

Resident Newsletter

Hello and welcome to your newsletter

Here you'll find the latest news and information on our services and how we can support you and your family during this difficult time. We've also got some inspiring news from our communities.

We know that this continues to be a very challenging time for many, and are very proud of the dedication, commitment and support from our staff working hard to deliver critical services, support the most vulnerable and help keep people safe. We're also grateful for the support of our volunteers and supporters in community.

You can find out more by visiting our website at www.peabody.org.uk. Please do get in touch if you need extra help, someone to talk to, or are worried about any of your neighbours.

Our repairs service – what to expect

We're doing all we can to continue to offer a safe and effective repairs service, but we also want to protect our residents and our staff by minimising non-essential contact and travel.

This means we can only carry out essential repairs at the moment. It also means that some of our planned repairs and investment work are postponed until further notice.

Please call us on **0300 123 3456** if you have an essential repair in your home. When you call, we'll ask if anyone in your home is self-isolating. If this is the case, we will need to discuss this with you to make sure that we can carry out the repair in a way that keeps you and your family safe, as well as the member of staff that visits your home.

Need help or support?

Our focus is on supporting those most in need of help. We've created a new Resident Wellbeing Support Team, and have been calling everyone over 70 and those that are vulnerable, to check they are OK, and see if they need extra support. We've also put lots of useful information and advice in a new coronavirus section on our website.

So, if you are struggling to cope, don't worry we can support you - whether you need some shopping done, a friendly phone call, a prescription collected or advice about local services. If you need extra help or are concerned about a neighbour please get in touch by visiting peabody.org.uk or call us on **0300 123 3456**.



It's good to talk

Imelda, who's in her 80's, is one of many residents we're keeping in touch with through regular phone calls:



"It's lovely that Peabody are keeping in touch with their more vulnerable and elderly residents. I now have lots of useful information such as how to do my shopping online, and was surprised to hear I can make payments over the phone. This means I won't need to venture out to the post office so often!"

If you would like to volunteer to help us support the local community then please contact us by emailing your.time@peabody.org.uk

Worried about paying your rent?

We have dedicated teams to support people through tough times. We can help you access any financial support you are entitled to and come up with a plan to manage your rent payments.

Please get in touch with us as soon as you think you may have difficulties. If you cannot pay your rent but don't talk to us we might not be able to help and your tenancy could be at risk in the future.

If you are worried about paying your rent please contact us by calling **0300 123 3456**.

Being a good neighbour

With more of us spending more time at home than usual, showing consideration for our neighbours is more important than ever. Here are our top tips for being a good neighbour.

Keeping the peace

Many of us are spending more time at home because of the Coronavirus pandemic. Please be mindful of your neighbours, and consider how activities may impact on those around you.



be a key worker trying to get some rest or people trying to work at home in these difficult circumstances.

If you are a parent, please try to make sure that play activities do not disturb your neighbours. If you are a neighbour hearing children, please understand that this is a difficult time for everyone and children may become restless when forced to stay indoors.

If noise is an issue in your home, think about whether you could do something more quietly. If you would like to play music loudly, please wear headphones, remember there may



Support vulnerable or isolated people

Connect and reach out to your neighbours. Different groups in our communities are at increased risk of loneliness and social isolation. There are things you can do, like volunteering for local support services or donating to food banks to help. Do check out our website for more information on what's happening in your area too. We have lots of ways that you can get involved to support people through tough times. Please look on our website for details, or email your time@peabody.org.uk

Domestic abuse and COVID-19

We know that this is a difficult and worrying time for everyone – but particularly so for adults and children living with abuse.

We have specialist teams in place to support anyone at risk of abuse in the home, so please do look out for your neighbours.

You can also call the Refuge 24-hour National Domestic Abuse Helpline on **0808 2000 247** (freephone)

Staying at home is an important part of preventing coronavirus from spreading and save lives, but for some people home isn't safe. This could mean a pressured situation might get worse, and you may be worried about self-isolating with someone who is harming you.

If you are in immediate danger, please call 999 and ask for the police. If you can't respond to the prompts, make yourself heard by coughing, tapping the handset or once prompted by the system, press 55 and don't hang up.

If you are not in immediate danger but would like to talk to us about something you or someone you know is experiencing, please call **0300 123 3456**.





Support people delivering essential services to you

As well as carrying out essential repairs and important gas, fire and building safety work, you may see our teams and contractors busy cleaning estates and maintaining public spaces.

Please be kind and don't directly challenge teams, they are doing their best to carry out this essential work in difficult circumstances.

