



# ANNUAL REVIEW TO TENANTS 2017



# foreword



**AFTER THE TRAGIC EVENTS AT GRENFELL TOWER,** I feel I can only begin my annual review by extending my heartfelt sympathy to all those affected. Obviously the events sent a shockwave through the social housing sector and Charlton Triangle Homes moved swiftly to reassure residents that their homes were safe. While we must always strive to reduce risks from fire further, we are confident that our procedures mean you are as safe as possible.

**MARK  
ADAMS**  
CHAIR  
CHARLTON  
TRIANGLE  
HOMES

This year has also seen the merger of our parent company, Family Mosaic, with Peabody. Peabody have a long and distinguished history as a provider of social housing. For Charlton Triangle Homes, I expect business as usual, with no immediate impact on residents from the merger. Over time benefits such as cost savings will flow back to our residents.

I hope residents will agree that it has been another great year for Charlton Triangle Homes. We are making excellent progress on repairs, where the new local reporting system has cut down the

frustration of long waits on the phone and sped up any work to be done. Our summer programme goes from strength to strength, with over 300 participants this year. We have opened a new crèche – The Space – at Springfield. The public space continues to look lovely, all year round, and we were delighted to pick up the Gold Award in the London in Bloom competition, up from a silver the year before.

For me, it is with some sadness that I am stepping down from my role as I have reached the maximum nine years as Chair. I have many fond memories of my time here and feel proud of what we have achieved together. As ever but particularly this year, my sincere thanks go to Andrew, Nigel and all the team for their hard work. And to you, the residents, who make this community the very special place that it is.





Thanh likes to get involved in lots of different activities throughout the summer.

## Thanh Nguyen attends Youth Summer Programme

A lifelong Manchester United fan, Thanh always looks forward to the annual Youth Summer Programme.

**AS IT MEANS HE CAN GET ONTO THE FOOTBALL PITCH THROUGHOUT THE HOLIDAYS.** "This year has been mainly football but last year I did tag rugby and archery. When we play football, we train and complete warm ups as well as play matches. Loads of people go to football so it's really fun," said Thanh.

The summer programme is running for five weeks over the holidays and this year over 25 different activities were offered including street hockey and group cooking.

"In street hockey, I've really improved my balance. My football is improving a lot too. Since I started going to the Summer Programme, it has always been the same coaches, who we all like, and I get to see them every year."

"I LOOK FORWARD TO THE SUMMER PROGRAMME EVERY YEAR."



## Jan Allwright volunteer at the Community Shop

Having worked for many years as a legal secretary before retiring, Jan missed the social interaction of the workplace.

**JAN IS A LONG TERM RESIDENT OF CHARLTON**, and has lived on the estate for over 12 years. She was offered an opportunity to volunteer at the Community Shop, which was opened in 2016 by local residents.

"I came into the café earlier this year and the girls who worked there suggested I do some volunteering. I've been doing it ever since and I love it. It gets me out of the flat a few days a week and the people are fantastic," said Jan.

"We keep it really tidy and polish all the shelves and things regularly, I also work the till as well."

"What I like about the other volunteers is that they're all so enthusiastic and forward looking, they really want to make it work."

"I do just about everything. We check the clothes, price them."



**"I go out with the girls from the community shop as well."**

## **Christina McCaffery volunteer at the Community Café**

Having struggled with depression for many years, Christina was excited by the opportunity to volunteer at both the Community Café and Community Shop.

**"AT THE CAFÉ, I MAKE TEA AND COFFEE,** prepare sandwiches, help with food preparation and serve customers. I'm learning quite a lot already, new skills and how to talk to people," said Christina.

Christina has particularly enjoyed making new friends and spending time with fellow volunteers at the café and shop.

"Because I've suffered depression, I'm getting a lot out of volunteering through meeting a lot of people.

I live on my own so this helps me to get my confidence up. I can feel it building up slowly and it's getting there."

"It was Caroline and Penny's (fellow volunteers) birthday recently so we're going out for a meal together. If we need each other then we can phone each other, it's nice. It's what I would class as a 'real community'.

That's what we're trying to get through to people in the community: You can just come to the cafe and have a chat whenever you need."



## **Amany Mohammed attends Youth Summer Programme**

Like many of her friends, Amany has been attending the Youth Summer Programme since she was in primary school.

**"I'VE BEEN INVOLVED IN THE SUMMER PROGRAMME** for 4 or 5 years now. Last week I went to an induction for the London Fire Brigade life course and next week I will be attending it for the whole week." said Amany.

