

# Peabody News

YOUR MAGAZINE NOVEMBER 2022



Working together to help communities flourish

Keeping safe and warm  
this winter

Cost-of-living support

Make your business  
idea a reality



# Welcome

Welcome to our autumn issue of Peabody News.

It's been a busy year, and we've been working closely with our customers to create events and offer support to help you and your communities flourish. You can read more about some of the activities we've funded and supported with your guidance in this magazine.

We're also in the final steps of joining with Catalyst to create a single housing association in April 2023. You can find out more about what's this means for you from our CEO on page 3.

Earlier this month, we hosted our annual jobs and apprenticeships fair in partnership with Hackney council- head to page 4 to find out more.

On page 5 you can read about how our Community Leaders fund has been helping customers host events and activities in our communities throughout the year.

With the rising cost-of-living on all our minds, we've pulled together a list of the government support schemes currently available to help you cover some of the more essential items this winter on page 9.

Thanks for reading. We'd like to hear what you think about our articles and your suggestions for future issues, to help us improve the information we're sharing with you. Please get in touch by emailing [communication@peabody.org.uk](mailto:communication@peabody.org.uk).

We'll see you again in 2023 with more news and updates.

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### Contact us

Phone **0300 123 3456**  
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Post **Peabody**  
**45 Westminster Bridge Rd**  
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Social media   **@PeabodyLDN**

Peabody News aims to keep you up to date with our news and events, as well as providing other useful information and support to our customers. We hope you enjoy reading the magazine, but if you decide you don't want to receive it anymore, just let us know:

- Email [communications@peabody.org.uk](mailto:communications@peabody.org.uk) stating 'Magazine opt-out' in the subject line and including in the email either your tenancy reference number (if you know it), or your full name and address. We need this information so we can find you in our database to unsubscribe you
- Call our customer service hub on **0300 123 3456**, Monday-Friday, 8am-5pm

### Staying green

Please recycle this magazine when you have finished with it.

# Hello from our CEO



Hello and welcome to our autumn magazine. In our Spring issue earlier this year, I let you know that Catalyst was joining the Peabody Group as a subsidiary in April 2022. Since then, we've been working together to provide services to over 104,000 homes and 220,000 customers across London, Kent, Sussex and the Home Counties.

While we are now a larger group, we are committed to having a stronger local focus, a regional operating structure, and local teams working with you to get things done more quickly. We also want to provide better customer access to digital services.

Customers are at the heart of our organisation, and we are absolutely committed to investing in our local communities. You've told us we need to deliver better services and invest more in our homes – these are our priorities.

I know we do not always get things right, and I am determined to change this and improve our service to you. We will remain close to our existing communities, and I want to assure you that we will work tirelessly to improve our day-to-day services, particularly repairs. In these challenging times, our wellbeing and advice services and care and support programmes will continue to help people who need them the most.

From listening carefully to our customers, we know it's important that we're close to our neighbourhoods and for our services, management and communications to be the

best they can be. In response, we are changing our operating structure to help us achieve this and rolling out a new locality model across five regions.

Each of our localities is a collective of neighbourhoods across regional groups of boroughs and counties where a Managing Director oversees service delivery to drive customer service improvement. A vital part of this new way of working is ensuring we are responsive to local priorities and working in partnership with customers and other local organisations to benefit people locally.

To give customers more choice about how they can get things done, we are also implementing a new digital service, My Peabody, to make it easier to interact with us digitally.

We are delivering the localities model and digital services in phases, with customers currently living in areas served by Catalyst teams already having a local model in place and customers in areas served by Peabody teams having access to our new digital service.

I am honoured to lead the Peabody Group through a change for the better. I will continue to create opportunities to hear and act on customer feedback so that we continue to shape the organisation for your benefit.



Best wishes,  
 Ian

# Jobs and Apprenticeships Fair success

In November, we held our annual Jobs and Apprenticeships Fair in partnership with Hackney Council. Throughout the week, there were free webinars with topics like how to make your CV stand out to searching and applying for your next job to accelerate your career. There was also an introduction to working in care and support and an apprenticeship in tech talk by Meta about careers in data analysis, software engineering and information communications technology.

We also had a LinkedIn photobooth where all attendees could get a free professional photo taken for their LinkedIn profiles.