We've given our teams clear guidance on how to work safely and maintain a safe distance from other people. Some may be in protective clothing so that they can work safely.

All this is in line with the latest government advice, but if you do have any concerns then please get in touch with us.



Use local Facebook or WhatsApp groups

These local networks can help you to stay updated and share news about support in your area.



Throwing stuff out

We realise that lots of people have taken this opportunity to have a clear out, but **please don't place bulk waste in the communal bins.**

It takes up space and there may be a reduction in council waste collections.

If you can't dispose of it properly with most recycling centres closed, please keep it in your home until you can.

Our caretaking teams are focusing on critical services, such as, wiping down key touch points such as door handles, push plates, lift buttons and hand rails.

Litter can be an eyesore, so it's better for everyone if you can help us keep bin stores tidy by disposing of any rubbish and recycling properly.



Help us keep you safe

Please also work with us to help keep your home safe. Keep all fire exits clear, do not use BBQs on balconies or burn candles in the home, and take care not to

overload plug sockets. Lighting paper lanterns is also extremely dangerous so please don't do this. If you have any concerns about fire safety then please call us.

Top tips to protect yourself from scams



Please be on the lookout for fraudsters taking advantage at the moment. There's been a huge increase in scams.



- Be aware of people offering or selling virus testing kits – these are only offered by NHS. Also watch out for overpriced or fake goods such as anti-bacterial products.

- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front.

- If someone attempts to pressurise you into accepting a service, they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.



Watch out for scam messages

- Don't click on the links or attachments in suspicious texts or emails, and never respond to unsolicited messages and calls that ask for your personal or financial details.

- Please help to protect others by not forwarding on chain messages on social media, as they may contain viruses.



Shopping online

- Only buy goods from legitimate retailers and take a moment to think before parting with money or personal information.
- If you're making a purchase from a company or person you don't know and trust, do some research first, and ask a friend or family member for advice before completing the purchase.

For advice on scams call the Citizens Advice Consumer Helpline on **0808 223 11 33**. To report a scam call Action Fraud on **0300 123 2040**. Contact your bank if you think you have been scammed.

Your questions answered



Q I've had a letter from you saying that my door mat and buggy in the communal area outside my front door cause a fire risk. You've said that I have to remove them or you'll take them away. This seems unfair to me.

A We're sorry if this seems unfair, but it's for a good reason. We ask people to remove items from communal areas as they could be a trip hazard for other residents. If there was a fire at night and the building filled with smoke, we need to know that the corridors are clear for people to escape.

Please help us keep you and your neighbours as safe as possible, by removing any items you own from the corridors, walkways and stairwells of your building. This includes rubbish, plant pots, furniture, prams, bikes and any electric, push and mobility scooters. Mobility scooters should only be stored and charged in areas signposted for storage and charging.

Q I've noticed people working on a Peabody development site nearby. Why are you allowing this non-essential work to continue?

A The government has not asked for construction sites to close, and work can continue if it is done safely. Our partners working on site are following the latest safety guidance from Public Health England to protect their workforce and the public, and minimise the risk of spreading the infection.



A We have dedicated teams to support our residents through tough times. If you're worried about being able to pay your rent, you should let us know as soon as possible. You remain legally liable for your rent and service charges. This means you still need to pay your rent as normal if you can. If you can't pay your rent but don't talk to us, we might not be able to help and your tenancy could be at risk in the future.

When you hear about 'payment holidays', this applies to people with mortgages. Because of our comprehensive support that is available now, we don't think stopping rent payments is the right way forward. Rent payment holidays would result in a build-up of debt and more difficulties in managing payments in the future.

Q I keep hearing about 'payment holidays' on the news. Does that mean I don't have to pay my rent?

Q Will you still be carrying out my gas safety check?

A We are legally required to carry out these checks to keep you and your household safe. The latest guidance from the Government is that this work should continue, as long as social distancing measures are followed. If you have an appointment already booked, and are feeling unwell or are self-isolating or shielding, please let us know straight away. This is so that we can make special arrangements with you to complete the safety check another time. The gas safety check will be carried out in line with government guidance and without the need for close contact between you and the engineer.



Pride of Peabody

Our staff and community volunteers and supporters have been working hard to help vulnerable and needy people in our communities. Here are just some of the uplifting good news stories of people going above and beyond to support others at this time.



Somewhere over the rainbow

A group of children who are still attending school have sent messages and paintings to brighten up our elderly residents' days. The children sent paintings and cards to our Extra Care Service at Prescott House in Burgess Hill. One of the cards said: "I hope you get to go outside and have some visitors soon." We hope so too!



