

Phoenix *Flyer*

A newsletter by residents for residents

 @phoenixtogether 

A community in Fellowship

Hundreds took part in a parade to celebrate the soon-to-be reopened Fellowship and Star.



The Fellowship is being reborn as the Fellowship and Star, run by the Electric Star Group.

The newly restored venue will open to the public in June 2019, featuring a cafe, bar, performance space and much more.

Keep an eye on our website for more details.

We hope you enjoy many happy, family-friendly moments in the new venue.

Lakeisha Lynch-Stevens is a Phoenix tenant who got involved in the Fellowship project as an arts coordinator.



In 2014, our Fellowship project set out to restore the historic pub and support arts projects. Lakeisha tells us how the Fellowship project has already benefitted the community.

The word community to you may almost sound like a myth, living in a part of the UK where strangers from a thousand backgrounds pass each other, focused on their

own lives and not bumping into each other.

I've lived in Bellingham since I was born, but it was only when I got involved with the Fellowship arts projects that I got to know and connect with people of all ages in Bellingham by running a series of arts workshops.

The community helped create a script about our area and performed in a film with pride!

We learned new skills together, had biscuits and coffee together, laughed together and it was a joy to see former strangers as 'my community'.

The sweet surprise that was the Fellowship project lit the whole of Bellingham up with colour for me. I've never had reason to speak about Bellingham so much in my life!

I now know about the hidden gems that meet at Haskins, the enthusiastic discoverers at my old primary school Elfrida. I wave at Stephen - my building's Phoenix caretaker and the friendliest guy in the world who's no longer a stranger to me - plus all our amazing volunteers.

I really hope the launch of the Fellowship is the launch of an exciting new sense of community for everyone else too.

What's happening



You decide who gets share of £100k!

It's time to decide which projects for residents you want to fund to benefit our community!

Each year we offer opportunities for groups in Lewisham to apply for a share of £100,000 from our Community Chest.

With your copy of this Phoenix Flyer is a voting slip. Have your say: return it to us for free in the post, bring it to The Green Man, or vote in person at the Phoenix Festival.

Former resident Board member Pat Crawford said: "Now is your chance to bring a smile to a child's face or make an older person happy. Use your vote to benefit worthy causes right across our community."



Bellingham lit up during Fellowship parade

The community came out to celebrate the soon-to-be reopened Fellowship in February.

Over 200 schoolchildren marched, carrying lanterns made as part of the Fellowship arts projects, to music and drumming.

Clementsia Pacquette said: "The atmosphere was brilliant! I was one of the parents from Elfrida. We all enjoyed the parade."

The evening ended with a spectacular fireworks display and a performance of Jam Tomorrow.

£4.1m

Awarded by the National Lottery Heritage Fund to restore the Fellowship



News in numbers

Visit our website to find out more of what's been happening in the Phoenix community



170

Enjoyed a roller rink, meeting their neighbours and the Phoenix team at February's Community Links.

7

Recommendations were made by our Resident Scrutiny Panel to improve our garden scheme - the next review will be into fencing.

£31,000+

Saved by the community thanks to advice from our Energy Cafe. Look for its return in September.

130

Gold Club members enjoyed frozen cocktails, dinner and performances at their annual party.



Events

Phoenix Festival

Saturday 11 May, 12-5pm

Forster Park

Enjoy spectacular live music, food & drinks - and the chaotic return of Granny Turismo.

Lewisham Link-up

Saturday 20 July, 1-5pm

The Green Man

A free event for 11-16 year-olds and organised by Phoenix Futures, enjoy food and the chance to find your voice.

Celebrating Lewisham's young people

Zhane Lunan is a lifelong resident. Here, she explains why young people must be listened to.

I used to be shy and not confident when meeting new people. So when I heard Phoenix was creating a new group for young people, it seemed interesting to me. It was a chance to explore different interests, to learn new skills and develop my confidence.

Phoenix Futures has been my chance to find my voice - and now, together, the group is working to help make a difference to other young people in Lewisham.

It's so important to get young people's voices out there. With a fall in the number of youth clubs, we need safe spaces for young

people, where we can relax with our friends, have fun and talk about our experiences.

Young people know what young people need in the community, but our voices are ignored by people who don't understand. That's why we're organising a festival for young people.

Lewisham Link-up is for young people to express themselves. We'll make t-shirts, enjoy music and take part in performances. And it's an opportunity to express how you feel.

