

May 2017 • Issue 39

A newsletter by residents for residents



Phoenix

Our community in our hands

community news



13 May – hold the date! The Phoenix Festival is back Page 3

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New homes at Hazelhurst Court Register your interest now! Page 12



Welcome...

Have you got a story that you would like to include? We'd love to hear from you. Please get in touch or send your story to info@phoenixch.org.uk

Welcome to Community News

Thank you to everyone who attended our carnival inspired Community Links event back in February. The evening was filled with bright colours, family fun and a samba band conga around the Hub and Barn. We had nearly 200 people attend!

We're pleased to share that our hard work in producing our resident annual report has been recognised. We won a TPAS Award in the "Excellence in Annual Reports" category and Phoenix won another award in tenant engagement.



Fellow Phoenix resident Simon Barlow features in My Phoenix on page 9 and speaks about the importance of getting involved. We hope it inspires you to find your voice to make a difference in your neighbourhood.

With the Phoenix Festival around the corner, we're looking forward to the fun activities for everyone to

enjoy, including a performance from Grammy award winning artist Gwen Dickey of Rose Royce.

We are always looking for new residents to join our group. If you are interested please get in touch.

Best wishes, from the Residents Communications Group

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WIN! 'Spot The Difference!'

Can you spot the eight differences from this picture of our Caretaking team? If you think that you've spotted them all, please contact us by Friday 12 May for your chance to win a £25 prize.



Gwen Dickey, the voice of "The Car Wash" 2pm

LIVE MUSIC FROM



3.10pm

THE PHOENIX FESTIVAL

FULL PROGRAMME AVAILABLE ONLINE

CIRCUS TENT

MEET THE DINOSAUR

HOP ON THE LAND TRAIN

ENTER THE DOG SHOW



SATURDAY 13 MAY • 11.30AM – 4.30PM

FREE ENTRY!

**FUN FAIR | BMX TRACK
CLUB YMA | MASSAGE THERAPY
FOOD STALLS & MUCH MORE**

BRING YOUR OWN PICNIC!

FORSTER MEMORIAL PARK



Round the houses

Makeover time!

Our Community Links logo has undergone a makeover and has a fresh new look. The design has been introduced following consultation with you at our Community Links event in February.



The new logo was designed by our Communications Apprentice and shows the three Phoenix areas Bellingham Farm, Kingfisher and Kestrel linked together.

Every year our Community Links events bring our community together for you to know more about Phoenix and get involved.

Thank you to all the residents who took time to vote for their preferred logo. We hope that you all enjoy the new look.

Carnival time at Community Links

The spirit of Brazil came to Lewisham at our Community Links event in February. Nearly 200 residents came together to enjoy all the colour, costumes and fun of the carnival theme.



Apprentice farewell

Over the last year Phoenix and our Phoenix Repairs Services have employed 17 apprentices. Many of them are in their final months of working at Phoenix.

Kim Thompson, (top left) Finance Apprentice said: "My working skills have grown since I joined Phoenix and I've progressed so much in my role. I've had so many opportunities to learn."

We wish them all the best for the



future. We will shortly be recruiting for new apprentices.

Look out for further updates on our website or follow us on twitter @phoenixtogether.

Brick by brick

There's a major housing shortage in Lewisham and Bromley, and across London. We want to help tackle this problem by building new homes.

Last year we received planning permission to build 34 new homes in our area. Construction will begin later this year to build 22 new flats for affordable rent at Forster House, four houses for affordable rent on Woodbank Road and eight flats at Riverpark Gardens.



Our first residential development of 60 extra care homes by Beckenham Hill train station is nearly complete, and will be ready for new residents soon. Turn to page 12 for more information!

Our new look website

Over the past few months you may have noticed some changes to our website. The new look and feel has been designed to group sections together to make it easier for you to find the information that you need.

We are still in early stages of development and are working with our Residents Communications Group to make further changes over the next few months.

If you'd like to get involved to steer our website development, then please get in touch.



Round the houses

*Our next
Techy Tea Party
is on Thursday
18 May.*



Techy Tea is the place to be

Volunteers and digital champions from Phoenix were recognised for their support in getting residents online at a celebratory event at the Lewisham Civic Suite.

Our Techy Tea parties offer the opportunity for residents to come together and learn basic digital skills in a friendly and supportive setting.

Resident Susan Phillips said: "I've learnt so much by coming along to Techy Tea and my confidence has grown in sending emails for jobs."

