to design the garden and got children from one of the centre's groups to help plant the seeds.



## Creating a greener haven



Westcott Community Garden in North Acton has had a makeover! With the help of local funding, partners and residents, it now has 10 new flower beds, which means more space for local people to grow fruit and vegetables to share with the local community.

The garden is managed by Westcott Park Community Gardening Group and local volunteers. It's a peaceful retreat from busy city life and gives local children an opportunity to learn through educational visits. Members of the community can also meet here for community events and volunteering opportunities.

## Spotlight on Tachbrook

You've said you want us to listen better and carry out repairs more quickly. So we're working on doing just that and have been trying out having a repairs team working from one of our estates. This is all part of our plan to be more local and connected to our residents.

For the past three months, every Tuesday, members of our repairs team have set up home in a small office on the Tachbrook Estate in Westminster. "The idea is that we're here on site and residents can approach us directly if they have something that needs looking at," says Anthony Chambers, one of our senior maintenance supervisors. "It saves them having to phone us to report an issue. And this way they have a familiar face coming into their homes."

For us, it's a chance to build relationships and trust with residents who may be wary about letting contractors into their home. Anthony and his team work alongside neighbourhood

managers and caretakers to get the work done quickly and efficiently.

If you live in Tachbrook and have a problem that needs looking at, go and see Anthony and his team in the caretakers space on the ground floor of Founders House. You can also speak to any of the Peabody team if you see them on the estate.

We're now looking at where else we will embed our repairs teams so watch this space. You can still request a repair using **My Peabody** or by calling the contact centre on **0300 123 3456**.





# Prabha makes a *difference*

**P**rabha Tailor, a recently retired Peabody resident in Southall, wanted to stay active and involved in the local community. So she joined the Southall Wellbeing Way project.

With the help of the Canal and Rivers Trust, she's learnt to lead walks. And she now organises the weekly Southall Canal Walk at Havelock, which has become increasingly popular with residents.

As well as supporting other activities within the local events programme, Prabha has created a simple picture that shows that by working together you can make green spaces active, improve people's wellbeing and make a community stronger. Her hard work and dedication is a real inspiration to others.

You can find out more about the community wellbeing activities,



volunteering and workshop programme on the Canal & River Trust's website at [bit.ly/46bV1Br](https://bit.ly/46bV1Br)

# Afternoon tea with a *twist*

**T**he wellbeing café at Church End and Roundwood Unity Centre hosted afternoon tea with a twist at the end of October to celebrate Black History Month.

Residents enjoyed listening to familiar songs played by the Phoenix Rising steel pan group. There was also a large spread of food, including jerk chicken, bun and cheese, fritters, patties, chin chin and puff puff, samosas, Somalian tea and pastries and lots more.

Mental health specialists were also on hand to chat with anyone who needed help. And the NHS wellbeing team set up a quiet meditation room and ran relaxation and mindfulness exercises for anyone who was interested.

Residents also heard from Councillor Orleen Hylton, the mayor of Brent, who spoke about the Black History Month theme, Saluting our Sisters, and outlined some of the significant contributions made by lesser known individuals from the local area.

There was even a fantastic reggae exhibition, which included some well-known greats such as Bob Marley and iconic women such as Louisa Mark.

The event was supported by partners from Thames Water, Brent Health Matters, Equi-vision and Central and North West London Foundation NHS Trust.



# Community unity at the Jasmine Centre

**E**veryone enjoyed a fantastic day celebrating with residents at the Jasmine Community Centre in Southall. The event was hosted in partnership with Inquilab Housing, Westway Housing and LERA resident association.

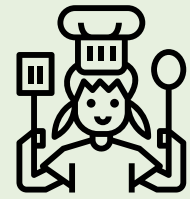
The Jasmine centre, run by LERA, is open to the local community six days a week,

offering activities, guidance and support. Over the years, it has become a vital part of the community and helped people build lasting friendships and support networks.

A big thank you to everyone who made this event possible. We're all looking forward to more exciting events in the future!

# Recipe corner

## Warming winter soup



### 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)

There's nothing better than a warming soup on a cold day – and even better if it's homemade. It doesn't have to use fancy ingredients. You can throw in more or less anything from your cupboard or fridge – within reason! But if you're struggling to get started, why not try this basic recipe and adapt it to use whatever you've got in.

#### Ingredients (serves 2 people):

- 200g chopped vegetables, such as onions, celery and carrots
- 300g potatoes, cubed
- 1 tbsp oil
- 700ml stock (A stock cube in water made as per the instructions will do just fine.)

#### Method

1. Fry the vegetables and potatoes in a pan with the oil for a few minutes until they start to soften.
2. Cover with the stock and simmer for 10-15 minutes until the veg is tender. Season with salt and pepper.
3. If you prefer smooth soup, you can then blend the mixture.