It was great to see so many Peabody customers at our Peabody Zone. The team helped support customers to find out more about all the services we offer, such as:

- Volunteering roles to help develop professional skills
- Free skills and training courses
- Support to start a business or grow an existing one
- Ways to reduce your home energy costs
- Budgeting and money management advice
- Opportunities to get involved in your local community



*“Today is really good - it's been an eye opener to see what jobs are out there in the community. I came to apply for a security job and got more than what I bargained for! I think it's really important*

*to do this in person, when you get to meet employees and they engage with you can so you can find out a lot more.”*  
Dionne, Peabody customer

**Catch up on our webinars**  
You can watch recordings of all our webinars at [www.peabody.org.uk/jobs-fair-2022](http://www.peabody.org.uk/jobs-fair-2022)

We can support you to access paid employment, apprenticeships, training courses, qualifications, and more. Learn more at [www.peabody.org.uk/economic-inclusion](http://www.peabody.org.uk/economic-inclusion)

## Looking for a new job or training?

Are you interested in learning a new skill or getting a professional qualification? Or are you thinking about taking your career in a new direction? Our free employment service can help you.

- Finding volunteering roles
- Meeting different employers
- Access to training and professional qualifications

For more information, contact us at: [employment.training@peabody.org.uk](mailto:employment.training@peabody.org.uk)  
0300 123 3456  
[www.peabody.org.uk/reconnect](http://www.peabody.org.uk/reconnect)

- They help you with the following:
- Help with writing CVs, cover letters and job applications
  - Find jobs and apprenticeships opportunities
  - Develop your interview skills

## Get the latest jobs in your inbox

Subscribe to our online mailing list to receive all the latest jobs and opportunities. If you see something you'd like to apply for, get in touch, and one of our employment caseworkers can provide free one-to-one support to help.

[employment.training@peabody.org.uk](mailto:employment.training@peabody.org.uk)

# Have a community event or project idea?

You can apply for a Community Leaders Events Fund, which offers up to £500 for an event or project that will benefit Peabody customers in your local area

If you're not sure what kind of activities you could apply for, here are some recent events and projects that received funding to give you an idea:

## Old Oak's fun day

We funded 22 Jubilee celebrations across London in the summer, including Old Oak's fun day in East Acton.

The day saw the whole community come together to enjoy stalls, food, theatre and entertainment.

One Peabody customer, Bochra, even bumped into her long-lost friend Nikita on the day. Bochra says, "I think a lot of people heard us squark with happiness as we reunited!"



## Little Free Library project

The Kings Cross project's local community, managed by Cally Arts (formerly Thornhill Bridge Community Gardeners), launched their very own Little Free Library by the Regents Canal Towpath earlier this year.



The group used the £500 Community Leader grant to purchase the library. Since its launch, the local community has donated and swapped books to ensure it stays well stocked.

### How to apply for funding

If you've got an idea for a project or event that will bring a Peabody community together, improve health and wellbeing or contribute to a local enterprise or money management activity get in touch with the team at [community.leaders@peabody.org.uk](mailto:community.leaders@peabody.org.uk)

# Volunteering helps you and your community



Family Support team and other Peabody teams.

## Darwin Court food bank volunteers

An exciting opportunity has come up at Darwin Court, a healthy living centre which is open to the public, and a housing scheme for the over-50s.

The team is currently setting up a new food bank and needs volunteers to help manage and supervise deliveries, serve customers and more.

This role would suit anyone looking to make a positive difference in the community.

You can find out more about this role and other opportunities across our neighbourhoods and communities at [www.peabody.org.uk/volunteering-opportunities](http://www.peabody.org.uk/volunteering-opportunities)

## Register to volunteer with us

Can't see any volunteering opportunities you'd like to apply for currently available. Why not register to join our volunteer mailing list to ensure you receive all the latest news and opportunities?

Visit [www.peabody.org.uk/volunteering/apply](http://www.peabody.org.uk/volunteering/apply) to register

If you'd like to speak to someone about any of our volunteering roles, please contact our team at [volunteer@peabody.org.uk](mailto:volunteer@peabody.org.uk)

# Working together to help communities flourish

Our purpose is helping people flourish. Here are some of the projects and initiatives that we've worked on this year with customers and local organisations in our communities to help make a positive difference where you live

## Food and cooking in the heart of the community

With the cost-of-living and energy bills going up, our food pantries are getting more requests than ever to give out food and help people with things like budgeting and looking for work.

We've been working with social enterprise Cook for Good and local customers to set up a community kitchen in the heart of our Priory Green Estate in King's Cross.