Street team clean up



The community spirit came alive at Railway Children Walk in Downham when over 40 volunteers took to the street as part of the Great British Spring Clean on.

The clean-up activity included the Lewisham Islamic Centre and Tahir Mosque who had the largest number of helpful volunteers.

Thank you to everyone who gave up their time and took part in the event.



Gavin Barwell MP speaking with residents Mark Burgess and Florence Billi

Up close and personal

We were pleased to welcome Housing Minister Gavin Barwell MP to The Green Man to find out more about Phoenix and our work in the community.

Residents spoke to the minister about some of our development work and resident activities like the Phoenix Academy to give him an insight into a resident-led organisation.

Gavin Barwell said: "Phoenix is doing some fantastic work in Lewisham, and it was great to learn more about their projects and meet some of their tenants. I was particularly interested to hear about their schemes for older people."

Young actors shine light on Fellowship heritage

The history of The Fellowship Inn was brought to life by young actors from Greenwich and Lewisham Young People's Theatre in a special performance at the pub.

The play explored the history of the pub and was written from scratch by young people during the February half term. Well done to everyone involved!

As part of our lottery funded restoration of the Bellingham pub, which will include a new cinema and live music venue, we're working with three arts groups to create a community play, tapestry and oral history project.

There'll be opportunities for everyone to get involved – contact us if you'd like to receive more information!



*Restoration
works will begin
at the pub this
summer. Keep
an eye out!*

To find out more about our safeguarding policy, please visit our website.

How are we doing?

We explore a different area of our work and performance in each issue of Community News. This time we look at safeguarding and our responsibilities for the welfare of our residents.

What's the issue?

Safeguarding means protecting at risk adults, young people and children to enable them to live free from harm, abuse and neglect.

There are many types of abuse that our staff are trained to recognise, from domestic abuse to more complex cases including self-neglect and hoarding.

As a housing association, we play a key role in keeping our residents safe from harm. The welfare of our residents is important to us and we work in partnership with external agencies to agree appropriate action where people are at risk.

Our challenge is to raise awareness of safeguarding. Safeguarding is everyone's responsibility, and we all play a part in recognising abuse, reporting it and being safe in our community.

What are we doing?

We aim to make sure all of our staff and contractors raise alerts if they have any concerns when they are working with our residents. We continually provide training to ensure that they are able to apply our safeguarding principles of **See it, Say it, Stop it**.

We have a Safeguarding Panel in place that meets every quarter. The panel monitors all safeguarding cases that Phoenix refers to social services and the police, as well as other cases where a resident could be at risk.

Between April 2016 and February 2017 five referrals were made to social services and eight internal referrals were made to our Safeguarding

Panel. This is an increase from the previous year. At the end of February 2017, we were monitoring 25 'at risk' cases.

In one of these cases Mr and Mrs Smith* were tenants with learning difficulties unable to read or write. At an office appointment they reported that they were being harassed and wanted help to stop it.

The harassment and abuse included being asked for money by a neighbour and assault. We raised the concerns with the police, a social worker was allocated to the tenant and the neighbour was arrested.

The tenants decided that they would prefer to live in supported housing and so we worked with social services and Lewisham's emergency rehousing panel to support them to move home.

**The personal details have been amended to protect the identity of the residents involved.*

What's your responsibility?

We need your help to keep everyone safe from abuse and neglect. In particular, we need to be made aware of child exploitation, sexual abuse, modern slavery and human trafficking risks.

If you have concerns about a neighbour or relative and are not sure if you should report it, please apply the safeguarding principles of **See it, Say it, Stop it**.

See it



- Are the conditions that you see safe for a child, elderly or disabled person?
- Did you witness signs of abuse or domestic violence?
- Are there signs of harm to pets?
- Are there any signs that show aggressive behaviour?

Say it

- If you suspect abuse, act on it
- There is no such thing as a wrong referral
- Anyone can make a report
- If in doubt, contact Lewisham Adult Social Care Advice
020 8314 7777
Lewisham Children's Social Care
020 8314 6660

Stop it



- For non-emergencies call your local station on 101
- In an emergency dial 999
- Contact Lewisham Council on 020 8314 6000 and ask for social services

If you would like to find out more about help with hoarding, please look out for information during Hoarding Awareness week 15-19 May.



Ask an expert

Dear Phoenix,

I'm 55 and I've been told by a friend that I can start claiming my pension from my previous employer. If I do this, will it effect my state benefits or my state pension?

