

Charlton  
Annual Review  
to Tenants **2019**

# Chair's Report

## Richard Stevens



“Since my first annual review last year a lot has happened at Charlton Triangle Homes, including the celebration of our 20th anniversary. We welcomed the Royal Borough of Greenwich Leader, Councillor Danny Thorpe, Peabody CEO, Brendan Sarsfield and other guests to mark occasion with us. Our local tenants then took our guests for a walk through the grounds.

The celebrations continued with a very successful street party on 6 July which was very well attended and had something for everyone, even if the food did run out due to exceptionally high demand!

I have had the privilege in the last year to show off our fantastic Food Cabin Store on a number of occasions and introduce Penny Lucas and Sian Carr who are the inspiration behind it to our visitors, including Kate Henderson, the newly appointed CEO of the National Housing Federation. This is a project we should feel justly proud of, but it is down to the hard work of our volunteers who have made it such a success, now helping over 40 people in need each week, for which I thank them.

We have had a successful conclusion to our ‘Ahead Now’ digital project which delivered against all of our targets and has allowed us to continue with ‘champions’ offering an ongoing digital service for residents.

I would like to thank the Board and colleagues at Peabody for supporting our ambition to deliver another 14 homes on the old garage site at Blaker Court with grant support from the GLA and Royal Borough of Greenwich. We expect building works to start early 2020 complete in 2021. For the wider estate, we have an ambitious investment programme to ensure your homes remain safe and fit for purpose.

Retiring after 9 years on the Board, I would like to thank both Aeron Allen and Allan MacCarthy for their significant contribution in representing the residents and wider community’s interests. We welcome local Councillor Gary Dillon as our new colleague this year and hope to have appointed a new tenant board member by the autumn. As ever, 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**

“It has been a pleasure this year to be able to celebrate the **20th anniversary of Charlton Triangle Homes**”

# Tenant spotlight

## Christine and Akbal

### Christine Holder

#### Tenant since 1978 and now runs the 50 Plus Group's weekly arts and exercise groups

"I've lived at Charlton since 1978 so I've seen all the changes over the years. I've lived in the same flat and have been heavily involved in the community the whole time.

The homes here, used to be owned by the council but then Charlton Triangle Homes took over in the late 90s. When the estate moved to Charlton Triangle Homes, I went to a series of meetings about what Charlton could do for residents.

There were lots of positive changes after Charlton took over. For example, my flat was refurbished, my windows were double glazed and radiators put in. They also replaced the cladding on the building which means it stays much warmer than it used to. My heating bills have gone down since the cladding.

What struck me about Charlton Triangle Homes, was that if they said they would do something, then they did it.

In 2000 I was invited onto the Charlton Board and I stayed on it for 12 years. I've also been involved in our 50 Plus Group and I now lead the weekly fitness classes and the art club. We keep the costs low, at £2 per session for the exercise class. We always keep our prices as low as possible so that nobody is left out.

I used to be the chair of the 50 Plus Group but have since handed over to some of the others. I'm still a member though and go on the day trips. This year we've been to Brighton, Margate, Gosport, and on a magical mystery tour in Portsmouth.

All the money we raise from the exercise class we use for other activities throughout the year, like afternoon teas to celebrate community birthdays and our Christmas party."



### Akbal Luma

#### Co-founder and co-director of Charlton Triangle Kids Club and lives with her four children at Charlton

"In 2004 I applied for and received funding through the Sure Start programme to start the Charlton Community Group. We set up parents and toddler sessions, ESOL classes, keep fit classes for parents with an on-site creche and lots of other free activities for families. Sure Start provided us with the funds and Charlton provided free spaces for us to use.

It was around this time that I got the idea for Charlton Triangle Kids. I had started studying for my NVQ Level 3 in Childcare at Greenwich and Bromley Community College. I struggled to find local and affordable child care so that I could attend classes. I could see that a lot of other parents who were studying or working also struggled with child care. So that's how I came up with the business idea.

Together with another Charlton resident who is also a mother, we decided to set up a wrap-around child care service that included a breakfast club starting from 7.30am, after school clubs that run until 6.00pm and also school holiday clubs. Basically when schools are closed, we are open to cover the gaps.

We launched Charlton Triangle Kids Club 2005 and registered with Ofsted right from the beginning. Setting up the business was hard, but we took it set by step and my business partner and I did it slowly. We got funding for staff and equipment and a lot support from Greenwich council.

There is a lot of local demand for early years care. We have new parents coming to us all the time so there is clearly a need in the community. At the moment we have around 25 children attending the centre across all of the programmes.

Setting up the business has made me the person that I am today, and also helped to make me the parent that I am today. I love working with people. I know that if you love what you do, then it will last.

I love the area that I live, I love the impact that Charlton Triangle Homes has had on people's lives. It's also a nice area for the kids. I think it's a nice community, and community is missing from a lot of other places. I arrived here in 1996 without any English. I am originally from Somalia and I had to learn the language. I went through a long process to be where I am today."