The community kitchen is not only a food pantry. It also provides cooking lessons for customers who want to learn how to make delicious, low-cost meals.

Run by a group of resident volunteers, the kitchen has become a vital part of the community. But it doesn't stop there. There are also plans to help customers who want to work in the food industry or even start their own catering business by providing mentoring opportunities. We'll share more on this in future issues, so watch this space!



If you live in the Kings Cross area and would like to join a community cooking class or benefit from the food pantry, you can learn more at [www.cookforgood.uk/community](http://www.cookforgood.uk/community)

## Bringing solar energy into our homes

So far this year, we've installed solar panels across 300 of our homes, thanks to £1.68 million of grant funding from the Greater London Authority (GLA).

We expect the panels to save our customers around £1,000 a year, an annual saving of 224 tonnes of CO2

for all 300 homes combined. We've also invested additional funds to install battery storage at each home, enabling our customers to store the free electricity generated during the day to use in the evenings at no cost.



"I decided to get solar panels for my home to preserve energy, to help the environment and to save money in the cost-of-living crisis. We're coping now but don't know what will happen, and we're all struggling." Genta, Peabody customer.

We partnered with Happy Energy to deliver these energy-saving measures to help customers save money and create more energy-efficient homes.

You can hear from other satisfied

customers and learn more about how Happy Energy is helping us to access further grants and funding, so we can support more customers in the future and reach our goal to become net zero carbon in all our homes by 2050 at [www.peabody.org.uk/bringing-solar-energy-into-our-homes](http://www.peabody.org.uk/bringing-solar-energy-into-our-homes)

## Community event at Old Oak

We held an event at the Old Oak Community Centre in Hammersmith, to support customers and local people with the rising cost-of-living. The event was well attended and gave visitors the chance to talk to our teams and local partners and get help and financial advice. Saatchi Gallery had art activities

for kids so that their parents could take advantage of all the services.



"The event was amazing, the repair in my house has finally been fixed after connecting with the repairs team at the event." Susu, Peabody customer.  
"This event has been useful, thank you very much." Clare, Peabody customer.

"Earlier this summer, we celebrated the opening of the new early years play space at Old Oak. It was designed with customers and has custom-made play equipment and plants that help local wildlife."

## Going Green at Parkside

At the Parkside Community Centre in Lewisham, our teams met with 96 customers to talk about local issues. Colleagues from across the organisation were there to answer questions and provide a more local, joined up service.

Customers and colleagues told us that the day was very helpful and positive, and that having people from different teams meant that we could solve problems faster.

Alison, who oversees the gardens at Parkside, made plans for her colleagues and customers to turn construction palettes into herb planters after the event. This will attract pollinators and help plants grow.

You can read all the above stories in full and other news and updates from across all our Peabody communities at [www.peabody.org.uk/news-views](http://www.peabody.org.uk/news-views)



# Cost-of-living support

As the cost of living continues to affect households across the UK, we know that many of you are concerned about how you'll cover essential items such as bills, groceries, mortgages and rent this winter



Here are some of the government support schemes currently available to help:

## One-off cost-of-living payment

A £650 cost of living payment to households on a low income who are entitled to one of the following benefits such as Universal Credit, Income Support, Working Tax Credit and others.

You don't need to switch to Universal Credit to benefit from the extra payment as it also goes to all existing claimants, including people on 'legacy' benefits and tax credits.

## Cost-of-living payment

A £300 cost of living payment to households eligible for the Winter Fuel Payment. The cost-of-living amount is on top of the original Winter Fuel Payment, which they'll pay at the same time in November or December. This winter, the payment will be between £250 and £600 per person, depending on age and circumstances.

## Disability cost-of-living payment

A £150 cost-of-living payment to people who are receiving, or have claimed benefits such as

Disability Living Allowance, Personal Independence Payment, Attendance Allowance and others.

You can learn more about any of the above schemes, visit [www.gov.uk](http://www.gov.uk)

## What if I'm not eligible for any of the government schemes?

If you're on a low income and struggling with essential costs such as food, energy bills, water bills and other essentials, your local council may be able to help. You can learn more at [entitledto.co.uk/help/Local-welfare-fund](http://entitledto.co.uk/help/Local-welfare-fund).

Regardless of your income, all households will get £400 of support with their energy bills through an expansion of the Energy Bills Support Scheme. Energy suppliers are delivering this support to households with a domestic electricity meter over six months from October. Direct debit and credit customers will have the money credited to their account.