If you are at least 55 you will have flexibility about what you can do with your 'defined contribution' pension. This is the pension pot collected over time through contributions made by you and your employer. This does not include your state pension.

For more information relating to pensions call the government advice line: Pensionwise on free phone 0300 123 1047



Council tax changes

Earlier this year Lewisham Council introduced increases for Council Tax rates 2017/2018. If you would like further information about these changes, please contact Lewisham Council on 020 8690 9666.

Remember we are here to help you and offer advice. If you have any concerns about paying your rent or managing your finances then please get in touch.

Paying by cash?

As of May we will no longer accept cash payments at our office.

Direct Debit is the easiest way to pay your rent and leaves you with one less thing to do.

To sign up to hassle free payments simply contact us and we can walk you through the simple process.

Phoenix residents who pay their rent by Direct Debit are entered into our free prize draw to win £250. Three winners are drawn every six months. As a Phoenix Gold Club member, you'll instantly receive 1,000 Phoenix reward points when you pay your rent by Direct Debit.

At the end of the year all the reward points you earn will be converted into gift vouchers.

If you would like to pay your rent in cash, please make your payment at your local Paypoint Kiosk or Post Office with your rent card. If you would like further information about ways to pay, please visit our website.



Are you receiving Universal Credit?

The government has made huge changes to the benefits system and some benefits are being replaced by Universal Credit.

Universal Credit is a single monthly payment for people in and out of work. From April 2018, everyone who makes a **new** benefit claim in Lewisham, will have to apply for Universal Credit. This will only apply to people of working age.

If you are affected by these changes, we may be able to help. Please contact us and ask to speak with our Financial Inclusion team.



Say hello to smarter billing

Energy suppliers across the UK will be replacing existing gas and electricity meters with new smart meter technology.

Your energy supplier will install smart meters at no extra cost and you will be able to see the cost of your energy usage in pounds and pence. For other top tips to reduce your energy usage spend, please get in touch.



Give cold callers the cold shoulder

Cold callers can come in a number of forms and are not just on your doorstep.

Cold callers can be persistent callers who contact you by phone, text, email or in person. Do not give any personal details or bank details to any cold caller who requests it from you. Take care when you are on the internet or using social media and if you feel uncomfortable do not share any personal information.

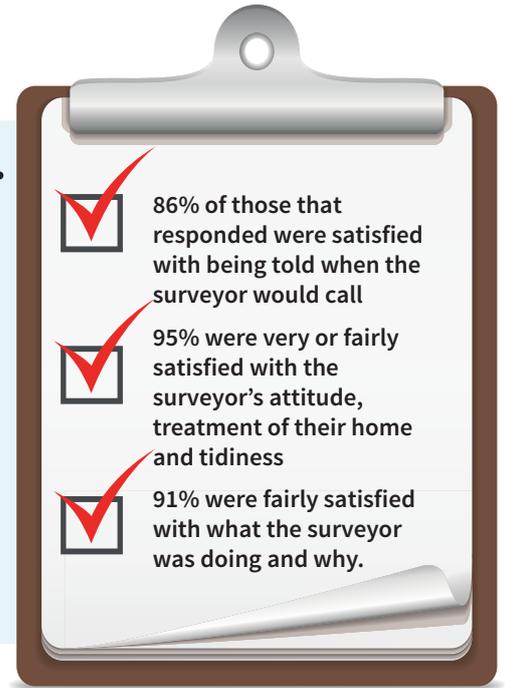
We want all of our residents to feel safe in their home. All of our contractors and Phoenix staff will show you their identity cards.

If an unwanted cold caller persistently contacts you, please contact 111 or in an emergency call 999.

And the survey says...

Have you received a phone call from Acuity about a satisfaction survey? We hope to continue using Acuity to carry out satisfaction surveys on an ongoing basis to help us improve the service we offer you and reduce costs.

During November and December 2016, Acuity contacted some of you about asbestos satisfaction and here are the results.



Recharge notices update

In some circumstances, we may need to charge for repairs that are carried out in your home. These charges are only usually applied if your request for Phoenix to carry out the work and the repair is due to malicious or accidental damage. Since April 2016 there have been over 200 repair requests as a result of damage. Please only allow qualified tradespeople to carry out repairs in your property. For further information please get in touch.

