



Charlton
Annual Review
to Tenants **2023**

Chair's Report

Richard Stevens

The last year has been tough for everyone. But we've been working hard investing in essential improvements to our properties and delivering the core services that you, as residents, should expect from us.

We've now completed all large outstanding Fire Risk Assessment actions at Valiant House and are well into year two of our fire door replacement programme. We've invested significantly in the upgrade of three play areas, including the outdoor gym, and have continued with our lift replacement programme on Springfield. Our development at Blaker Court is making good progress despite labour and material supply challenges. And we're now looking forward to the homes being completed in December 2023 so that residents can move in.

As ever, our New Leaf Advice Service continues to support the community. Working alongside our partner agencies, it provides employment and training support, debt and welfare advice and health and wellbeing initiatives. There's also a community café and counselling service, exercise classes for over 50s and trips and social events.

Following the successful completion of Love London Working 1 and 2, we've expanded the project to include Love London 3. This final part will focus on supporting people's mental health with dedicated health and wellbeing programmes and help with employment and training.

I continue to be amazed by the efforts of our Food Store team and volunteers who provided another 1,700 food parcels to our most vulnerable residents during the last year. Demand for their services is almost double that of last year and we collectively thank them for the magnificent work they're doing.

The summer weather has not been the kindest to our community events. But, with umbrellas in hand, Board members and I were pleased to join some of you at the coronation street party in June and hand out medals and trophies in July to all the participants in the Charlton Triangle Homes Community Football League (29 schools with 35 teams between them).

In terms of the Charlton Triangle Board, I'm pleased to welcome Sharon Mann as a Tenant Board member. We also say a sad farewell and massive thank you to Lisa Bengé who retired after nine years of service.

To Nigel Pierce and his team who are the driving force behind the services you receive, we say a huge thank you, as always, for their absolute focus and commitment to the wellbeing of the CTH community.

Richard Stevens
Chair of Charlton Triangle
Homes Board



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Resident spotlight

Freddie Ferris, aged 12

“I’m glad that the summer programme is here and hope it remains a feature of more school holidays to come”

Freddie attended our summer programme for the second time this year and loved every minute. The wide range of free activities right on his doorstep have not only kept him entertained during the school holidays but have also helped him make new friends. In February 2022, Freddie and his parents moved into Blaker Court on the Cherry Orchard Estate.

Freddie said his favourite activities were roller blading, cooking, tennis, football and the new outdoor gym. He also said he was really looking forward to the end-of-programme trip to Southend on Sea. This is organised as a behaviour-led trip and a reward for active participation over the five-week programme.

“I’m glad that the summer programme is here and hope it remains a feature of more school holidays to come,” said Freddie, adding that he really hoped the weather stays dry for the Southend trip.

Paul Ferris, Freddie’s Dad, particularly appreciates the social aspect of the summer programme. He also said he’s noticed a big change in Freddy for the better since they moved to Blaker Court.

“Freddie is moving schools this year and he has been permanently out over this summer holiday getting involved in all aspects of the summer programme,” said Paul.

“For us, as parents, it’s been a really quiet summer break so it’s important that Freddie has things to do in the holidays to stave off boredom. With the cost-of-living crisis we really appreciate the summer programme which is delivered on our doorstep offering loads to do and all free of charge.”

Akanksya Dahal

“Ever since I moved to Charlton in 2013, I’ve had a positive experience with the people surrounding me,”

Akanksya is from a Nepalese culture but was born and brought up in London. She’s currently studying digital photography at Ravensbourne University and attributes her love of art and taking pictures to the many years she spent taking part in the summer programme.

“Ever since I moved to Charlton in 2013, I’ve had a positive experience with the people surrounding me,” said Akanksya. “I got interested in photography after attending the arts and craft and graphic design sessions which were held alongside photography.”

From a young age, Akanksya was interested in vlogging and recording herself but didn’t take photography seriously until she was quite a bit older. That was when she realised that photography is about more than just taking pictures. It’s capturing moments that may never come back and so a photograph is very powerful when it comes to reminiscing.

When it came to picking her GCSE options, she chose art and photography. Eventually, when she had to choose between the two, she chose photography, which went on to become her ‘absolute passion’.

“After I graduate, I’m hoping to secure a job at a photography company that assigns us to go out and take photographs,” said Akanksya. “Then once I feel like I can stand on my own two feet, I want to open my own gallery displaying all of my photographs I’ve taken throughout my life.”

The summer programme’s open to children and young people of all ages and allows them to connect and stay in touch with each other, build their communication skills and make bonds that could help them in future. Akanksya said she loves everything about the summer programme, but if she could make one improvement it would be that people who’ve taken part and stayed to the end are awarded a certificate so they and their parents have something to look back on and be proud of.

“Other than that, I’m really pleased with the summer programme happening annually,” she said.



Achievements this year

Tenant involvement

We are a people organisation and are focused on doing everything we can to make sure our residents have a say in the things that affect them. To do this, we recently introduced our new Community Delivery Plan. It lays out what we're doing to make sure residents are heard. This includes them participating in the Charlton Triangle Homes Board, the New Leaf Steering Group, the Young Leaders Group and our Community Steering Group. We're also looking to increase the number of volunteers in the Community Café and Shop.