Down the hatch! Meals in Alexander Mews

Our team at Alexander Mews, a learning disabilities support scheme, have been making dinner for some of our visiting customers who are struggling to get ingredients in the shops.



Reaching out at Darwin Court

Our healthy living centre at Darwin Court in South London is now being used as a hub to distribute food and other essentials to residents who aren't able to get out.

Thumbs up for donations

A local "sewing bee" recently got in touch to donate some homemade facemasks for people living at Pathways, our supported living scheme in Bexhill-on-Sea. As a shared supported scheme for 12 adults, some of the residents at Pathways were worried about not being able to self-isolate, so the facemasks were a welcome gift.



Team Leander

Andrea and Martin, relatives of our tenants at Leander Court in Deptford, have been busy shopping for essentials for many tenants. Their willingness and cheery, friendly approach makes all the difference to so many.



Food deliveries

Our teams have been delivering vital food parcels to vulnerable residents as well as helping with tasks such as food shopping, collecting medication and much more.

Send us your good news

Please do also send us your stories of good deeds either from our staff, volunteers, or wider members of the community, it's lovely to be able to share good news in these difficult times.

Please email your good news stories to: communications@peabody.org.uk or post them on social media and tag them with #PrideofPeabody

Neighbourhood News

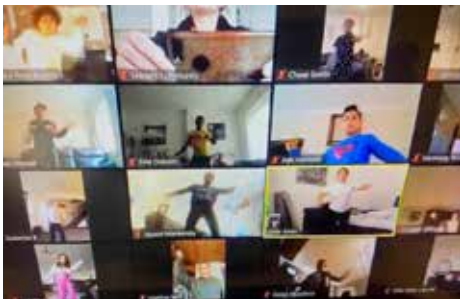
Find out how some of our local teams are using new ways to offer existing services. Visit our website – peabody.org.uk to find information on what's happening in and around your area.

Hackney and Waltham Forest

We're delivering virtual youth clubs and coffee morning for parents to connect and swap advice.

Our team in Waltham Forest has also been offering online advice and support, as well as arts and crafts and cooking sessions. Young

people attending our virtual youth clubs have been sharing their best football skills online! For more information about virtual activities contact our Wellbeing Coordinators: Hackney – felicity.hunt@peabody.org.uk Waltham Forest – sheila.gammans@peabody.org.uk.



Calling all dreamers!

Do you have a cool, tasty food business idea you want to try out?

Working in partnership with Mercato Metropolitano, we'll be supporting two new food businesses with packages worth £4,000 each, plus access to funding and support.

Interested?

Applications are open until 15 May 2020, visit bit.ly/DreamMM to find out more.

Hammersmith & Fulham

Old Oak Community and Children's Centre in East Acton has gone virtual! Families now have the opportunity to take part in centre activities such as 'Storytime' on YouTube: Our local teams are also calling vulnerable residents to make sure they are okay and referring them to support where needed. To find out more, contact jennifer.murphy@peabody.org.uk the local Wellbeing Co-ordinator.

Essex

Working with local partner, Motivated Minds, we've set up a set up a food bank at our King Edward Community centre in Basildon. Run by volunteers, this is already supporting 25 local families. For more information, please contact your local Wellbeing Coordinator Sharon Barbour by emailing sharon.barbour@peabody.org.uk.

Knitted hope

Ladies from the 'Knit & Natter' group in Basildon, Essex, have been



creating knitted hearts and rainbows for their local hospital. The hearts have been disturbed via the MacMillan Nurses in Basildon hospitals for patients receiving end of life care that can't be with their loved ones at this time.

Greenwich and Bexley

We're supporting residents to access advice on benefits, housing and food bank vouchers over the phone, through our 'Positive Steps' programme.

Local young people are taking part in "Masterclass Tuesdays", online bite sized learning sessions by leading industry figures. Our 'Young Producers' Programme in

partnership with event company Emergency Exit Arts, has also gone online with 20 young people taking part and learning new skills.

We're continuing to support small businesses in Thamesmead to apply for a range of funding opportunities, and are delivering enterprise sessions and our business forum online.



First class deliveries from local schools

A big thank you to Ipswich and Westminster schools, for donating face masks for our key workers.

Support with getting into work

If you'd like to get back into work or fancy a change of job, our Employment & Training team can help. Get in touch by emailing Employment.Training@peabody.org.uk.

THE GREAT INDOORS

Here you'll find tips and ideas on how to survive life in lockdown and social distancing – from activities to keep the kids busy to ways to stay entertained on a budget, to recipes that can be whipped up from pantry basics.



