Update on service charges

We're listening to residents and improving our services based on your feedback. Here's an update on the actions we have taken since our Resident Scrutiny Panel carried out a review of our service charges.

Full review of business areas

We're doing a full review of all relevant business areas to make sure we're accurately assessing costs, and for more complicated plans, we've brought in subject matter experts. We've also set up a review of affordability with Managing Directors and added new reporting to help with the review.

Extra training and a new task force

So that our team has the right skills and tools, we've given them some extra training and set up a "Task Force" to help with complaints, questions, and Section 22 requests. We're also working to improve how we communicate with residents by changing the way information is shown in service charge estimates and actuals.

We are gathering relevant information from third parties to help us make better decisions about setting estimates and have appointed a Head of service to lead a financial review process. Colleagues are working closely with our Property Services teams to make sure that the costs are correct and that contractors are held accountable. We have also created new roles in our Finance team to help connect different teams across the organisation and make sure that the information we get is accurate.

Better communication with residents

We're working to improve how we communicate with residents by changing the way information is shown in service charge estimates and actuals.

We're also providing new ways for you to access our services online, like My Peabody. This is a self-service portal which you can use to book and track repairs, update your personal details, and check your balance. Soon you'll be able to request a service, such as asking for information about your home, or raise an issue about your communal area or estate. We are always trying to make this service better, so please keep giving us feedback.

Property Accounts and Finance Teams working together

Our Property Accounts Team and Collections Team continue to work closely together to make sure that both teams are on the same page. We have also added more meetings for both teams so that they can work together on issues that affect our residents. The Collections team is looking at the tone of voice and how they talk to residents about the collections process, and we are improving the way we communicate with homeowners who have questions about their service charges.

Our commitment to listening to residents

One of our goals is to improve how we talk to you about service charges and how we present them to you, so we are always talking to and listening to our residents to make sure that changes are made based on your feedback.

Any questions?

We will do our best to answer your questions quickly and correctly. If you are a homeowner and have any questions or concerns, please email cclhomeownership@peabody.org.uk to get in touch with our customer hub. Your questions will be recorded and sent to the team that can help you the most.

Lastly, we'd like to thank our residents for their suggestions, which have helped us make these changes. We will keep listening to and talking to our residents to make sure that changes are made based on what you tell us.