



Charlton
Annual Review
to Tenants **2020**

Chair's Report

Richard Stevens

What a difference a year makes! It's incredible to think that this time last year we had started celebrating our 20th Anniversary, concluding in November with a celebration dinner and recognition of the long and loyal service of two outstanding team members, Frank O'Boyle and Yasmin Odunoye. Since then, we all know what a devastating impact COVID-19 has had on the country and how it has affected everyone's lives, especially those who have suffered personal loss, caused increased isolation and loneliness, loss of employment and created anxiety and uncertainty about what the future holds.

I believe that the strength of the Charlton Triangle community and all the work that has been done in the last 20 years will stand us in good stead to come through this together. Although the services we provide to our residents have inevitably been affected due to lockdown restrictions, I know the local team, supported by Peabody, have been doing their best to maintain as close to a 'Business As Usual' level of service as possible. Now that some of the team have been able to return to the estates on a restricted basis, I am pleased to hear that behaviours such as fly-tipping and graffiti are being firmly addressed and resolved.

During the lockdown it has been especially important to support our more vulnerable residents and once again I want to thank our Food Pantry team and highlight the great work they have been doing. The team have been supporting our residents since 30th March and have delivered a total of 900 food parcels to our most vulnerable tenants. Additionally, the Charlton staff team also made 1,197 welfare calls to our most vulnerable tenants.

Adapting to the 'new normal' is a challenge for all of us, so it's great to see how adaptable we can be. A perfect example of this is our well established Summer Programme, which went virtual – "We haven't allowed the Coronavirus to stop us" says the brochure headline – and it's that sort of spirit that will get us going again. Equally important is what we can do to help residents prepare for and find suitable employment as the country recovers, so I'm delighted that we have managed to secure funding worth £1.2m over the next three years to support employment and health and well-being initiatives for you.

Our investment programme continued throughout the year with particular focus on the fire safety measures at Valiant House, including a newly installed sprinkler system. We also installed a new communal heating system for the building. Due to the financial and economic impact of the pandemic, there are going to be difficult choices ahead. This means there may be some delays to the investment works we know are needed in other blocks, and to building the 14 new homes at Blaker Court. The Board is working closely with the local team and Peabody to try and get the resources we need to deliver these works as quickly as we can. We're aiming to do this whilst maintaining financial resilience and stability, to protect the longer term interests of CTH and its residents.

In terms of the Charlton Triangle Board, I am pleased to welcome local Councillor Leo Fletcher (Blackheath Westcombe) as our new Council nominated colleague together with Akbal Musa as our latest resident board member. 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



“Adapting to the ‘new normal’ is a challenge for all of us, so **it’s great to see how adaptable we can be.**”

Tenant stories

Sharon and Emma



Sharon Mann

I was a Greenwich Council tenant before Charlton Triangle Homes took over in 1999, so I've been a tenant since the very beginning and have seen many changes along the way.

The appearance of the estate has completely changed from when I first moved in, The estate was poorly lit and I used to watch the Police chasing people through the blocks, it was a scary place to live and I used to be afraid to walk home at night. Now the estate is bright, inviting and clean. I enjoy living here and look forward to coming home. Tenants now feel part of a community, you used to come in, close your door and that was it. Now neighbours communicate and know each other and that was something that never happened before.

As well as the appearance, the feel of the estate has also changed, it feels like a community. Charlton Triangle work really well in partnership with other organisations to provide for the community, so there are a lot of things to get involved in. I'm currently a member of the New Leaf Board so I have a say on how this runs. I also get involved with Global Fusion who are funded by Charlton Triangle to run a variety of activities and events for the community.

Throughout lockdown I have also been volunteering weekly for the Food Cabin to deliver food parcels to vulnerable tenants, it has become such a big part of my life and I'll be sad when it comes to an end. I think that Charlton Triangle have made it possible for people like me to get involved in things easily, they give us a say in what we want and we know that our views are listened to and valued. This didn't happen before and I think that is why there is such a community feel now. It also feels like Charlton Triangle staff are part of the community, they are always out and about on the estate so their presence is visible. I work for the local primary school and the pupils know the Charlton Triangle staff, it's lovely. I don't think you get that with other housing associations and landlords.

Emma Wicks

Growing up in Charlton, I have always had a connection to the area. I attended Cherry Orchard Primary school when I was younger so when I first moved in six years ago it already felt like home.

There are a number of things I like about being a tenant here, I love that the Charlton Triangle office is located close by. If I have any problems or concerns, it is so close to my home I can easily get there to speak to someone. Because of this, it feels like the staff are part of the community we are all one. The services are also quick and efficient, unlike other landlords things are done quickly and you don't have to wait a long time to get an outcome.

The area is also good for my family, everyone talks to one another, it's like a little community. There are a number of play areas on the estate for my children to play in, and there is also the Youth Programme every summer. My children normally take part in the activities, which they enjoy. It helps keep them entertained and gives them something to do, and it's great that it is local so they don't even have to travel to get to the activities.

