

Phoenix *Flyer*

A newsletter by residents for residents



New Phoenix Portal launching in May. Turn to page 6 to find out more.



There's no place like a new home

Janice Whittaker recently became a homeowner for the first time as a shared owner at our new development Springbank Court. Janice shares her experience of buying a home and how life has changed since moving in.

I had been looking into shared ownership for a while and was regularly checking in with the sharetobuy.com website. I had been to viewings with other shared ownership schemes but didn't find anything that appealed to me. Not long after, I checked the website again and saw Springbank Court. Straight away I knew that this was the property for me.

The main reasons that I wanted to become a shared owner at Springbank was that it was a new build meaning it would come with builders warranties, and the service charge wouldn't be ridiculous. Also, it was a small block without a lift

which would keep the long-term cost down.

What attracted me most to Springbank Court was the outdoor space which had been thoughtfully encompassed into the design. The icing on the cake was that it was just minutes from the station!

Moving into Springbank Court has given me a sense of achievement, knowing that it is an investment and I own a home of my very own.

The space both indoors and outdoors has had a positive impact on my wellbeing. My job can be stressful working as a psychiatric nurse in a crisis team and coming home to such a nice environment has made a great difference to my wellbeing.

Being a new building, there were some delays as it can take longer to reach completion due to a variety of reasons. But it was well worth the wait. It feels safe and secure which is very important. The design is unique, and this coupled with the space has made it such a good choice for me.

Since I have become a resident, my communications with Phoenix have not only been friendly and welcoming, but professional which has given me peace of mind. I would definitely recommend others to look at becoming a shared owner with Phoenix. When you find a home that suits all your requirements and it feels right for you, you realise it was well worth the wait.



We are very sad to learn of the passing of Phoenix Board Member, Councillor Sue Hordijkeno. Turn to page two to read her tribute.

To find out more about becoming a shared owner, call 0800 0285 700 or email homeownership@phoenixch.org.uk.

You decide who gets a share of £100,000!

Each year we award small and large grants from our Community Chest fund to local projects that will benefit our residents and community. 10 large grant projects have been shortlisted and voting is now open! It's time for you to decide who wins a share of £100,000!

With your copy of this Phoenix Flyer is a voting form with more information

on each of the shortlisted projects. Have your say: return it to us for free in the post, vote on our website, or by telephone.

Vice Chair of the board and Phoenix resident Carmen Simpson said:

"It's so important to have something to look forward to after the lockdown. Make sure you have your say and choose which projects you want to see benefiting our community."



Voting closes at midnight, Thursday 13 May. To find out more about the projects and this year's Community Chest, visit our website or get in contact.

Remembering Sue Hordijkenko

We are deeply saddened to hear of the passing of Councillor Sue Hordijkenko.

Sue was a member of the Phoenix board for many years and brought her passion for people power to the work that we do every day. Sue was known for her years of service to the Bellingham community and will be greatly missed.

Jim Ripley, CEO of Phoenix, said: "Sue was a great asset to our board and truly believed that residents can shape the community that they live in. Her passion and kindness will be fondly remembered."

Our thoughts are with Sue's family during this time.



Sue Hordijkenko

Events

Coding taster session

Thursday 13 May,
12-2pm

Join this taster session for our six-week coding course. Meet the trainers and find out more about the world of coding. Visit our website to find out more and to book your place.

Everyone can code

Starting in June

Join this free six-week online course in web-based coding and gain the practical skills needed to build a career in the tech industry. Find out more in the enclosed leaflet.



News in numbers

From April 2020 – January 2021...

We have given **116** Chromebooks, **27** tablets, **20** smartphones and over **4000GB** of data to residents through our Connected Together programme

81% of tenants and leaseholders said they were satisfied overall with our services

89% of tenants and leaseholders said they were satisfied with their last repair



Find out more about what's going on:
www.bit.ly/EventsAtPhoenix

Green light for green homes

Phoenix has been given the go ahead to build our most sustainable homes yet. Planning permission has been granted by Lewisham Council to build 30 much-needed affordable homes for people over 55 alongside two four-bedroom flats for postgraduate students.