Partnering with the London Fire Brigade, the Local Intervention Fire Education (LIFE) course offers young people in the local community the opportunity to learn new skills by working alongside the Brigade.

Amany also took part in our cooking group. "In the first week we made spaghetti with cheese and bread on the side. The other week we cooked chicken and vegetables with noodles. They show you different techniques like the way to cut things. We get to eat the food afterwards too. You cook it for others as well, so for some people who don't want to cook, we serve the food that we've prepared. The cooking class has helped me to learn how to cook things a lot."

**"I've been involved in football, rugby, street hockey, photography and cooking."**



**“Now that I’ve completed the Community Leadership Course and started volunteering in the New Leaf office, I’m feeling so ready for full time work.”**

**Michelle Hornby  
volunteer at the New Leaf Advice Centre**

With all of her children in school, Michelle felt ready and keen to re-join the workforce.

**BUT HAVING NOT WORKED** for a number of years so that she could provide full time care for her children, she lacked the confidence to apply for jobs.

“One of my daughters has autism so for many years I stayed home to care for her and my other children. But now that her care needs have decreased, and they are all at school, I felt really ready to start working again,” said Michelle.

“In the office I answer calls, emails, and undertake photocopying and some excel spreadsheet work. It’s office management really.

I’ve just finished a new daily planner for the New Leaf Advice Centre which lists all of the employees, their roles and their contact information.”

“I don’t feel pressured here, they allow me to learn at my own pace. Even though I used to be a learning support worker at a school, I’ve gained a lot of new office skills from my volunteering.”

Michelle also completed the Community Leadership Course which is designed to help participants build confidence and prepare them for different roles within the community.



**Sue Kilgallon  
member of the 50 Plus Group**

Sue lives with her two cats, a dog and six gold fish. She is a member of the local 50 Plus Group which self-organises events and activities for local senior residents.

**“I LIKE LIVING HERE.** It’s got nice people, including the Charlton Triangle Homes staff. Previously we’ve organised trips to Brighton, Eastbourne and every year a Christmas party. Last year we held it at Charlton House (Jacobean stately home) with a nice sit down meal. Other councils don’t do things that like that for their tenants,” said Sue.

“I come to the café once a month for a meeting and the lunch club meets once a quarter. We talk about what’s been going on and things like that. I’ve made some new friends from it and I know people now. I’ve been part of the over 50s club for quite a few years and I really enjoy the days out.”

**“We organise trips throughout the year including trips the coast.”**

# some achievements this year

## INVOLVING YOU

We welcomed Claudia Hamilton as a new tenant member of the Charlton Board.

We are very proud of the extent to which residents are involved at Charlton. A quarter of our staff team are now local residents. Our Community Café manager is a local resident, and the Charity Shop is run by local volunteers. Our New Leaf Advice centre has its own management committee which also includes local residents.

We ran our Community Leadership Course again this year which prepares local residents to take on roles in the community, leading to projects like the Charity Shop and preparing local people to take on roles in groups which shape what goes on in the community.

## YOUR TENANCY

This year we have focused tenancy management on good housekeeping: keeping communal areas and balconies clear and safe through regular inspections. This has taken on increased importance following the terrible fire at Grenfell Tower.

Our tenancy team has been working with Royal Greenwich Council to tackle illegal subletting.

Subletting is a serious matter and means fewer flats are available to those who are most in need. We have had two extremely successful and high profile cases in the last year resulting in criminal prosecutions. Both flats were repossessed with one resident receiving a two

year suspended prison sentence, community service and £135,000 fine. The other resident received a large fine, community service and the case resulted in him losing his job.

## REPAIRING YOUR HOME

Our repairs service continues to improve. We have developed a good partnership with our new contractor, Breyer, and handle all calls by our local staff team to be able to provide consistently good service throughout the year with an average call answer time of 12 seconds.

During the year we upgraded four more lifts on Fairlawn Court and redecorated the communal hallways on Springfield Grove, Harold Gibbons and Mascalls Court.

## YOUR NEIGHBOURHOOD AND COMMUNITY

Our community programme goes from strength to strength catering for everyone from under 5's to over 50's. Over 300 young people took part in our annual summer programme.

We are key partners of the Love London employment and training programme which assists many local people into training and employment.

Our community charity shop run by local volunteers has proved to be very popular, as has the Community Café.