Five ways to keep kids busy

With nurseries and schools shut across the country, millions need to find ways to entertain kids indoors. Here are some tips to help to bring kids joy and magic for little or no money – from glamping in the front room to having a virtual tiger come to tea in your kitchen.



Glamp in the front room

Little kids will love the adventure of camping out in the living room. Set up a makeshift camp with a torch, rugs, cushions and stuffed animals. You can share the pictures of epic dens or fabulous forts you have made by tagging us on Facebook.



Fill all your windows with rainbows

Spotted a cheery rainbow brightening up a window near you? It's all about the 'Chase the Rainbow' movement, where families are creating rainbow artwork and leaving it for others to spot whenever they go out for exercise.



Animal streams

If you don't own a pet and are missing interactions with furry friends, you can livestream some right into your living room. Lots of puppy and kitten shelters have streams available, as do many zoos if you fancy something more out of the ordinary!



Grow new veg from old

Some of the veg in your fridge chill box can keep on growing. Fancy growing an avocado tree? Carefully remove the pit and use toothpicks to balance the bottom of it (the widest part) in a glass of water. After 3-6 weeks, it will start to split and grow roots and shoots. You'll have to wait a bit longer for homegrown avocados – it can take up to 15 years for an avocado tree to bear fruit!

Make a thank you card or parcel for a key worker

If you know someone who works in the NHS or another key job, why not get kids to write them a thank you letter. You could even make a parcel, including some treats or hard-to-come-by items such as toilet roll and hand sanitiser.



Money matters

While health is our primary concern at the moment, financial wellbeing is important too. Here are some fantastic ways to keep you entertained from the comfort of your home that are budget friendly and free in many cases.

You don't have to spend money to have a good time!

Online classes and hobbies

Keep meaning to use this time to learn something new but lacking focus? Why not try an online class. For example, Raw UMBER Studios are offering free online portrait drawing classes on Sundays, set up in the same format as their usual in-person classes.

Or why not check out an Instagram live cookalong? BBC GoodFood and Borough Market's famous Bread Ahead Bakery do them regularly -

they let you know in advance what ingredients to buy so you can get prepared, and then cook with the experts in real time and ask questions as you go. They're often cheaper than the original classes too!

There are thousands of online exercise classes you can get involved in, from pilates, to HIIT workouts, to dance classes for kids. You can find recordings online, or join in with a class live for the extra motivation.



Virtual pub quizzes

There's a lot of buzz around virtual pub quizzes at the moment. You can play along live (for example if you search online for "Goose's quizzes on Twitch TV") and compete against other teams to get that realistic pub quiz atmosphere. Play as a team with your household, against your partner, or get some friends (virtually) involved and compare scores. It's perfect for those missing their local (plus the drinks are cheaper!).



Comedy

We could all do with a bit of comic relief right now, and loads of comedians are stepping up to provide it. Lots are doing live podcasts and Instagram streams, so check out the social media of your favourites to see what they're up to.

You can also live stream "Comedy at the Covid" on Facebook, where different comedians are putting virtual comedy night. This one costs £2 to watch, but the profits are split between food banks and the comedians who've lost their income, so it's all for a good cause.

Become a culture vulture

Loads of museums and galleries from across the world are offering virtual tours of exhibitions so you can get your culture fix from home. There's over 2500 to choose from, and you can visit them all in your pyjamas! (A definite highlight is the Andy Warhol exhibition at the Tate Modern, which was only open for five days before the museum had to close). The National Theatre are also live streaming award-winning productions for free on YouTube from past and present.



Money saving hack: find the Ebay error listings

Still tempted to do some online shopping, then give this money saving hack a go!

Sometimes sellers auction off items starting at £0.99 hoping to get multiple bidders which increases the price, as occasionally these auctions go above others listed at Buy It Now prices (so it's always worth checking

other Buy It Now prices before increasing your bid).

However, if the seller has made a spelling mistake in the title for the auction, only a select few will find it, making it much harder for customers to find and bid against each other. With less bidders it's more likely you'll be able to grab a bargain.

By using the 'fat fingers' site, it will allow you to search for every kind of spelling mistake for the item you are trying to find. Have a look and grab a bargain. Happy bargain hunting!

Use the below website to search for spelling mistakes in the listings title:

www.fatfingers.co.uk/

What's for dinner?

Check out these time-saving batch-cooking recipes. Prepare ahead and reduce waste with these ideas created with families in mind. Just scale up the quantities and freeze the extras.