It'll be a safe, energetic space to get your voice out there and to



celebrate our community - and the one we want.

Lewisham Link-up is for 11-16 year-olds and their families (details on previous page). Phoenix Futures organises workshops and personal and professional mentoring. Anyone aged 16-25 who lives in south Lewisham can join.

Let's get social!

Did you know you can find Phoenix on **Twitter** and **Instagram**?

Follow us @phoenixtogether for the latest news and info. Here are some of our most popular posts over the last couple of months...



Doing things like paying by direct debit can win you rewards through the Gold Club

Doing things like paying by direct debit means you could join Gold Club - earning yourself shopping vouchers and exclusive perks. Things like these save Phoenix money, which we can spend on providing better services.

Don't clog the chutes!

Dropping large things down rubbish chutes will block them, meaning you won't be able to get rid of your rubbish easily and it'll cost Phoenix thousands to fix - money that could be spent elsewhere in our community.

Sew up a storm

Our embroidery group, named Threads of Fellowship, came together as part of the Fellowship arts projects. Join in with their nature-focused needlework every Thursday from 10:30 - 12:30 in The Green Man.



Information

Knowing what to do if there's a fire

We work to maintain and improve fire safety in all of our buildings by reviewing risks regularly.

To guarantee your safety, remember that fire safety is everyone's responsibility. Keep communal areas clear. This will make escaping safer, remove any trip hazards and reduce items that could help the fire spread. Having a plan will help keep you safe: know your escape routes and keep keys to doors and windows easy to find.

If the fire is in your home, act quickly and safely. Don't take personal belongings, close all doors behind you, take the stairs and get out.

If you live in a flat, it is often safer to stay-put if smoke, heat or fire aren't affecting your home. Flats are purpose-built with floors, ceilings, walls and doors designed to hold

back flames for 30-60 minutes. If you discover a fire in your home or building, get somewhere safe and phone the fire brigade on 999. Be prepared to tell them where you are and how to reach you.

If you're concerned about an elderly or vulnerable neighbour, let us know so we can put a plan in place.

If you have any questions on fire safety, contact us.



Join us at the Phoenix Festival

The Phoenix Festival is rising once again in Forster Memorial Park on Saturday 11 May.

Attracting up to 6,000 residents and our neighbours in Lewisham and across London, it is our annual celebration of our community, and this year's event is no different: the theme this year is "local".

The headline performance on the festival stage will be the Lewisham and Greenwich NHS Choir, which had a Christmas Number One in 2015 with their cover of 'A Bridge Over You'. The choir joins us following performances at Glastonbury, Wembley and the Albert Hall.

We will also be joined by other local acts on stage, and dozens of attractions, including laser tag, a slime workshop, a climbing wall and a dog show.

Everyone is welcome for a spectacular day.

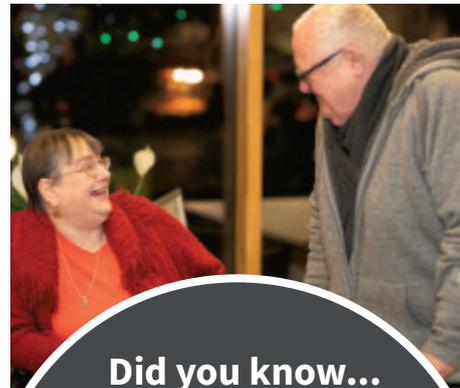


Enjoy the BBQ without feeling the heat



Barbecues are the ideal way to enjoy the coming warmer days and nights with friends and family. Here are our handy barbecue safety tips to stay safe and have fun this summer.

1. Always barbecue on a flat surface and never leave a lit barbecue unattended.
2. Barbecue a safe distance from your home, children, pets, sheds or trees.
3. Keep a bucket of water or sand nearby - just in case!
4. Don't use a barbecue on a balcony. Barbecues aren't allowed on balconies as sparks can float down to your downstairs neighbour and cause fire.
5. Remember if barbecuing in shared spaces to be considerate to your neighbours.



Working together for our community

Residents have been central to everything Phoenix does, from right when we were set up.

Residents are involved at every level in Phoenix, from volunteering at our Job Club to being Chair and Vice Chair of our Board, and we encourage all residents to get involved.

We're proud to be one of only four resident-led housing associations in the UK - and the only one in London.

This model means we're committed to listening to the people who know most about their homes: each and every resident.