Summer sizzler

With BBQ season fast approaching we want you to enjoy the weather as well as stay safe. Barbeques can cause fires and become a gas risk when used incorrectly. For fire safety help, the London Fire Brigade offer free home safety fire visits. To book please call 0800 028 4428



Give your garden a helping hand

If you have a garden that needs attention, our gardening scheme is here to help. For an annual fee we can offer you a low-cost grass cutting service four times a year. The service is open to all residents and can help you keep your garden in tip top shape and make the most of the good weather ahead.

If you would like to join the scheme or find out more information, please contact us.

Whirlpool safety recall

Whirlpool (who own Hotpoint, Indesit, Creda, Proline and Swan) have issued a safety recall for tumble dryers that were manufactured between April 2004 and September 2015. If you are concerned about a tumble dryer in your home, please contact Hotpoint on 0800 151 0905 and book a free engineer visit.



If you would like to get involved in your neighbourhood and make a difference to the community, then please get in touch to find out more.

My Phoenix – Simon Barlow

We feature a different Phoenix resident in each issue of Community News. Simon has been a Phoenix resident for seven years and is a new member of our Resident Scrutiny Panel. The panel puts Phoenix under the microscope by investigating Phoenix services.

How long have you been a Phoenix resident?

I still live in the same property I moved into in January 2010. I didn't know the Phoenix area very well, but had been on the Lewisham housing list for seven years. I was desperate to move out of where I was. I shared a house with three other people and wanted my own privacy, with no fights over the bathroom.

What changes have you seen?

When I moved in it seemed like there was a focus to improve residents, homes, as I saw workmen everywhere! It was refreshing for me to join Phoenix and find out that it was created by residents. Being resident-led, it feels like there's more investment in the area and I've seen improvements in the green spaces, where I live.

What's the best thing about living in the Phoenix area?

I think there's a need and a desire to build a community and Phoenix embraces that through its events for everyone to come together. The community is very diverse and I think that's a great benefit to me. London is more diverse than my home town in Yorkshire. One of the reasons I got involved was to understand more about the different Phoenix areas and how I could influence change for my neighbourhood.

What would you change?

I'd love to see more spaces that are underused put to community use like a safe play area for children, so I think that there's work that we can do.

I think if more people came up with ideas and voiced their opinions by getting involved, more things would be acted on. It doesn't mean joining the Resident Scrutiny Panel, it can be by joining the other resident groups or by coming along to an event.

What are your hopes for the future?

Phoenix is ten years old this year and I love that things have moved forward and there is a presence in the community.

I work in education and I hope that younger people will get more involved, as they are the tenants of the future. All they need is someone to take the time to speak to them and they can speak to me if they see me around!



Simon at home



Attending our Community Links event, February 2017



Simon as an observer at the Resident Scrutiny Panel meeting, October 2016

The fourth Resident Scrutiny Panel summary report on complaints is now available, visit our website or request a copy by contacting us.



A world of 'pure imagination'



Lucky finders of our Gold Club tickets attended a Willy Wonka themed world of imagination.

The event welcomed almost 150 members to come together and celebrate membership to the Gold Club rewards scheme.

Guest enjoyed a chocolate fountain, marshmallows, live performances and a casino table.

Resident Joy Syahoui (pictured above) said: "This is the first time I've come to the Gold event. I've been a Gold Member for a couple of years. It's nice to meet other residents and the events are great."

Lunch anyone?

Do you fancy getting together with your neighbours?

The Big Lunch event in June could be the serving platter that you are looking for to bring you and your neighbours together.

If you would like to organise a Big Lunch event, please contact the Eden Project on 0845 850 8181.

Back to school

Our Phoenix Academy class of 2017, are taking their first steps towards becoming social housing experts.

Our Academy is a great way to involve our residents in how Phoenix is run day to day.

The nine week course covers different service areas and encourages residents to come together and learn more about the history of social housing and it's history.

Attendees are also given the option to gain further qualifications and



develop at a higher level in housing.

Now in its fourth year, over 50 residents have graduated from the Academy which is the only one of its kind in the country.

We wish this year's candidates the best of luck.

In da club (YMA)

This April young people and professional artists came together to deliver CLUB YMA, a special event for Lewisham Live!

CLUB YMA was the first live gig for the YMA crew, who have been working hard on building a recording studio and creating music at weekly YMA HUB sessions.

Since October 2016, more than 100 young people have signed up to the Young Makers' Agency (YMA) youth project.

The young performers wowed a large audience filled with friends and family, while professional spoken word artists offered inspiration and encouragement during their own sets.

The project consists of weekly term time gatherings and special Saturday events.