Fuss-free fish cakes

Ingredients

- 1 eggs
- 4 large potatoes peeled, chopped and boiled (for mashing)
- Some breadcrumbs
- 1 carrot grated
- 1 tin salmon, tuna or trout (or fresh)
- 6 spring onions chopped
- 2 tbsp lemon juice

Method

- 1 If you are using fresh fish, poach it in milk for about 10 minutes.
- 2 Fry the spring onions slowly in a little butter until soft but not brown.
- 3 Mash the potatoes with a little milk and butter and add the lemon juice.
- 4 Using a spoon stir in the fish, spring onions and grated carrot.
- 5 Shape the mixture into patties (fish cakes) or balls.
- 6 Beat the egg and dip the cakes in it, then roll in the breadcrumbs.
- 7 They are now ready to shallow fry or oven bake. Serve with a green veg.



Lazy Beef Stew

Ingredients

- 1 tbsp flour
- 1 large onion roughly chopped
- 1 pint stock
- 1 bouquet garni
- 3 potatoes
- 500g stewing steak diced
- 500g carrots

Method

- 1 Preheat oven to 160C/Gas Mark 3.
- 2 In a big casserole dish, heat some oil.
- 3 Lob in the meat, onion, whole carrots and flour.
- 4 Brown for a bit.
- 5 While it's browning, wash and slice (don't peel) the potatoes.
- 6 Add the stock to the pan, and the bouquet garni.
- 7 Layer the potatoes on top (like a hotpot).
- 8 Cook in oven with lid on for as long as possible (2 hours minimum), then take the lid off and turn up the heat until the potatoes are browned and crispy.
- 9 Remember to take the bouquet garni out before serving.



Easy red lentil dahl

Ingredients

- 1 tsp olive oil
- 2 onions, diced
- 3 garlic cloves, chopped
- 1 tbsp of fresh ginger, grated
- ½ fresh red chilli, finely diced or ½ tsp of dried chilli flakes
- ½ tsp cumin seeds
- ½ tsp coriander seeds
- ½ tsp mustard seeds
- 2 tsp turmeric
- 1 tsp garam masala
- 200g dried red lentils, rinsed
- 400g chopped tomatoes
- 400ml coconut milk
- 500ml vegetable stock
- ½ lemon, juiced
- 2 handfuls of fresh spinach

Method

- 1 Cook the onions in the oil until soft, then add the garlic and chilli.
- 2 Lightly grind the cumin seeds, mustard seeds and coriander seeds in a pestle and mortar, and add them, along with the garam masala and turmeric to the pan, stir and cook for 1 minute.
- 3 Add the stock, tomatoes, lentils and coconut milk, stir well and simmer until thick, about 15-20 minutes.
- 4 When it's almost ready, add the spinach and lemon juice and stir until the spinach wilts
- 5 Serve and enjoy.

Let's get Quizzical

Taking a moment to relax and focus on something different can bring inner calm. Whether you're a whizz with words, numbers or quizzes, we've got you covered.

Spot the five differences...



Spring time wordsearch...

To help pass the time, here's a spring-themed word search. See how quickly you can find all the words.

G	R	E	E	N	Y	P	W	A	R	M	F
H	P	N	O	S	A	E	S	N	E	W	X
P	L	B	W	O	B	N	I	A	R	H	Y
R	I	U	S	U	N	S	H	I	N	E	I
H	R	C	B	N	Q	H	B	U	N	N	Y
Z	P	M	G	V	Q	E	M	A	R	C	H
P	A	I	O	K	A	S	P	R	I	N	G
I	R	G	C	S	S	R	E	W	O	L	F
L	H	G	T	N	S	D	A	V	X	T	F
U	Z	E	C	V	I	O	R	E	A	T	O
T	R	L	Y	A	M	C	L	I	Y	E	O
N	E	D	R	A	G	F	J	B	B	T	L

KITES
SEEDS
APRIL
WARM
BLOSSOM
BIRDS

RAINBOW
SPRING
BUNNY
GREEN
MAY
PICNIC

MARCH
SEASON
SUNSHINE
TULIP
EGG
BEES

NEW LEAVES
GARDEN
APRIL FOOL
FLOWERS
EASTER

Sudoku

	3						1	6
	6	7		3	5			4
6		8	1	2		9		
	9			8			3	
		2		7	9	8		6
8			6	9		3	5	
	2	6					9	

		8			2			
1					8	9	2	
				5				3
				4				6
8			6	3				
	2	5		9	1			
	1						3	4
	4						6	
		6	3				8	