#### Top tip

To make it more filling, you can add tinned pulses, such as beans or lentils, or even add some pasta. If you're a fan of tomato soup, you can easily make your own using tinned tomatoes, or simply add a tin of tomatoes to the above recipe to change the flavour. The soup will freeze for up to a month.



### Find out what's going on in your area

**D**o you ever hear about things that have happened in your community after they've taken place? If so, then check out our events calendar at [peabody.org.uk/your-community/events/](http://peabody.org.uk/your-community/events/) so you don't miss out next time.

The events are listed by day and on a map by area. If you have a community noticeboard, you'll also find some events listed there.

You can also check out the communities page on our website at [peabody.org.uk/your-community/](http://peabody.org.uk/your-community/) Here you'll find a list of community centres, projects and volunteering opportunities.

## Peabody Supporting you

Support Finder provides help and support based on where you live.

- Reducing 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.

### Try Support Finder!

[supportfinder.peabody.org.uk](http://supportfinder.peabody.org.uk)



# My Peabody

## Service made *simple*

My Peabody is your easy way to access our services and information about your home online when it's convenient for you.

You can:

- Manage your tenancy.
- Access essential information and services.
- Pay your rent.
- Update your personal details.

It's part of our ongoing commitment to getting the basics right.

[peabody.org.uk/my-peabody](https://peabody.org.uk/my-peabody)



## Have fun and stay safe this *Christmas*



If you celebrate Christmas, there's nothing quite as festive as turning your home into a winter wonderland. Whether you prefer to keep it minimal with a tinselly tree, or you like to go all-out with decadent decorations, paper chains and fairy lights, please check out the top tips on our website to keep you, your family and your neighbours safe. Go to [peabody.org.uk/fire-safety](https://peabody.org.uk/fire-safety) and look for 'festive fire safety'.



## Ring in the changes

This year lots of new regulations have been introduced by the government to keep people safe in their homes. While some of the changes relate to all residential buildings with two or more homes (whatever their height), there are many others that are only for higher rise buildings.

Dana Wink manages our specialist team of Building Safety Managers who, between them, deal with safety in the buildings we own or manage that are 18 metres (seven storeys) or higher – all 301 of them!

“Over the last few months, we've been sharing lots of important information with residents in our high-rise buildings and my team's looking forward to working more closely with you in the future,” said Dana.

“We're all working towards the same goal, which is to make sure you're safe and feel safe at home.

So, next time we get in touch about safety in your building, please do let us know what you think. And, whether you've heard from us yet or not, you can find out more online at [peabody.org.uk/high-rise-buildings](https://peabody.org.uk/high-rise-buildings)

# It's ok to not be ok

## Spotlight on *mental health*



**M**ental health is a bit of a buzzword, but it's one – or should we say two – that mean different things to different people. For some, it's something they'll never need to think about. For others, it's something they struggle with regularly. Whichever camp you're in, it's something we should all be aware of.

October 10 was World Mental Health Day – a day to talk about mental health and show everyone that mental health matters. It was also a day to let people know that it's ok to not be ok. It's ok to ask for help, no matter what you're going through.

So what is mental health? It's our emotional, psychological and social wellbeing. It affects how we think, feel and act. It also helps determine how we handle stress, relate to life and make choices.

### How to spot the signs someone is struggling with their mental health:

- Feeling particularly anxious, worried or unhappy and the feelings won't go away.
- Emotional outbursts.
- Difficulty sleeping.
- Significant changes to appetite or weight.
- Feeling guilty or worthless.
- Being quieter or more withdrawn than usual.



### How to look after your own mental health and wellbeing:

- **Manage your thoughts.** With as many as 100,000 thoughts going through our heads each day, it's easy to feel anxious, angry or depressed. When this happens, we need to stop, ask ourselves why we feel like this and try and think of something different.
- **Relax your body.** Sometimes when we feel anxious or stressed, our breathing can become shallow. You can try special breathing exercises to help you relax (see Breathe yourself better).
- **Exercise.** Research shows that exercise is good for both our physical and mental wellbeing. Try and get yourself moving whenever you can, even if it's just stretching at home or a walk round the neighbourhood.
- **Eat healthily.** With rising prices, eating healthily isn't always easy. So why not try frozen or tinned fruit and vegetables, which are often cheaper and also last longer?

## Breathe yourself better



### Box breathing

- 1 - **Breathe in** through your nose to the count of four.
- 2 - **Hold** the air in your lungs for the count of four.
- 3 - **Breathe out** through your mouth to the count of four.
- 4 - **Hold** your lungs in an empty state for the count of four.
- 5 - **Repeat** steps one to four for at least five minutes.