I have recently become a member of the Charlton Triangle team after a period of volunteering for them. When I first moved in I used to attend the coffee and cake mornings at the Community Cabin, that's how I got introduced to the team there and decided to start volunteering.

Unfortunately, I was only able to volunteer for a short period of time due to work commitments, but when the COVID-19 pandemic hit, the team contacted me to volunteer at their Food Cabin for vulnerable tenants. My current job had slowed down due to the impact of COVID-19 so I was happy to help.

Volunteering has been such an enjoyable experience. As it's close to home I know everyone including the tenants that we've been helping so it has been really rewarding.



Achievements this year

Tenant Involvement

Our residents are at the centre of everything we do and have a say through the Charlton Triangle Homes Board, New Leaf Steering group, as well as our Community Leadership course. The staff team continually explore ways to expand local resident involvement in both Charlton Triangle and New Leaf offices, as well as a number of volunteers at our Community Cafe and Shop.

Our 20th Anniversary survey, conducted last year, sought tenant views about Charlton Triangle Homes and provided more insight into shaping our future and how we can do things better. Unfortunately the Covid-19 Pandemic interrupted this plan, but before lockdown we were able to commission a new Charlton Triangle Homes website, which is due to be launched later in 2020.

Tenancy Updates

Landscape contractors, Ginkgo, have completed their first year with us and have settled in well, providing more communal planting and keeping the grounds looking good and cared for before and during lockdown.

We continue to work with the Royal Borough of Greenwich on a number of projects including our waste disposal project and initiatives to tackle subletting. We're also working with the Council and other Housing Associations on an initiative called 'No Home for Harm' which is taking a partnership approach to tackling antisocial behaviour.

We have made significant progress in identifying and addressing fire safety issues across our homes and with Peabody's help, we have embarked on a works programme to implement the findings over the next few years.

Neighbourhood and Community

Our community programme has continued to develop, with demand-led community workshops and activities offered throughout the year. We organised several events as part of our 20th Anniversary celebrations and our tenants and staff teams came together to enjoy a celebration day in July. Alongside the activities, food and entertainment, we also had the opportunity to gather tenants' views and how they see the future at Charlton.

Our summer programme supported 250 young people over 5 weeks during the holidays and offered healthy meals as part of the programme. We also held an expanded Charlton's Football League in partnership with Charlton Athletic football club (CACT) which attracted over 520 children playing in 35 teams from 27 schools across the borough.

The 50-plus Group had another great year, with several day trips alongside their weekly art and keep fit classes. We are currently working with 20 partner agencies delivering employment and training support, debt and welfare rights, health and wellbeing initiatives together with a community café and counselling services.

Following the success of the first employment project, New Leaf secured an additional £1.2 million funding from the European Social Fund (ESF) over 3 years, to deliver a second employment project which will also look at health and wellbeing advice.

Finally, our partnership with FareShare means we can continue to operate our Food Cabin, which provides nutritious weekly food shops at a subsidised rate and has been central in our food parcel delivery service during lockdown.

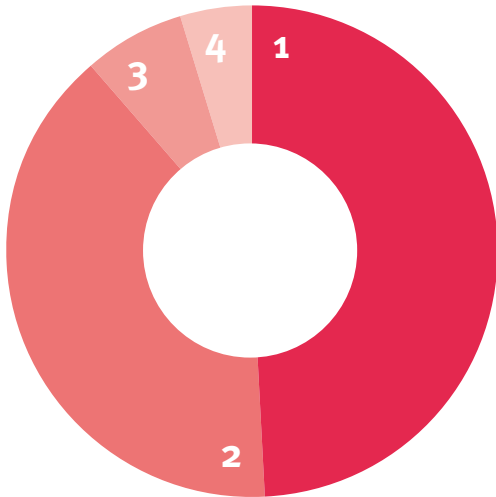


Income and Expenditure

(end of March 2020)

Approximate £million

- 1 Income from rents: **£6.62**
- 2 Cost of running CTH: **£5.3**
- 3 Surplus for reinvestment into CTH: **£0.9**
- 4 Interest payable on loans: **£0.6**



Gas services



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

Rent



% of rent arrears: **6.58%**

Anti-social behaviour



Number of new cases: **40**
Number of cases open at year end: **0**

Lettings



Number of properties let this year: **34**
Average number of days to let a property: **22** days (target **24**)

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

Aseem Kumar

Shafiq Ahmed

Keith Clancy

Royal Greenwich Nominees

Cllr Linda Perks

Cllr Leo Fletcher

Tenant Board Members

Lisa Benge

Gill Dorren (Leaseholder)

Akbal Musa

Claudia Hamilton

Retired during year

Cllr Gary Dillon

Charlton Triangle Homes

9 - 10 Cedar Court
London SE7 7EH
Tel: 020 8319 8870
www.charltontriangle.org.uk
Part of the Peabody group