The development will be built on the site of the empty bedsits at Melfield Gardens, close to Beckenham Hill station. The new homes will be 'Passivhaus' homes – designed to address issues including climate change and fuel poverty.

Phoenix Community Housing Chief Executive, Jim Ripley, said: "This is a real landmark moment for Phoenix and for Lewisham as a whole, and I'm very grateful to the council for lending their support. It's vitally



important that we don't just build new homes but homes that contribute to the battle against climate change and well-designed schemes that create places where people are proud to live."

Following planning approval, Phoenix expects the new homes at Melfield Gardens to be ready for new residents by the autumn of 2023.

To find out more, visit our website or get in touch.

We're here for your wellbeing

If you want to talk to someone confidentially about any issue, including budgeting, debt, civil disputes, returning to work, coping with structural changes, physical and emotional health, managing sleeplessness, anxiety, we can help with our new wellbeing service. You can also get support through a range of self-help tools and resources, including videos, fact sheets, mini health checks and support with lifestyle changes such as smoking and alcohol consumption.



To find out more and to access the wellbeing service, contact us.

Pension Credit: are you eligible?

If you're over state pension age, you may be entitled to Pension Credit to help with the cost of living.

Pension Credit tops up weekly income to a guarantee minimal income of £173.75 a week for single pensioners. You could be eligible even if you have a pension, savings, or if you own your own home.

If you get Pension Credit, you may benefit from additional support, including help with housing costs, council tax or heating bills.

To find out more and to check if you're eligible, get in contact today.

Reminder

If you have a Post Office card account for your benefits, tax credits or state pension payments, this will be closing from November.



Staying safe this summer

While we're all looking forward to some warmer weather, it's important to stay safe during the summer. With warm weather on the way and restrictions easing, more of us will be outside. It is important to enjoy our green and communal spaces safely.

Long periods of hot and dry weather can increase the risk of grass fires. Please do not have bonfires or BBQs and dispose of cigarettes safely.

Barbeques on balconies are dangerous. They're a fire risk to you, falling ash can cause fires, and they aren't allowed.

Bonfires can easily get out of hand. Build your bonfire well clear of buildings, garden sheds, fences and hedges. Never use flammable liquids

to start a bonfire and never burn dangerous items such as aerosol cans, paint tins, foam furniture or batteries. Always keep a bucket of water or a hosepipe nearby in case of fire. Don't leave bonfires unattended. An adult should supervise it until it has burnt out. If it has to be left, damp it down with plenty of water.

Make sure you put out any candles, incense and oil burners when you leave the room and especially before bed. Keep them away from materials that might catch fire – that's things like curtains, furniture, clothes and hair.

Smoke alarms save lives, but only if they are working properly! Why not test your smoke alarm and remind your friends and family too.



Banish damp and mold

Condensation is the most common cause of damp and mold, and usually occurs when warm air comes into contact with a cold surface. Most homes get condensation all year round, usually when lots of moisture and steam are produced.



There are some simple measures you can take to help reduce condensation in your home:

- keep windows open when someone is home to help moisture escape
- open the window to move steam out of your home when cooking, bathing or showering
- don't dry clothes on radiators. This can release up to five litres of water into the air
- move heavy furniture away from the walls to help air circulate behind
- keep lids on pans when cooking to stop excess steam escaping.

If you have damp and mould in your home that you can't get rid of, please get in contact.

Check, check and check!

Phoenix resident and member of our Resident Communication Group, Deirdre, recently had her first socially distanced gas safety check and shares her tips to prepare.



"On the day of the check, the gas engineer arrived wearing a mask, gloves and a Phoenix ID card. I put on my own mask, opened a window to ventilate the space and then let him in. He carried out the checks all while maintaining a safe distance. I felt very reassured by the training that had obviously been given to the operatives and now have the assurance that our gas appliances are working safely!"

It is important you allow our operatives access to carry out safety checks. If you're worried about your safety check, get in touch today.

Focus on

Keeping your information up to date

Phoenix collects and holds personal information about our residents and other people who use our services.

The information we collect helps us deliver our services to you, manage your tenancy agreement or lease and keep you safe.