### What to do if someone is struggling with their mental health:

- **Be there for them.** A simple chat or friendly smile can go a long way to lifting someone's mood and improving their mental state.
- **Coping mechanisms.** Encourage them to look after themselves by doing some of the things mentioned on this page.
- **Advise them to see their GP.**
- **Direct them to our Advice and Wellbeing team.** You can find out more at [peabody.org.uk/support-finder](https://www.peabody.org.uk/support-finder)
- **Contact mental health charity Mind or the Samaritans.** See [mind.org.uk/information-support](https://www.mind.org.uk/information-support) or [samaritans.org](https://www.samaritans.org). You can also call them on **116 123**.

# Move for your *mind*

**B**eing active is not just good for your physical health, but also your mental wellbeing. If you can, you should get out for a walk. But if you can't, you need to find other ways to keep moving – even if it's cleaning or dancing round your kitchen.

**Why?** It helps you sleep, stay at a healthy weight and reduces the risk of illness and injury.

**When?** Ideally every day, but at least two-three times a week.



## Why not try these simple exercises at home:

### Seated exercises:

First sit up straight in a supportive chair, take two-three deep breaths in and out.

- 1 - **Chair marching:** Lift one leg at a time, as if marching. You can add your arms in too, if comfortable.
- 2 - **Alternate leg extensions:** Straighten out one leg in front of you, then lower it slowly back down. Start with three on each leg then build up.
- 3 - **Arm raises:** Raise your arms out to the side and above your head, then slowly lower back down. Start with three then build up. Make this harder by holding for one second at the top.



### Standing exercises:

Remember to have something sturdy next to you to keep you steady and safe.

- 1 - **Marching:** Slow march on the spot. Gradually lift your knees slightly higher and increase your speed. You can also add arms in.
- 2 - **Mini squats:** Stand tall, slowly bend your knees keeping your body upright. Push up and return to standing. Start with three repetitions then build up.
- 3 - **Wall press up:** Stand facing a wall. Slowly bend both arms so that your nose moves closer to the wall. Slowly push back into standing. Start with three repetitions then build up.



If you'd rather exercise with other people, check your community noticeboard for any local groups or see our Events Calendar at [peabody.org.uk/events](https://www.peabody.org.uk/events) to see what's going on in your area.



*Did you know?*  
Nearly one third of the average household energy bill is made up of wasted energy.

# What does *sustainability* mean for you?

**W**e talk about sustainability a lot at Peabody. But it's not something that just matters to businesses. Sustainability is about making sure the things we all do have a positive impact on the future.  
For us it includes things like making our homes more energy efficient, improving the green

spaces in local communities and providing you with the help and support you need.  
All these things have a positive knock-on effect. An energy efficient home is warmer to live in and cheaper to heat. Green space is good for both physical and mental health. And getting the right help and support when it's needed is essential for people to live a healthy and happy life.

need to recycling centres or charity shops to avoid them going into landfill. And where possible, you can switch to walking and using public transport rather than driving.  
Even something as simple as unplugging electronics when they're not being used or switching off lights makes a difference.

A lot of these things are easy to build into your daily life. So why not think about what small things you can change to play your part in making the world a better place now and in the future.  
To find out more about recycling you can visit your local council's website or speak to your neighbourhood manager.

**Here are some ways to save money on your bills**

- Change your heating controls and where possible use a thermostat.
- Switch electrical items off properly when not being used.
- Check for draughts around windows.
- Use energy-saving light bulbs.



**So what can you do to help?**  
The good thing about sustainability is that every little bit counts. By recycling your used glass, plastic and paper you're doing your bit. You can take clothes you no longer

*Contact us*  
Don't forget, if you're struggling to pay your energy bills, we may be able to help. Get in touch using our website at [peabody.org.uk/contact-us](http://peabody.org.uk/contact-us) or call our contact centre on **0300 123 3456**.

# Are you ready for *winter*?

## Tips to make sure you're prepared

**A**utumn seemed to pass us by this year and it feels like we went straight from warm summer temperatures to the first frost. But while the cold mornings may look picturesque, they also bring problems.

Is your heating going to work properly? What should you do if it doesn't? And how much is it going to cost to run? It's worth considering if there's anything you can do make your home warmer or cut your energy bills.