# Achievements this year



“Our community programme continued to develop, with community workshops and activities offered throughout the year.”

## Tenant Involvement

Our residents continue to have a say through the Charlton Triangle Homes Board and New Leaf steering committee, as well as through our Community Leadership course. The staff team includes local residents in both our Charlton Triangle Homes and New Leaf offices, as well as an increasing number of volunteers at our community café and shop.

As part of our 20th Anniversary we invited residents to take part in a survey aimed at gathering views on the services on offer and the future direction Charlton Triangle Homes. The responses will be reflected in any future strategic plans.

## Tenancy Updates

We are excited to welcome Ginko Gardens as our grounds maintenance contractor and we look forward to working with them on several community projects including; communal gardens and a new joint venture working with Sanctuary Supported Living.

Our partnership with the Royal Borough of Greenwich goes from strength to strength and has achieved further success in dealing with illegal subletting. Two properties were recovered and a further high profile criminal prosecution was pursued in early 2019.

Fire Safety remains a high priority for Charlton and we have made good progress in addressing all issues identified during Fire Risk Assessments both at Valiant House and across all of our properties.

## Neighbourhood and Community

Our community development work delivers innovative demand led programmes with the successful launch of the Food Store (Pantry Project) in the latter half of 2018 providing access to inexpensive good quality, healthy food to vulnerable tenants and residents.

Other examples include: Summer activities programme for over 200 local children and young people, Charlton Football league in partnership with Charlton Athletic community Trust (CACT) which engages with over 250 young people from 25 primary schools in Greenwich.

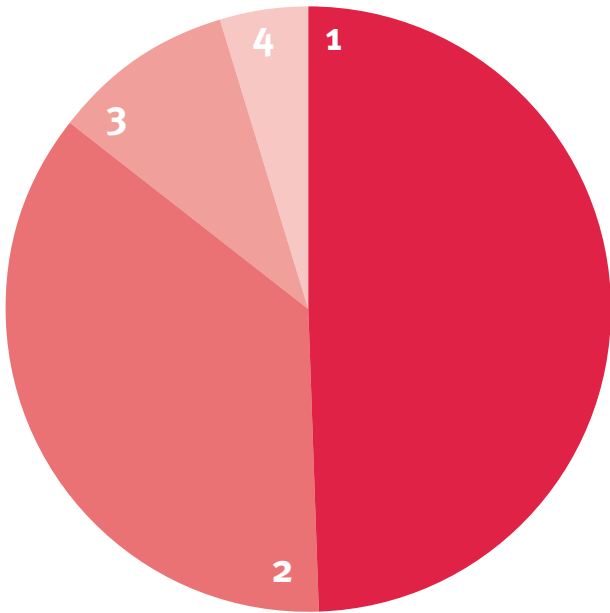
We currently work with 20 partner agencies delivering employment and training support, debt and welfare rights, health and wellbeing initiatives, a community café and counselling service, over 50s exercise classes, trips and social events. New Leaf continues to play an active part of the Love London ESF project and has successfully completed a further externally funded scheme for digital inclusion.

## Income and Expenditure

(end of March 2019)

Approximate £million

- 1 Income from rents: **£6.58**
- 2 Cost of running CTH: **£4.8**
- 3 Surplus for reinvestment into CTH: **£1.32**
- 4 Interest payable on loans: **£0.6**



## New Leaf Ahead Online Digital Project



Achieved sign up target with **300** users and **20** digital champions.

## 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%**

## Rent



% of rent arrears: **7.29%**

## Anti-social behaviour



Number of new cases: **47**  
Number of cases open at year end: **1**

## Lettings



Number of properties let this year: **25**  
Average number of days to let a property: **12** days (target **24**)

# The team

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**Nigel Pierce**  
Assistant Director



**Jasmin Thompson**  
Assistant Head  
Community Development  
and Communications



**Tricia Merchant**  
Assistant Head Housing  
Management



**Derek Brown**  
Building Services Manager



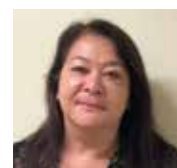
**Frank O'Boyle**  
Environmental Services  
Manager



**Yasmin Odunoye**  
Neighbourhood Manager,  
Tenancy Support



**Allisha Willis**  
Neighbourhood Manager,  
Letting & Technical Support



**Annette Dalrymple**  
Neighbourhood Manager  
Community Development  
and Communications



**Tracey Kirby**  
Customer Services and  
Facilities Manager



**Suzanne McCarthy**  
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

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# Our board

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## Peabody Nominees

**Richard Stevens** – Chair

**Aseem Kumar**

**Shafiq Ahmed**

**Keith Clancy**

## Royal Greenwich Nominees

**Cllr Linda Perks**

**Cllr Gary Dillon**

## Tenant Board Members

**Lisa Bengé**

**Gill Dorren (Leaseholder)**

**Claudia Hamilton**

## Retired during year

**Aeron Allen**

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**Charlton Triangle Homes**

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

