



Charlton
Annual Review
to Tenants **2018**

Chair's Report

Richard Stevens



It is a great pleasure to be writing my first annual review as the new Chair of the Charlton Triangle Homes Board. As a former Board member of Family Mosaic, I feel privileged to have been asked to join the Board and build on the good work and leadership of my predecessor, Mark Adams. I would like to welcome Keith Clancy who serves on the Peabody Communities Committee and brings an additional tenant voice and community perspective to our Board. Following changes to our governance arrangements, the Royal Borough of Greenwich have reduced their representation and I would therefore like to thank Councillors Adams, Lekau and Hisbani for their past contribution whilst welcoming Councillor for Charlton, Linda Perks, to the Board.

Following last year's merger of Family Mosaic with Peabody, the final step in simplifying the group structure was the formal amalgamation of the two entities on 29th March 2018 which means that Charlton Triangle Homes is now a subsidiary of Peabody Trust. This has no direct implications for residents but enables the group to integrate and improve its legacy operations which should positively impact all tenants.

I'm really pleased with what the team have achieved this year, most notably securing funding for 'Ahead Online', our pilot digital training project, and preparing for the launch of the New Leaf Cabin Store which will provide affordable food to our most vulnerable tenants. We continue to perform well in reducing rent arrears and tackling illegal sub-letting and have had another very successful Summer Programme.

As we prepare to celebrate 20 years of Charlton Triangle Homes in 2019 it is with great sadness that we say 'goodbye' and 'thank you' to Andrew Kimmance who has been enormously influential and instrumental in all that has been achieved in regenerating our estates. He leaves behind a great team and a great community of which he can be very proud.

Richard Stevens
Chair of Charlton Triangle Homes Board

“I'm really pleased with what the team have achieved this year... the launch of the **New Leaf Cabin Store** which will provide affordable food to our most vulnerable tenants.”

Tenant stories

Hassan and Mandy

Hassan

12 years old and lives with his family at Charlton

'We have lived here for 6 years and I live with my mum and dad, little sister and big brother. Over last three years I have really enjoyed taking part in the summer programme. We play lots of sports and I really like football, tag rugby although boxing is my favourite. It's really good fun and it gets easier the more you do it. We are taught different techniques to make sure we box properly and don't hurt each other. This year I took part in tennis, for the first time, and I was there every day. I also enjoy cooking and I was part of the lunchtime cook club where we made spaghetti Bolognese.

My brother and sister, together with all my friends, take part in the summer programme so there is a lot of us and it feels like a big family. We all look forward to the programme and on the first day this year my sister woke me up early and said "we can't be late it's the summer programme".

Mandy

In her 70s and has lived on the estate for over 15 years

'I really like it here. I have seen the whole transformation of the place over time. We have our caretakers, Wettons, who keep the place really clean and look after the grounds. We have huge waste bins together with a new garden waste collection service too. It used to be quite a neglected, uncared for place and a bit derelict really but during the 15 years I've lived here I have seen it completely transformed into a place where I like to live and want to be.

I am part of the over 50s club and I've been in the 'Keep fit' group for nearly 10 years now. We go twice a week and I'd say it's not too vigorous but it keeps us agile. Most of us, in the club, have been doing since it started. I love it and it's really accessible because it is run here on site and it's definitely helped with my health and wellbeing. We also go on social outings and take part in other activities including afternoon tea a couple of times a year.

I've organised trips with others as well. We've gone to the Sky Garden together, had walks along the river in the summer and a trip to the coast too.

Everyone tends to look out for one another with each block looking out for their neighbours. In my particular block there's only six flats so you pretty much know everyone. It feels safe and secure'.



Achievements this year

By adding on tennis and circus skills, the annual Summer Programme now offers **28** activities to over **250** active tenants.

Tenant involvement

Our staff team continues to include local residents, and this year we have welcomed a large number of volunteers to the workforce. This has included a volunteer at the Charlton Triangle office, six volunteers at the Community Cafe and six volunteers at the Community Shop.

We launched MyAccount, a self-service portal allowing tenants to check rent statements, raise repairs and download forms from electronic devices 24/7.

Tenancy updates

This year we have focused tenancy management on effective waste disposal, implementing a new system for household waste in Springfield Grove and partnering with the Royal Borough of Greenwich to offer a garden waste collection service.

We have also created through routes for service and emergency vehicles by introducing parking measures at Springfield Grove.

Last year we reported the successful outcomes of two subletting cases. These cases were recently featured on BBC1 programme Council House Crackdown, which showcased the vital work carried out by Charlton Triangle Homes and the Royal Borough of Greenwich staff to bring these cases to trial.