It's been over a year since we introduced our new website. It provides much needed news and information about upcoming events, as well as photos and articles about things that have already happened. Going forward, we hope to develop the site to include a residents' portal so users can see their account details and report repairs. We also plan to use it to advertise opportunities in the local team and any vacancies on the Board. Eventually, our aim is to use the website to help us better engage with our community.

Tenancy updates

We continue to work with the Royal Borough of Greenwich on a number of projects, including our new waste disposal project in Cherry Orchard and a project to tackle subletting. We're also working in partnership with the Met Police and the council to tackle ASB and local crime in the area.

We've made significant progress in identifying and addressing fire safety issues across Charlton Triangle Homes and are working our way through the backlog of outstanding items. We are in year two of a three-year programme to replace flat front doors and hope to complete this in early 2025.

Neighbourhood and community

Charlton's community programme has continued to develop, with community workshops and activities being offered throughout the year. Several events were organised to celebrate all things royal, culminating in a celebration of King Charles III's Coronation.



In an effort to energise residents and bring the community together following the various lockdowns imposed by the pandemic, we consulted, designed and built our new outdoor gym. Officially opened in the second half of the year, it has been heavily used by all age groups. We're also hoping that it will become part of our future summer programmes.

This year's summer programme was as popular as ever and ran for over five weeks in the holidays. As well as providing healthy meals, it offered a wide range of sports and other activities for children and young people, including photography, street hockey, digital workshops and arts and crafts.

The 50 Plus Group had another great year, with several day trips alongside their weekly art and keep fit classes. We're working with 20 partner agencies to deliver employment and training support, information on debt and welfare rights and health and wellbeing initiatives. There's also a community café and counselling service.



Following the success of previous employment projects, New Leaf secured additional funding from the European Social Fund (ESF). This means the project can continue to deliver employment and health and wellbeing support to the end of this financial year.

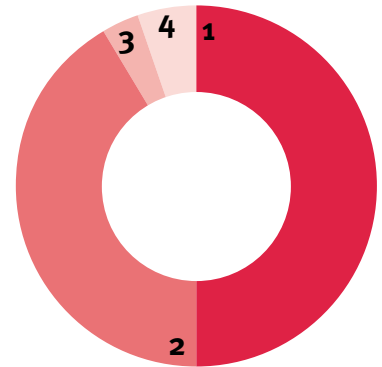
Thanks to our partnership with the Felix Project (formerly FareShare), we've been able to continue to operate our Food Cabin, which provides nutritious weekly food shops at a subsidised rate. The demand for this service has increased due to the cost-of-living crisis, including rising fuel bills and higher food prices. We're relocating the Pantry project to larger premises in order to cope with the increased demand.



Income and expenditure for financial year 2022/23

Approximate £m

- 1 Income from rents: **£7.195**
- 2 Cost of running CTH: **£5.977**
- 3 Surplus for reinvestment into CTH: **£0.494**
- 4 Interest payable on loans: **£0.724**



Gas services

Percentage of gas services checked **100%**

Rent % of rent arrears

5.65% Target 6.8%

Anti-social behaviour

23 cases were logged between April 2022 – March 2023

8 cases open at the end of March 2023

Lettings

Number of properties let this year **35**

Average number of days to let a property **19** days. Target 24

Repairs

Average time to complete

Non emergencies

12 days, target 28

Emergencies

2 hours, target 24 hours

The team



Nigel Pierce
Director



Tricia Merchant
Housing Operations
Manager



Derek Brown
Building Services Manager



Jasmin Thompson
Community Development
& Programmes Manager



Annette Dalrymple
Neighbourhood Manager
Customer Experience



Allisha Willis
Building Services Officer



Nancy Strange
Building Services Officer



Magdalena Michalik
Customer Services Officer



Tamar Campbell
Customer Services Officer



Elaine Martin
Collections officer



Sarah Gayle
Relationship Manager



Nimo Alas
Customer Service Officer



Elaine Houghton
Neighbourhood Manager,
Tenancy Support

New Leaf



Mike Bowles
ESF Manager



Lisa Judge
New Leaf
Coordinator



Bev Handley
ESF Officer



Ionie Roper
Business Support
Officer



Paula Figueiredo
Community Café Manager



Louise Partridge
Careers Coach



Amy Jandu
Careers Coach



Elenor Reubens
ESF Coordinator/
Careers Coach



Dominique O'Halloran
Welfare Advisor



Emma Wicks
Food Cabin
Coordinator

Our board

Peabody Nominees
Richard Stevens - Chair
Maria Hill
Keith Clancy
Alwyn Lewis

Royal Greenwich Nominees
Cllr Lakshan Saldin
Cllr Jo van den Broek

Tenant Board Members
Akbal Musa
Claudia Hamilton
Gill Doran
Sharon Mann

Retired during year
if applicable
Cllr Gary Parker
Cllr Linda Perks
Lisa Bengé TBM



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Part of the Peabody group

