



Charlton
Annual Review
to Tenants **2021**

CHAIR'S REPORT

RICHARD STEVENS



“...the focus of our local team is to serve Charlton Triangle to the best of our ability, whilst keeping everyone safe.”

The last year, for all of us, has inevitably been dominated by COVID-19 and although there have been glimmers of hope, the country is still struggling to return to normal. This has presented a number of challenges in maintaining and developing services at the level we aspire to, but with patience and tenacity on everyone's part we have been working to provide some degree of normality in our core services and support functions. There will continue to be challenges ahead, but the focus of our local team is to serve Charlton Triangle to the best of our ability, whilst keeping everyone safe.

Yet again I wish to pay tribute to our Pantry Project team and volunteers who epitomise the strength of our community. They have delivered over 2,400 food parcels to our most vulnerable residents during the pandemic, for which we are incredibly grateful and thankful for.

Despite these challenging times, it is pleasing to see that we have had yet another successful Summer Programme with a mix of virtual and outdoor activities supported by Global Fusion, Cherry Orchard School and the Young Urban Arts Foundation. This programme continues to be central to our community and young people's summer break. We have also been generously supported by our local schools in providing books, games and activity packs, which were distributed to children throughout the term and summer holidays.

As part of our investment programme, I am delighted that we were finally able to commission the development of 14 new homes for Affordable Rent on the Blaker Court garage site. Despite some initial concerns at the start of the 2020 lockdown, we were able to secure the necessary permissions and funding by the end of the year to enable the appointment of Kind & Co as contractors and then 'break ground' with the leader of Royal Borough of Greenwich, Danny Thorpe, in August 2021. We look forward to welcoming our new residents towards the end of 2022.

We have also completed the window replacement programme at Shirley House Drive, another long-awaited project that was affected by concerns over access to financing when the first lockdown was announced. This project will hopefully see significant benefits for our residents in terms of reduced ongoing energy costs.

Fire safety continues to be a priority for the Board, as part of the Peabody Group's commitment to ensuring the safety of our residents and compliance with the new standards that are emerging from government. This is most evident in Valiant House where the new sprinkler system has been successfully retrofitted. We will also be starting a 4-year programme of replacing front door to meet the latest regulations.

I am pleased to welcome local Councillor Gary Parker (Charlton Ward) to the Charlton Triangle Board as our new Council nominated colleague. He is replacing Cllr Leo Fletcher, together with new Peabody representatives Maria Hill and Alwyn Lewis, both of whom are involved with our local community. I would like to thank Aseem Kumar and Shafiq Ahmed for their incredible nine years of service to the CTH Board as Peabody representatives.

As ever, and especially in these trying times, we need to recognise and thank the team who are the driving force behind the services you receive, led by Nigel Pierce.

Richard Stevens
Chair of Charlton Triangle
Homes Board

RESIDENT SPOTLIGHT

Bich Duong

“Every year the summer programme comes along as a life saver for us, everything is provided without worry.”

Since being a Charlton Triangle resident, me and my small family have been invited to join the summer programme each year, and it's been such a blessing for me. Miss Annette Dalrymple and Miss Jasmin Thompson have been a godsend throughout the whole of the pandemic. Most families were lost at the start and had to find ways to educate their children and still keep spirits alive!

Annette and Charlton Triangle Homes (CTH) contacted me about a virtual summer club, and helped me provide every single thing. We are a family on a low budget and I have two children, so CTH provided me with everything for the virtual cooking classes including all the ingredients (cake mix, eggs, chocolate & biscuits) all hand delivered to my door by CTH staff as well as books, pens and activity packs to keep the children engaged and happy. During Easter, while the pandemic was rife, CTH delivered Easter parcels with chocolate eggs and Easter activity packs. The support was tremendous and I thank you.

Every year the summer programme comes along as a life saver for us, everything is provided without worry. I had a lot of anxiety about my son's health and I felt like his weight gain during the pandemic affected him a lot, the summer programme provided his daily exercise throughout the summer, so again I thank you and look forward to next year!

Miss Bich Duong, a happy resident of CTH.

Daniela Stoffeva

“Ever since becoming a Charlton Triangle tenant, I have always felt welcome and supported.”

I moved to Blaker court in June 2019 after a year of being in temporary accommodation with Greenwich borough council. I had many people trying to convince me that moving from a council to housing association property was not a good choice. However, since I moved, there has not been a single day I regretted this decision.

Ever since becoming a Charlton Triangle tenant, I have always felt welcome and supported. I also received help from the New Leaf Advice team, they helped me get furniture and appliances, as I did not have much to start with after moving from my previous temporary accommodation.

I feel safe in this neighbourhood and whatever this place used to be like, is now in the past. I have also made lots of close friends since moving in and can say this is the first place I ever lived in that made me feel the true community spirit!

This year was the first year my children took part in the summer activities programme. As a single parent this came as a huge help to me. It can be so difficult at times to be able to keep the kids occupied during holidays.

Last year we were in contact with the language and speech therapist because my son started stuttering, due to countless lockdowns and being out of school and away from his friends for long periods of time.

Ever since starting this programme, I have not heard him stutter once! He has made some new friends and it is nice to see when they still want to say hi when we meet them on the estate. These kinds of programmes are what every community needs to make sure kids get to interact in a safe environment.

I cannot explain how much I appreciate all the work Charlton Triangle Homes puts into making sure its tenants are happy within the community.