Our over 50's Group had another grand Christmas party at Charlton House and went on several trips together including to Whitstable and Colchester



## VALUE FOR MONEY

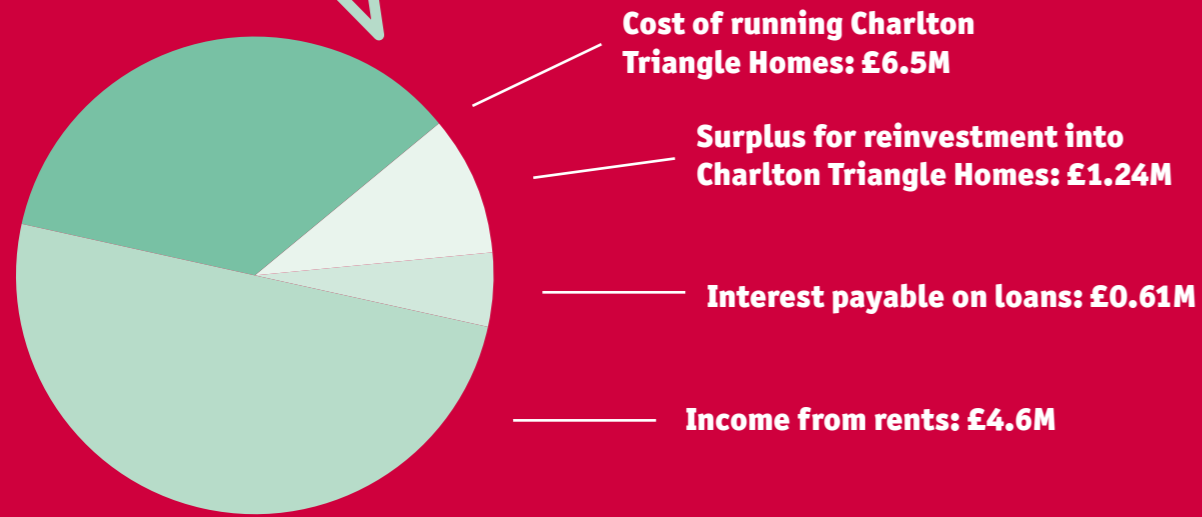
We have delivered value for money by:

- procuring a new repairs contractor and delivered service improvements and efficiency savings
- increased income through successful bids for external funding including from Love London ESF Project and Job Centre Plus funding
- increased partnership working leveraging additional resources through working with:
  - local schools
  - Blackheath Rugby Club
  - London Fire Brigade
  - Police Safer Neighbourhood Team
  - Pre School Learning Alliance
  - Charlton Heritage Trust
  - Charlton Athletic Football Club and many others.

**During the year we upgraded four more lifts on Fairlawn Court.**

# CTH in numbers

## Income & Expenditure



## % of gas services checked

100%

## % of rent arrears

7.26%

Target met

## Anti-social behaviour

### New cases



41 cases

### Open cases



5 cases

## Repairs completed 2017/18

2980

## Number of jobs completed by the Handy service

0407

## Average number of days to complete repairs

### Non emergency



### Emergency



### Out of hours



## Lettings

### Properties let this year



53 properties

### Days to let a property



**Charlton Triangle's version of the Great British bake off.**



# our staff



Andrew Kimamnce  
Director



Nigel Pierce  
Assistant Director



Derek Brown  
Building Services  
Manager



Tracey Kirby  
Customer Services  
Manager



Mike Bowles  
New Leaf Manager



Frank O'Boyle  
Estates Services  
Manager



Lisa Judge  
Welfare Rights  
Advisor



Ionie Roper  
New Leaf  
Administrator



Suzanne McCarthy  
Customer Services  
Officer



Katrie Poder  
Community Cafe  
Manager



Dinah Bell  
Welfare Rights  
Officer



Nancy Strange  
Customer Services  
Officer



Kerry Chapman  
Customer Services  
Officer



Allisha Willis  
Customer Services  
Officer



Paul Goodwill  
Lettings And  
Technical Officer



Yasmin Odunoye  
Neighbourhood  
Manager  
Tenancy



Tricia Merchant  
Neighbourhood  
Manager  
Community  
Safety



Jasmine Thompson  
Neighbourhood  
Manager  
Community  
Development



Bev Handley  
Befriending  
Coordinator

# our board

## FAMILY MOSAIC NOMINEES

MARK ADAMS

SIMMY KUMAR

SHAFIQ AHMED

JOHN SCHOFIELD

## ROYAL GREENWICH NOMINEES

CLLR ALLAN MACCARTHY

CLLR AVERIL LEKAU

CLLR AMBREEN HISBANI

CLLR NORMAN ADAMS

## TENANT BOARD MEMBERS

AERON ALLEN

LISA BENGE

CLAUDIA HAMILTON

GILL DORREN (LEASEHOLDER)



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**Part of the Peabody group**