If you have a pre-payment meter, the money will be put onto it or you'll be given a voucher. You can claim the voucher for providing photo ID and proof of address at a PayPoint shop.

## Do you need help with rising living costs?

Our teams of specialist advisors are here to support you.

Visit [www.peabody.org.uk/cost-of-living-support](http://www.peabody.org.uk/cost-of-living-support) where you can learn more about all our services to help you save money on your energy bills, boost your income and skills and access all the latest benefits and budgeting support.

You'll also find links to lots of useful resources, organisations and services in your local area.

## How we can support you

Our money advice team can help you if you're worried about covering your rent payments. Petra and Maureen from the team recently supported Patrick, currently battling cancer, when he fell behind on his rent payments. They supported him to access vouchers and funding and process his benefits application.

They helped him to appeal his Personal Independence Payment, which was backdated and came to more than £4,000 and supported him with managing his Universal Credit as he does not have access to the

internet. Patrick says, "Petra and Maureen have done marvellously good work in my life, and the service is fantastic.

If I start explaining to you the improvement that happened in my life, you can't believe it. I never thought this was possible, but it was. I got to know Petra and Maureen – they gave me hope."

## Here are some other ways our teams can support you:

- Support to access services, grants and funding available Find out how to book your free consultation on page 7
- Help you to boost your income



and develop your skills. Visit [www.peabody.org.uk/help-advice/employment](http://www.peabody.org.uk/help-advice/employment) to learn more

- Reduce your energy bills via our energy advice service Find out more about this on the back page of this magazine

# Keep warm and safe this winter

Energy prices have been rising in the last few months, so it's not surprising that many of us are thinking twice about putting on the heating this winter.



However, even though it makes sense to be thinking about rising costs, it's also important to make sure that the way you heat your home is safe.

Some customers have asked us if they can use paraffin, kerosene, or Calor gas in portable gas heaters to save money. We strongly advise against this as these can be extremely dangerous. In addition, they give off carbon monoxide, which can risk your life and the lives of your neighbours.

This type of heating also poses a higher risk of fire or explosion and makes carbon dioxide, nitrogen dioxide, and sulphur dioxide, which are harmful to the environment. Inhaling these things is dangerous, especially for pregnant women, young children, and people with asthma or heart disease. Electric heaters and oil-filled radiators are safer and tend to be

cheaper to run. You can put them in the rooms you use instead of heating the whole home.

You can learn more about fire safety and what we're doing to keep you safe at [www.peabody.org.uk/fire-safety](http://www.peabody.org.uk/fire-safety)

## Talk to us

If you're having trouble paying your energy bills, our energy advice service can help you save money. Find out how to book your free session with AgilityEco at [www.peabody.org.uk/free-home-energy-advice](http://www.peabody.org.uk/free-home-energy-advice)

## Let us in so we can check your gas

Even though the gas we use in the pipes and appliances we install is safe, we still need to do safety checks on the homes we rent every year to ensure everything is working correctly and there are no problems.

That's why it's so important to let our engineers in when we call about your annual check. So, if the time we set doesn't work for you, please let us know by calling us on **0300 123 3456** so we can try to find a better time.

# We can help make your business idea a reality

Do you want to start a side hustle, or are you thinking about how you make a creative hobby or side-line a full-time business? We can help you make this a reality



**W**e offer Peabody customers support to kickstart a business idea.

We can help you to:

- Start and grow your business
- Access funding opportunities
- Find suitable premises for your business
- Network with like-minded small business start-ups
- Carry out any necessary business training

## Upcoming opportunities

### Hackathon

We've partnered with Hatch Enterprise to deliver a series of free programmes to help people develop an early business idea.

In October and early November this year, we offered an online masterclass on how to make a simple but effective business plan, as well as 30-minute

one-to-one sessions to help participants work out the next steps for their business.

Peabody participant James says the sessions helped him refine his business idea, "I plan to use the knowledge I learnt on the Hackathon event to develop a short, concise elevator pitch. This is going to be useful for me when I begin to articulate my business to potential clients in order to develop some momentum."

Our next round of Hackathon sessions will be back in February and March 2023. Please contact [businessready@peabody.org.uk](mailto:businessready@peabody.org.uk) to register your interest and start making your business dream a reality.

### New year, new start?

We're working on a lot of exciting free opportunities to support customers who have the entrepreneurial drive to start their own business, or turn their passion into a side hustle.

From webinars on how to start a Shopify or Dropshipping business to funding support sessions, we can help you and turn your business idea into a business opportunity.