Residents make up our Scrutiny Panel, which reviews our services and makes recommendations for improvements. The Panel has made 68 recommendations so far, including on caretaking to the repairs service, and for 2019 their focus will be on fencing policies. Residents are also involved in working groups on everything from giving us advice on what

Did you know...

Tenant founding chair, Pat Fordham MBE won a Lifetime Achievement award. Pat was the driving force behind Phoenix and our resident-led model. Pat said: "It's about having a say in your home. Before, it was 'us and them'. Now, it's 'Phoenix'."

should be in the Phoenix Flyer to our policies on Phoenix services.

Anne McGurk, tenant and Chair of our Board, said: "Our homes, our communities, *should* be affordable and pleasantly safe places where we can all thrive - together we can turn that '*should be*' into '*are*' affordable and pleasantly safe places in which to thrive."

Between April 2018 and early 2019, this is how residents have had their say...

82 shareholders attended our Annual General Meeting 

Over **2000** residents have attended events and given feedback 

Residents have checked **56** pieces of communication, including the Phoenix Flyer 

Helped review **25** policies, looking at drafts and making suggestions 

147 households attended Summer Fun events 

Residents have helped revise our Value for Money plans and set a new Community Engagement Strategy 

54 leaseholders have attended focus groups or open evenings 

338 voted for Community Chest projects 

Our Scrutiny Panel have completed **2** reviews 

Look out for the final figures and more detail in our Annual Report, published in September 2019.

3591 residents are shareholders 



Changes to pension credit

Changes to pension credit are coming. After 15 May, couples where one person is working age and one is pension age will no longer be eligible to claim pension credit.

You will instead be able to apply for Universal Credit, which offers much lower payments.

Remember to check your UC account

The DWP is sending a 'To do' called 'Report any changes to your housing costs.'

It'll ask questions like 'Has your rent or service charge increased?' Make sure to answer correctly to continue receiving the housing costs you're entitled to.

If you need help understanding changes to your benefits or in applying, please contact us.

Don't miss out on your *plaice*

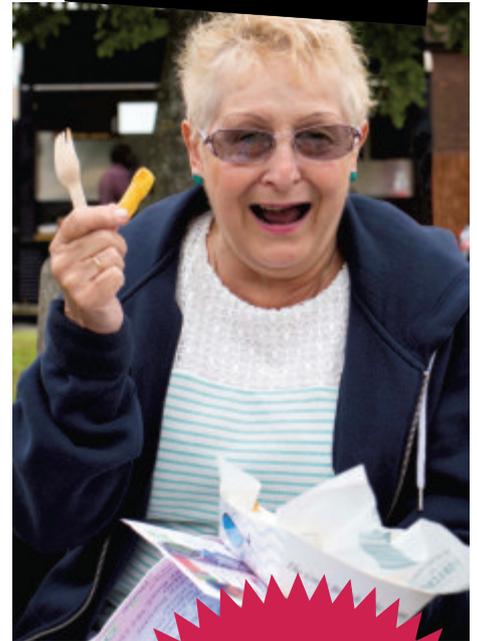
That's right: Chat & Chips (and awful puns) are returning to our area this summer.

From June to September, you'll be invited to your local Chat & Chips. You'll have a chance to get to know members of the Phoenix team who carry out repairs, look after the estates, and who provide the other services we offer.

We want your views on how well we're doing - and what you'd like to see improve - all before enjoying a delicious fish and chips meal (with vegan and vegetarian options available).

Look out for more details soon!

CHAT & CHIPS



You have until the end of June to vote for Summer Fun in Tesco's Bags of Help competition. If you vote for us, we could get up to £4000 for the days!



Fun in the summer sun

Back for another year, Summer Fun is a brilliant free day out (10am-4pm) for you and your kids.

All the usual treats will be here, from bouncy castles to climbing walls to amazing face-painting. So make sure to join us one summer day (or for all of them!) during the school holidays.

- **Thursday 25 July**
The Dumps
- **Thursday 1 August**
Scarlet Road
- **Thursday 8 August**
Reigate Road
- **Thursday 15 August**
Bellingham Green
- **Thursday 22 August**
Beckenham Place BMX Park

Phoenix and The Green Man will be closed on 6 and 27 May for the Bank Holidays. Our office hours are 9-5, Monday to Friday on all other days.

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Phoenix
Our community in our hands