As well as music production, participants can also work on public art, filmmaking and food projects. If you are, or know someone aged 13-19 who would like to get involved please get in touch with our Youth Programmes Team.



A whole new world

Book your ticket to ride the magic carpet to The Green Man on Friday 28 July and enter the world of Aladdin for family friendly fun.

The spellbinding pantomime for children aged 3-12 years old will follow the adventures of Aladdin and his magic lamp to Abanazar's lair and beyond.

To buy tickets, please get in touch.

Flower power

If you have a blossoming garden or balcony, enter our Phoenix in Bloom competition and showcase your green fingered skills.

Categories to enter include best residential garden, best balcony, young gardener of the year and best fruit, veg or allotment.

For details of how to enter, please visit us at the Phoenix Festival or our website. The closing date is 7 July 2017.

Prize winner Carole Thomas said: "I had never entered Phoenix in Bloom before, and would definitely do it again."



Phoenix homes show



Do you want to know what your rehousing options are? We can help. Come along to our home show event at The Green Man on Wednesday 14 June, from 2-4pm. Speak to our staff and find out how you can increase your chances of a mutual exchange. To book your place, contact us by Friday 2 June 2017.

Stay in touch



By phone: 0800 0285 700 from 8am-5pm, Monday to Friday (and for emergency calls at all other times)

Please note: every other Tuesday, 2-3pm, we have an emergency phone service only as a result of staff training.



Email: info@phoenixch.org.uk



Web: www.phoenixch.org.uk



Twitter: @phoenixtogether @greenmanhub



YouTube: www.youtube.com/phoenixtogether



Visit: The Green Man, 355 Bromley Road, SE6 2RP

We will be closed on Monday 1 May and Monday 29 May for the bank holidays. We will also be closing early on 30 June. Our out of hours emergency service will be in operation at these times.



Community Chest voting open!

Every year, Phoenix tenants vote to award up to £100,000 of funding to local groups and projects that make a difference in our community. Since 2013, our Community Chest has benefited over 10,000 local people!

10 projects have been shortlisted to receive large grants of up to £20,000. Our tenants will have the final say to decide which projects receive support funding.

Cast your vote

We have enclosed a summary of the projects up for funding with this issue of Community News. If you would like to know more you can meet the teams at the Phoenix Festival on Saturday 13 May.

Tenants can cast their vote by using the enclosed pre-paid envelope. Alternatively, you can vote online, on our website or in person at the Phoenix Festival.

Vote at the Phoenix Festival and claim your special voter's gift for taking part.

Smaller grants have been awarded by our evaluation panel to five local projects. Visit our website to find out more.

- **South East Parakeets Football Club:** £2,500
- **Haskins Hall Seniors Group:** £780
- **Jelly Babies Baby Massage & yoga:** £2,500
- **Peace of Cake:** £2,500
- **Phoenix Employability:** £991

Ready
Summer
2017

60 new homes at Hazelhurst Court



New extra care apartments for older people and adults with disabilities

What is extra care?

Extra care gives you access to individually tailored care and support when you want or need it.

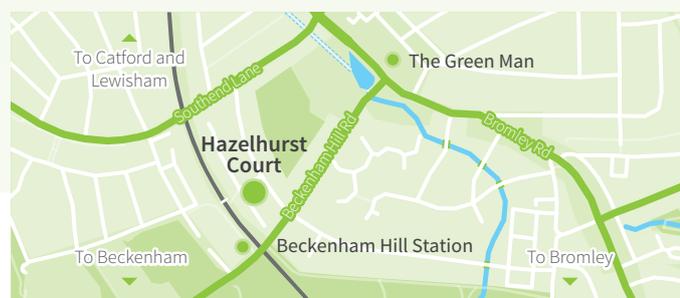
Our new homes at Hazelhurst Court have been specifically designed to meet the needs of older people who wish to remain independent in a home of their own.

We expect that some residents will require minimal or no care or support, while others may need a higher level of care. Staff will be on site 24 hours a day and freshly cooked meals will be available.

Features

- Bright and spacious, contemporary homes
- One and two bedroom flats
- Large, private balconies and outside spaces
- Flexible care and support to meet your needs
- Café and dining areas
- Lounge and activity spaces
- Landscaped gardens

Homes for
affordable
rent



Hazelhurst Court, Melfield Gardens, SE6 3DT



Landscaped gardens and activity spaces

Register your interest now

Contact us to register your interest or for more information:

Call: **0800 0285 700** Email: **info@phoenixch.org.uk** Visit: **www.phoenixch.org.uk**