



Charlton
Annual Review
to Tenants **2022**

CHAIR'S REPORT

RICHARD STEVENS



“The Charlton Triangle team has returned to the offices and are on our estates every day, delivering the core services our customers expect.”

Whilst the last couple of years have been dominated by the Covid-19 pandemic, we are pleased to see so many people in our community returning to life as it was previously. The Charlton Triangle team has returned to the offices and are on our estates every day, delivering the core services our customers expect.

However, there are many within our communities who continue to face challenges. This is compounded by the burgeoning cost of living crisis, supply shortages and other pressure in wider society. Whilst the government have announced some support to mitigate against rising energy costs, there will still be enormous pressure on household budgets this winter and well into 2023.

Our New Leaf service is here to help customers in these difficult times. We work with 20 partner agencies delivering employment and training support, debt and welfare advice, health and wellbeing initiatives, a community café and counselling service, over 50s exercise classes as well as trips and social events. We will continue to maintain these services, whether face to face or remotely in case any restrictions are re-imposed this winter.

Charlton Triangle Homes successfully completed Love London Working 1 – a European Social Fund project delivering employment and training and have now completed the second year of Love London Working 2, a £1.2 million project over three 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.

Once again, I wish to pay tribute to our Pantry Project team and volunteers who epitomise the strength of our community. They have again delivered over 1,000 food parcels to our most vulnerable residents during the last year for which we are greatly thankful.

I was delighted to visit this year’s Summer Programme which returned as a hybrid programme with both in-person and online events and continues to be central to our community and young people’s summer break. I was able to watch a competitive game of football, visit a photography class and enjoy a delicious lunch cooked by some of the children.

Completion of the 14 new Blaker Court flats is now scheduled for June 2023 and it’s pleasing to see so much progress being made, despite a number of supply challenges. Other investment work planned for this year includes further replacement of front doors to meet current fire safety standards, further replacement lifts at Springfield and completion of the outdoor gym at Blaker Court by the end of 2023.

In terms of the Charlton Triangle Board, I am pleased to welcome local Councillors Jo Van Den Broek and Lakshan Saldin, whilst thanking Councillors Linda Perks and Gary Parker for their service. I thank Lisa Bengel, a Charlton Triangle Homes resident, who will retire this year after nine years of service.

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

Richard Stevens
Chair of Charlton Triangle
Homes Board

RESIDENT SPOTLIGHT

Khudra – 14 years old, local resident

“Coming to the Summer Programme has made me come out of my shell and try new things.”

“I have been attending the Summer Programme for the last six years since I was eight years old. Coming to the Summer Programme has made me come out of my shell and try new things, and I have met loads of people over the years that have become my good friends.

I've had so many opportunities to try new things that I wouldn't have been able to do like street hockey and tag rugby. I've also enjoyed taking part in cooking and making jewelry. This year for the first time I actually joined in football and really enjoyed it!

The Charlton Triangle Homes' Summer Programme helps the community get together and helps people to come out of their comfort zone to try new things. Before the programme I never really liked being in a big space with a lot of people but coming here has helped me a lot.

The two people who have helped me a lot were Jasmin and Annette - they always helped me out and pushed me when I needed a bit of encouragement. I'll always come back to the Summer Programme no matter how old I get.”



Davida – local resident

“I really enjoy living in this area, I'm never going to move. It is such a lovely quiet area.”

“I moved to Charlton in July 2018 from Peterborough, and with it being a completely new area I was worried about who would help me settle in and help me fill out all the forms that I needed to complete.

When I came to do the sign up at Charlton Triangle Homes and voiced my concerns, they referred me to the New Leaf Centre to assist and advise me with the settling in process. Since then I have always been able to go to New Leaf for any help and advice that I need.

The staff there are great, they are all so helpful. Ionie is always quick with booking in appointments, and Dominique the Welfare Adviser has been like an angel to me. I have also benefitted from the other services at New Leaf. Spressa is the Healthy Living Coach who has always been there when I need her. She also speaks the same language as me, so I can talk to her about anything and know that she will help me. I really enjoy living in this area, I'm never going to move. It is such a lovely quiet area. Me and my friends enjoy living here, we regularly go to the Community Café and have a coffee.”

Kumari – local resident

“The New Leaf Centre was and always will be the one place I know I can go to and feel comfortable to voice my worries and concerns.”

“I have been a Charlton Triangle Homes resident for over 10 years. I've always found the office to be so helpful and friendly. Derek, the Building Services Manager, has been great for giving me advice on my property. I've always been involved at Charlton Triangle and taken part in the community activities that are put on, but it was after being diagnosed with breast cancer in 2013 that I started using the New Leaf Centre.

Following my diagnosis I went through a really difficult time but the staff at New Leaf really helped me and gave me lots of support. Over the years I've used a variety of their services, from benefit advice to counselling. The support I have received here has really improved my life – Lisa, Dominique, Ionie and Barbara have been amazing throughout my journey. The New Leaf Centre was and always will be the one place I know I can go to and feel comfortable to voice my worries and concerns.