ACHIEVEMENTS THIS YEAR

Tenant Involvement Service/tenancy updates

Shaping our services around our residents has been a challenge throughout this pandemic year. The staff team have explored several ways to ensure we continue to communicate whilst working remotely. Meetings have become virtual, contact is through zoom or phone with some limited site visits as required. We launched our new website, set up digital viewings for new lettings and offered a digital method to diagnose repairs. We have provided Gazebo sessions twice a week throughout the summer, offering a chance to meet face-to-face with tenants and residents and to re-establish our presence locally.

Along with maintaining essential services we also established a phone welfare service which delivers weekly calls to anyone who was feeling isolated or vulnerable. Throughout the year we completed over 2,000 calls to deal with local issues such as getting shopping delivered, picking prescriptions or just having a weekly chat with someone who feels isolated and alone.

Fire Safety remains a high priority for Charlton and we have made good progress on all Fire Risk Assessment ("FRA") related issues across all of our estates. This work is ongoing and will require continued effort for the foreseeable future.

Our neighbourhood and community

Our community development programme continues to deliver innovative demand-led programmes with the increasing success of our Food Store (Pantry Project) in providing access to inexpensive good quality, healthy food to vulnerable tenants and residents. We have adapted the model to include food parcel delivery to our most vulnerable tenants throughout the pandemic and completed more than 2,400 deliveries this year.



Our hybrid Summer programme offered limited face-to-face sporting activities and a wealth of online activities. These included baking, pizza making, arts and crafts, photography, quizzes, a young leaders digital group and digital escape room for local children and young people throughout lockdown.

We also offered a one-off outdoor event for the 50 Plus group, as a way of getting together when the restrictions eased over the summer months. Although Christmas celebrations were temporarily on hold this year, we still managed to raise some cheer by delivering our Christmas Hampers to all members of the 50 Plus group.

Ordinarily we work with 20 partner agencies to deliver a range of services including employment and training support, debt and welfare advice, health and wellbeing initiatives. This is addition to our community café, counselling service, over 50s exercise classes, trips and social events. We have maintained the majority of these services remotely for most of the year and introduced more face-to-face options as the restrictions have eased or where it is safe to do so outside in line with government guidelines.

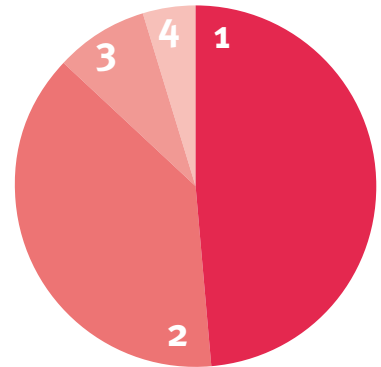
We successfully completed Love London 1 – a European Social Fund (“ESF”) project delivering employment and training, and have now completed the first year of Love London Working 2; a £1.2 million project over 3 years. This project continues the work around employment and training as well as an added strand, aimed at supporting people’s mental health, through the delivery of health and wellbeing programmes.

INCOME AND EXPENDITURE

(for financial year 2020/21)

Approximate £million

- 1 Income from lettings: **£6.47**
- 2 Cost of running CTH: **£5.1**
- 3 Surplus for reinvestment into CTH: **£1.1**
- 4 Interest payable on loans: **£0.6**



GAS SERVICES
Percentage of gas services checked **100%**

RENT % of rent arrears
6.58% Target (6.8%)

ANTI-SOCIAL BEHAVIOUR
Number of new cases **90**
Number of cases open at year end **0**



LETTINGS
Number of properties let this year **32**
Average number of days to let a property **23** days (Target 24)

REPAIRS
Total **2567** repairs completed during the year
Average time to complete
Non emergencies **8.5** days
Emergencies **1.9** hours

THE TEAM



Nigel Pierce
Assistant Director



Tricia Merchant
Housing Operations
Manager



Derek Brown
Building Services Manager



Jasmin Thompson
Community Development
& Programmes Manager



Yasmin Odunoye
Neighbourhood Manager,
Tenancy Support



Tracey Kirby
Customer Services
& Facilities Manager



Annette Dalrymple
Neighbourhood Manager
Customer Experience



Allisha Willis
Building Services Officer



Frank O'Boyle
Environmental Services
Manager



Kerry Chapman
Customer Services Officer



Nancy Strange
Building Services Officer H&S



Suzanne McCarthy
Customer Services Officer



Mike Bowles
ESF Project Manager



Amy Jandu
ESF Employment Advisor



Elenor Reubens
ESF Employment Advisor



Lisa Judge
New Leaf Coordinator



Dominique O'Halloran
New Leaf Welfare Advisor



Bev Handley
ESF Coordinator



Louise Partridge
ESF Health & Wellbeing
Advisor



Paula Figueiredo
New Leaf Café Supervisor



Emma Wicks
New Leaf Food Cabin
Coordinator



Ionie Roper
New Leaf Administrator

OUR BOARD

Peabody Nominees

Richard Stevens

Keith Clancy

Shafiq Ahmed

Simmy Kumar

Royal Greenwich Nominees

Cllr Linda Perks

Cllr Leo Fletcher

Tenant Board Members

Gill Dorren

Claudia Hamilton

Akbal Musa

Lisa Benge



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Part of the Peabody group

 **Peabody**