Here are a few tips to help you and your home get through the winter safely:

### Your home:

- 1 - **Get your boiler checked to make sure it's safe and efficient.** If you rent a home from us, we'll check all the gas appliances we provide are safe and working properly each year. If you own your home or are a shared owner, you need to do this yourself. If you're a Peabody tenant and one of our registered engineers hasn't carried out a gas safety check, get in touch at [peabody.org.uk/contact-us](http://peabody.org.uk/contact-us). You can also see our gas safety pages for more information at [peabody.org.uk/gas-safety](http://peabody.org.uk/gas-safety).
- 2 - **Check you're on the best energy tariff.** Last year we helped residents save hundreds on their energy bills. If you need help to see if you can do the same, find out more at [peabody.org.uk/saving-you-money](http://peabody.org.uk/saving-you-money)
- 3 - **Does your home insurance cover you for weather-related problems?** Cold temperatures can cause pipes to freeze and sometimes leak, so make sure you're covered for any damage.
- 4 - **Ventilate your home to help reduce condensation and mould.** Close the kitchen door whilst cooking and open windows or use extractor fans in the bathroom. Where possible, dry washing on an airer not a radiator and leave the window open and door shut. Find out more about good ventilation at [peabody.org.uk/damp-mould-and-condensation](http://peabody.org.uk/damp-mould-and-condensation)
- 5 - **Bleed your radiators** to make them work better.

### You:

- 1 - **Exercise.** Believe it or not, getting moving not only helps keep you fit, but also keeps you warm and improves your mental health.
- 2 - **Financial help.** If you receive a pension or certain benefits you can also get help with your energy bills. Check out our support finder to see what's available at [peabody.org.uk/support-finder](http://peabody.org.uk/support-finder)
- 3 - **Wear layers.** It may sound silly, but wearing several layers of clothing rather than just one thicker item keeps you much warmer.
- 4 - **Be sociable.** Getting out and meeting people helps improve your mood. Check out what's going on at your local community centre. Some even have 'Cosy Corners' offering warm spaces, hot drinks and a place to chat.
- 5 - **Eat regularly and healthily.** Eating healthily is an important part of looking after yourself and it's even more important when it's cold. Check out our easy winter recipe on page 10.



### Damp, mould and condensation

**D**amp, mould and condensation can occur at any time, but it's more likely to be an issue as the outside temperatures drop.

Moisture naturally builds in our homes from daily activities, such as cooking, washing and drying clothes – even taking a shower. If it can't escape, it leads to condensation, which in turn can cause damp and mould to form on windowsills, tiles and walls.

Making sure you have a warm, safe and dry home is a priority for us. So if you're experiencing any damp and mould issues, please get in touch immediately. You can call our contact centre on **0345 123 3456** or use the form on our dedicated damp and mould page at [peabody.org.uk/damp-mould-and-condensation](http://peabody.org.uk/damp-mould-and-condensation)

You can help lower the chances of having a problem in your home by making sure it's well ventilated and reducing moisture in the air, for example switching on an extractor fan when showering or covering a pan when cooking. Keeping your home at a constant temperature also helps.

You can find out more about condensation, damp and mould, why it occurs and what you can do to help prevent it on our special damp, mould and condensation web page [peabody.org.uk/damp-mould-and-condensation](http://peabody.org.uk/damp-mould-and-condensation)

We're here to help



Our neighbourhood managers will be out and about this winter calling on residents aged 75+ to check they're ok. They'll let you know before they visit, so listen out for the knock and do let them in.

# Changing the way you get *involved*



## Working together

Our panel is a recommendation of the co-design action group, a group set up earlier this year to work with residents to help improve the way we talk to residents. Its aim was to identify where we can improve, develop new approaches and potentially test new ideas.

Thanks to your input, the co-design group gave five recommendations for how we can better involve residents in our approach. You can read their full report and charter of commitments at [peabody.org.uk/get-involved](https://peabody.org.uk/get-involved) The resident-led strategic panel was the first of these recommendations.

## Join Peabody Voice

The resident engagement team send regular updates on what's happening across all our regions. Being part of Peabody Voice is a great way to keep updated on our new resident-led panel's work and be one of the first to find out about future engagement activities and opportunities.

## Our resident-led strategic panel

We've set up a resident-led strategic panel to make sure your views are heard.

It's made up of a group of residents from across our regions and local communities. The idea is that the panel will work together with our resident engagement team to help improve services and performance. This could be anything from helping to make strategic policy decisions and exploring potential

improvements to services, to what goes on in local neighbourhood groups and activities.

The panel will then create smaller groups to help improve services and performance.

They will look at how they can work together with residents to create working groups that help improve specific areas and services across Peabody.

You can find out more about the groups and how to join Peabody Voice and their activities at [bit.ly/3MBevsm](https://bit.ly/3MBevsm)

## Contact us

Contact us at [get.involved@peabody.org.uk](mailto:get.involved@peabody.org.uk) and join Peabody Voice today.

## 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 [peabody.org.uk/support-finder](https://peabody.org.uk/support-finder) to find local and UK wide support.