Neighbourhood and community

Our community programme continued to build on last year's success, providing a range of community programmes and activities for local residents to enjoy. With the introduction of tennis and circus skills, the annual summer programme offered 28 activities to over 250 participants.

The 50 Plus Group had another busy year, enjoying their regular keep fit classes and art classes alongside their numerous day trips out. As always, the year was rounded up with a fun filled Christmas celebration at Charlton House.

A successful bid with Clarion Housing has enabled us to launch a digital project aimed at helping people in to employment, building on the current training and employment initiatives already on offer at New Leaf.

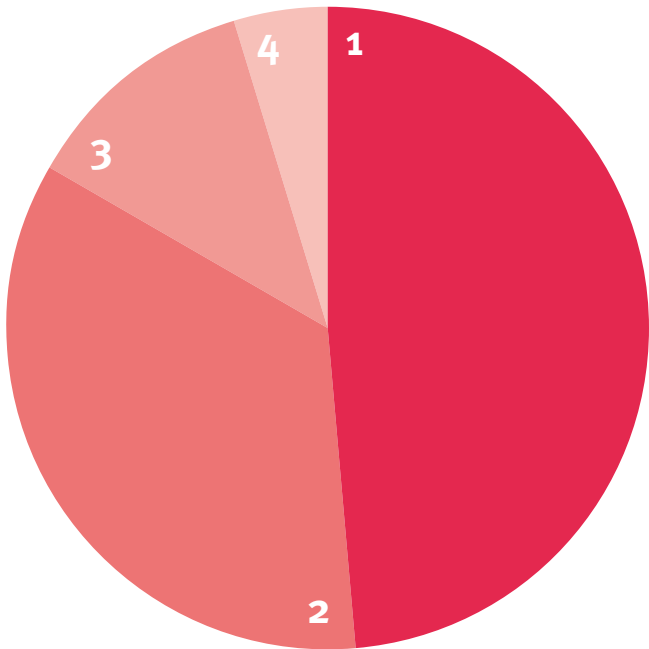


Income and Expenditure

(end of March 2018)

Approximate £million

- 1** Income from rents: **£6.5**
- 2** Cost of running CTH: **£4.65**
- 3** Surplus for reinvestment into CTH: **£1.62**
- 4** Interest payable on loans: **£0.6**



New Leaf



Accessed welfare support: **888**
Love London Working ESF project: **536**

Repairs



Total: **3581** repairs completed during the year



Average time to complete

Non emergencies **7** days
Emergencies **3** hours



Percentage of gas services checked: **100%**

Anti-social behaviour



Number of new cases: **25**
Number of cases open at year end: **5**

Rent



% of rent arrears: **6.6%**
(this wasn't published last year but it was in 2016)

Lettings

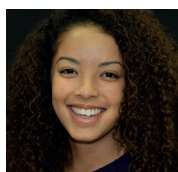


Number of properties let this year: **36**
Average number of days to let a property: **11** days (target **11**)

The team



Nigel Pierce
Charlton Triangle Homes
Assistant Director



Jasmin Thompson
Assistant Head
Community Development
and Communications



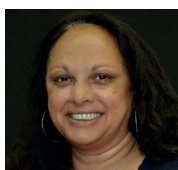
Tricia Merchant
Assistant Head Housing
Management



Derek Brown
Building Services Manager



Frank O'Boyle
Environmental Services
Manager



Yasmin Odunoye
Neighbourhood Manager,
Tenancy Support



Allisha Willis
Neighbourhood Manager,
Letting & Technical Support



Annette Dalrymple
Neighbourhood Manager



Tracey Kirby
Customer Services and
Facilities Manager



Elenor Reubens
Customer Service Advisor



Suzanne McCarthy
Part-time Customer
Services Officer



Mike Bowles
New Leaf Manager



Amy Jandu
Employment Worker



Lisa Judge
Welfare Rights Advisor



Dominique O'Halloran
Trainee Welfare Advisor



Nancy Strange
Customer Services Officer



Kerry Chapman
Customer Services Officer



Bev Handley
Befriending Co-ordinator



Ionie Roper
New Leaf Administrator



Louise Partridge
New Leaf Administrator



Katre Poder
Community Café Manager

Our board

Family Mosaic Nominees

Richard Stevens - Chair

Simmy Kumar

Shafiq Ahmed

Keith Clancy

Royal Greenwich nominees

Cllr Allan MacCarthy

Cllr Linda Perks

Tenant Board Members

Aeron Allen

Lisa Benge

Gill Dorren (leaseholder)

Claudia Hamilton

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Part of the Peabody group