We collect information in different ways, such as when you complete an application form, when you tell us about a change of circumstances or when you fill in other forms which include your personal details like your age or ethnicity.

Here are some examples of specific information we collect and how we use it:



Information about you and your children, including name, date of birth, address, and contact details	We use this for housing applications to allocate homes and deliver and manage our services set out in your tenancy or lease. We also use this to provide you with financial inclusion support
Details about your home, household, housing needs and tenancy agreement	We use this to allocate homes and to deliver and manage our services as set out in your tenancy or lease
CCTV footage	Used for the prevention and detection of crime
Information regarding marketing preferences	We use this to deliver or offer services that you're interested in or may benefit you, such as our Roots into Work newsletter

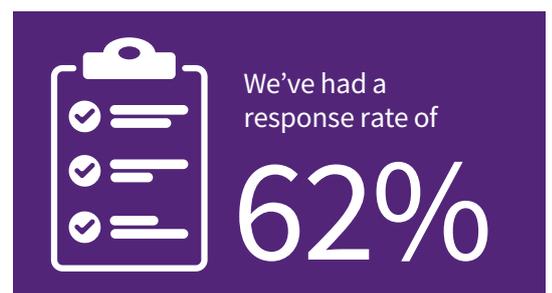
You can find a full explanation of the types of data that we store, why we store it and what we may use it for by checking our privacy statement on our website or by getting in contact

We hold the information about you securely, as set out in our data protection policies.

It is important for us to keep your information up to date. Like the government, we are also doing a census to update the information we hold on you. K-West is contacting residents on our behalf to update your details. When they phone you, they will give a unique identification code which we have sent to you by letter. This ensures your safety and privacy.

One of the questions we will be asking is whether everyone in your household is able to leave your home if there was a fire. This is important information we need to start collecting for all our residents and is part of our commitment to keeping you safe.

If you have any concerns about how we look after your information, or the census, please get in touch.



Community

Join our Gold Club!

Become a shareholder and join the Gold Club, our way of thanking residents. Get rewards for things like paying by direct debit or keeping to appointments. Start earning points and in return get shopping vouchers at the end of each Gold Club year.

To find out more and to join, get in contact.

In May we're launching 'My Phoenix' a brand-new online resident portal

Once you've created an account, you'll be able to do everything from raising a repair and booking your appointment slot, to paying your rent and reviewing and updating the information we hold about you.

The new portal will make it quicker and easier for you to contact Phoenix and is safe and secure.

You can find more information on our website.

WIN WIN WIN!

Everyone who signs up to use the new portal within one month of its launch, will be entered into a free prize draw to win an iPad or one of two Echo Dots. Watch this space!

Welcome to Phoenix!

We are pleased to announce that Rebecca Clarke has joined our Board as an independent board member.

Rebecca brings her experience, knowledge and expertise within the housing sector to Phoenix.

Rebecca said: *"Ever since walking through the doors of the Green Man for the first time, I have been*

nothing short of inspired. As a board member now, I am committed to ensuring that Phoenix can continue its sector-leading work with tenants at the heart of everything we do."

Welcome, Rebecca!



Phoenix comes out on top

We recently underwent an In-Depth Assessment by the Housing Regulator. We're pleased to announce that we've retained the highest level possible - Governance Rating 1 and Viability Rating 1. It confirms we are well set to deliver our future plans, including the development of more new homes and possibly taking on the management of 1,500 more homes in Grove Park.

We're here to help!

If you're struggling to pay your rent or bills, our Financial Inclusion team can support you to work out a payment plan, claim benefits you may be entitled to and give you advice.

"My brother had been struggling financially since May 2019 and it was really impacting his mental health. I felt so worried and struggled to access support. Korrina from the Financial Inclusion team has been so thorough and helpful, I wish I could thank her in person. The support has made a huge difference to my brother's wellbeing and things are so much better now" Phoenix resident.

Don't struggle alone. If you're struggling to pay your rent or bills, contact us today.



We hope to see you back at The Green Man soon. For updates, visit the coronavirus pages on our website.



www.carbonbalancedpaper.com
Resource Reg. No. 2110



INVESTORS IN PEOPLE™
We invest in people Gold



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