## What is Shopify and Dropshipping?



**Shopify** is an eCommerce platform that provides you with the tools to build your own online store, while online marketplaces (such as Amazon, Ebay, Etsy etc) allow you to sell alongside other retailers.

**Dropshipping** is a form of retail business where the seller accepts customer orders without keeping stock on hand. Instead, they have a third-party wholesaler who'll source the items and deliver directly to their customer.

Visit [www.peabody.org.uk/business-support](http://www.peabody.org.uk/business-support) or contact [businessready@peabody.org.uk](mailto:businessready@peabody.org.uk) to join our Peabody entrepreneurs community.

# Fire safety in your home

Making sure you keep safe from fire at home isn't just about the building you live in; it's also about making sure you and your household have all the information you need in the unlikely event of a fire.

We've put together this handy safety checklist to keep things clear and simple.

### Is the strategy for your building 'stay put' or 'full evacuation'?

If you're not sure, the Fire Action Notice, which you'll find in the lobby of your building, provides details.

### How to report a fire

Whatever the strategy is for your building if you discover or suspect a fire:

- Call **999** and ask for the Fire Brigade
- Give the building address

You'll also find instructions on the Fire Action Notice in the lobby.

### Other information about what to do when a fire has occurred

- Let us know about the incident by calling us on **0300 123 3456**
- The Fire Brigade will let you know if it's safe to go back inside
- If the Fire Brigade says it isn't safe, please don't worry - we'll arrange and cover the cost of temporary accommodation if you can't stay with friends or family. That's why it's important to call us on **0300 123 3456**.



## How to keep safe from fire

Did you know the most common causes of fires in the home are started accidentally and caused by smoking, cooking, candles and overloading electrical sockets? You can help keep yourself and your family safe with some simple precautions.

### Smoking

Never smoke in bed or leave a cigarette unattended, and always make sure you put it right out.

### Cooking

Take care and never leave cooking unattended, especially when using hot oil.

### Candles

Make sure you always put out candles and place tea-lights in safe holders. Always put them out when you've finished, and don't place them near loose fabrics (such as curtains) or paper.

### Electrical

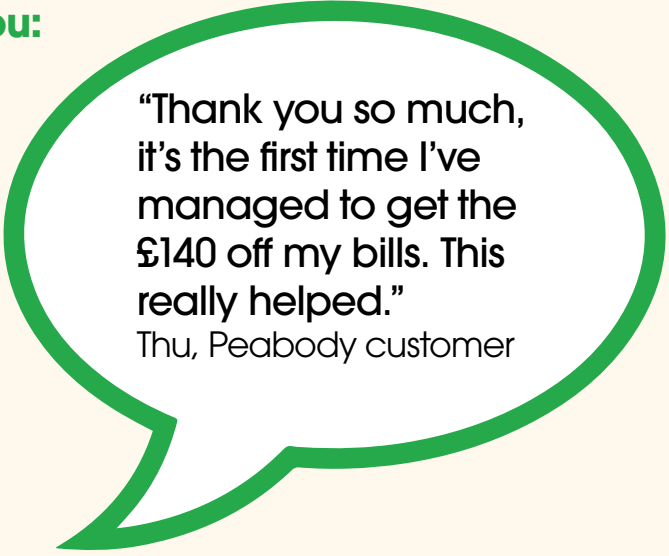
Never overload sockets, and always check any second-hand appliances at [registermyappliance.org.uk](http://registermyappliance.org.uk) to make sure they don't have any safety warnings against them before you buy.

You can find more fire safety advice, tips and useful links at [www.peabody.org.uk/fire-safety](http://www.peabody.org.uk/fire-safety)

# Book your free energy advice session

## Our Energy Advice Service can help you:

- Reduce electricity, gas and water bills
- Heat your home more efficiently
- Apply for any available water-saving freebies
- Find out your eligibility for the vulnerable customers' Priority Services Register
- Prevent condensation and mould
- Understand more about installing and using smart meters



“Thank you so much, it’s the first time I’ve managed to get the £140 off my bills. This really helped.”  
Thu, Peabody customer

Visit [www.peabody.org.uk/free-home-energy-advice](http://www.peabody.org.uk/free-home-energy-advice) to book your free energy advice session with EgilityEco

If you have any questions, please contact us on **0300 123 3456** or [www.peabody.org.uk/contact-us](http://www.peabody.org.uk/contact-us)