Now, I no longer need regular support but I still make sure to pop in to the Community Café to get a lovely healthy meal or a coffee. It is so welcoming and I enjoy going there.

I am so grateful for Charlton Triangle Homes and New Leaf, their help has made a real difference to my life and I so enjoy being a tenant here. I would encourage anyone to make sure they are utilising the services on offer.”



ACHIEVEMENTS THIS YEAR

Tenant Involvement

Our residents remain at the centre of everything we do. They have a say through the Charlton Triangle Homes Board, New Leaf Steering group, Young Leaders group as well as our Community Steering group.

The staff team continually explore ways to expand local resident involvement through volunteering and engagement in both the Charlton Triangle and New Leaf offices, as well as at our community café, shop and food pantry. We have continued our communication survey to assess preferred methods of communication of our tenants, residents and external stakeholders.

We've also now relaunched activities and trips for our 50 plus group.

Tenancy Updates

We continue to make significant progress in identifying and addressing fire safety issues across our homes and with help from the wider Peabody Group, we have embarked on a works programme to implement the findings over the next few years. This includes a three year programme to replace flat front doors across our estates.

Our landscape contractors, Ginkgo, have completed their second year with us and have established themselves well, providing more communal planting and keeping the grounds looking good and cared for throughout the year.

Other projects include our lift refurbishment and replacement programme, which has been completed in Valiant House and moved on to Springfield Grove. We have attended training sessions, workshops and meetings to bring together our approach in tackling anti-social behaviour alongside other housing providers and the Council in support of 'No Harm for Homes'.



Neighbourhood and Community

Our community development work continues to deliver innovative demand led programmes with the increasing success of our Food Store (Pantry Project) in providing access to inexpensive, good quality and healthy food to any residents in need.

We have adopted the original collection model as the pandemic eased, although we still maintain some deliveries to residents who are unable to collect for themselves. The total number of food collections reached over 1000 by year end.

Other examples include:

- a hybrid summer programme offering limited face to face sporting activities and the resumption of the Charlton Triangle Homes Community football league now in its 14th year and involves 315 children from 29 schools fielding 35 separate teams.
- a wealth of online activities including baking, pizza making, arts and crafts, photography, quizzes, a Young Leaders' digital group for local children and young people throughout the year.

We were also able to offer a one-off event for the 50+ group as a way of facilitating a get together when the restrictions eased over the summer months, together with a trip to the coast later on in the year.

We work with 20 partner agencies delivering employment and training support, debt and welfare advice, health and wellbeing initiatives, a community café and counselling service, over 50s exercise classes, trips and social events.

We have maintained the majority of these services either face to face or remotely for most of the year, introducing more face to face options as the restrictions eased or where it was safe to do so outside in the open air and in line with government advice and guidelines.

We successfully completed Love London Working 1 – a European Social Fund project delivering employment and training, and have now completed the second 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 2021/22)

RENT % of rent arrears
5.8% Target (6.8%)

REPAIRS

Total **3388** repairs completed during the year

Average time to complete - Non emergencies and emergencies:

7 days against target 28 days
2 Hours against target of 24 hours

GAS SERVICES

Percentage of gas services checked **100%**

LETTINGS

Number of properties let this year **33**
Average number of days to let a property **20** days (Target 24)

ANTI-SOCIAL BEHAVIOUR

Number of new cases **6**
Number of cases open at year end **0**

Approximate £million

1 Income from rents:

£6.37

2 Cost of running CTH:

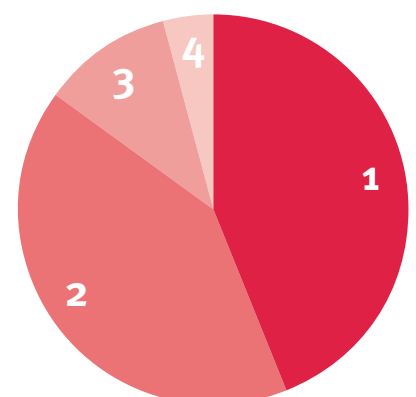
£5.86

3 Surplus for reinvestment into CTH:

£1.59

4 Interest payable on loans:

£0.53



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



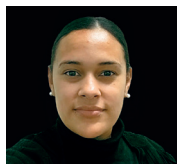
Amy Jandu
ESF Employment Advisor



Elenor Reubens
ESF Employment Advisor



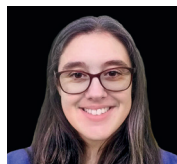
Lisa Judge
New Leaf Coordinator



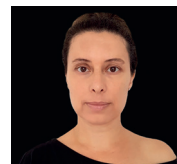
Dominique O'Halloran
New Leaf Welfare Advisor



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 Chair

Maria Hill

Keith Clancy

Alwyn Lewis

Royal Greenwich Nominees

Cllr Linda Perks

Cllr Gary Parker

Tenant Board Members

Lisa Bengé

Akbal Musa

Claudia Hamilton

Gill Dorren



kind

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Part of the Peabody group

 Peabody