

Phoenix *Flyer*

A newsletter by residents for residents

 @phoenixtogether 

All information correct at time of printing. Please visit www.phoenixch.org.uk for up-to-date information.



A new home and budding future

Pierre and his family became Phoenix residents in 2021 after living in cramped temporary accommodation. Pierre, his wife and children have been busy in their new garden and have entered this year's Phoenix in Bloom competition. He's also become a shareholder and has written about his experience with Phoenix.

My wife, three children and I were living in temporary accommodation for two years. For a while we were all living in one room together before moving to a flat in lower Sydenham. It was an improvement but even then, to have two adults, three children plus two small dogs living together is tough. It is hard being all pushed in together and living on top of each other. We were bidding and bidding for a house then we finally got the call from Phoenix. We'd been offered a three-bedroom house with a garden!

Even after all we'd been through, the thought of moving again was daunting. But then we saw the house and the kids were really excited as

this is what they had been waiting years for. Phoenix have been amazing from the start. Any time we call if something is wrong, they are on hand to help. The people who deal with us are always helpful and willing to go the extra mile to make sure we are happy.

Once we moved in and I had seen how Phoenix help their residents and the opportunities they give us, I wanted to get more involved.

I had seen on the website that Phoenix were giving away free gardening kits and you could enter their gardening competition, Phoenix in Bloom. Having just moved into a house with a garden, I thought it would be great to do with the kids and they said they wanted to enter the competition. We picked up the kit and got going. I built a flower bed to plant the vegetables in, bought pots to put the flowers in and we repaired some of the paving and the kids put in shells they'd collected as well as their handprints.

The garden is a real family affair and it's great for the kids to have a space to run around and play in.

We've entered into this year's competition – the kids are going for young gardener and the category for the free gardening kit, and we've entered for most improved 2022. Fingers crossed!

Since moving in, I've gotten to know my neighbours and other residents and one friend is a shareholder. They explained to me what it's all about and encouraged me to get on board. I thought why not? I'm a resident, I'd like to try and help in any way I can.

I'm now a shareholder and am planning on joining the AGM in September where I'll be able to vote on Phoenix's next steps and actions. I've also managed to join the Gold Club and am looking forward to earning some points and getting the rewards in return.

It's all really exciting and new to me! The future is looking a lot better now that we're settled in the area. I'm so grateful to have a permanent home and not be pushed from pillar to post. Now we can have a better future.



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www.phoenixch.org.uk



0800 0285 700

Your Community Chest projects

Thank you to everyone who voted in this year's Community Chest! Phoenix tenants had their say to choose which projects would receive a share of our record-breaking £130,000 community funding.

The winners are:

Brent Knoll & Watergate Summer Club (£18,384) Two-week holiday club for children with Special Education Needs and Disabilities.

Covid Recovery Clinic & Healthy Living Therapies for Over 55s (£19,990) Health and wellbeing sessions for Phoenix residents over 55.

Happy Feet (£18,499) Toenail cutting service for over 50s.

Sports Fun 4 All (£11,982) Free football coaching for young people.

Summer's Park Adventure (£8,844) Family theatre show in Chinbrook Meadows.

Wellbeing Wednesday's (£10,699) Communal living room for socialising and activities.

Young Carers (£20,000) Holiday club for young carers in Lewisham.

Phoenix tenant and Vice Chair of the Board Simon Barlow said:

"I was thrilled to announce this year's winners at the Phoenix Festival. The Community Chest gives me and my fellow residents a real opportunity to have our say and I'm thrilled that so many did! There's a range of fantastic projects that have won this year and I'm really looking forward to seeing them in action."

Small grants of up to £2,500 were awarded to Castillon Unity Garden, Fitness & Friendship, Fun & Fitness with Afro-Caribbean Music, Girls-R-U's, Grove Park Carnival, Grove Park Mural, Spread the Word, Street Trees for Living, WG Grace Senior Citizens, Wuntanara African Drumming.

Keep an eye out on our website and social media for more information on the projects and when they will be starting.



Thank you to everyone who joined us at the Phoenix Festival 2022!



Over 4,000 people flocked to Forster Memorial Park on Saturday 14 May to enjoy spectacular live music, food and drink, and entertainment to suit the whole family.

Remembering Terri Foulis

We are very sorry to learn of the death of Terri Foulis - one of our founding tenant members and an original member of our Board when we started in 2007.



Terri was a great advocate for our community gateway approach and a fierce defender of our resident leadership model. Our thoughts are with her friends and family.

Events

Summer Fun Thursdays in August, 12noon - 4.00pm

Summer Fun is back and coming to a green space near you this August. See the enclosed leaflet for more information.

Annual General Meeting

Tuesday 20 September, 6-9.00pm

All Phoenix resident shareholders are warmly invited and encouraged to take part in this year's AGM.

Look out for more information soon.

News in numbers

In May, our General Enquires team received **6,407** calls and answered **52%** of them within 30 seconds.

1,458 residents are using our MyPhoenix resident portal.

305 residents registered for MyPhoenix at the Phoenix Festival and were entered into a prize draw!

Congratulations to prize draw winners Lisa Salavatierra, Patricia Peart and Anna Chuchulska!

Pride at The Green Man!

79 members of our community joined us to celebrate the 50th anniversary of Pride.

View the enclosed flyer for the full round up.

Fencing replacement and renewals

We want everyone to be able to enjoy their outside spaces and we know fencing plays a part in that. During the pandemic, we were only able to repair fencing if it was an emergency, however storms Dennis and Eunice caused unforeseen damage which has delayed our plans to repair, replace and renew fencing.

To help us return to our normal service, we now plan to repair fences in a phased priority approach. Fences classed as not safe and secure, which have sharp objects sticking out, are rotten or a security risk will be repaired/replaced this year (Priority 1). Fences that are classed as urgent will be repaired/replaced later in the year (Priority 2). Fences classed as non-urgent will be repaired/replaced early next year (Priority 3).

If you have any concerns about your home or if you would like to raise a repair, please contact us.



Female trade professionals wanted!



Learn how you could join a fully funded course through the Women's Trade Network and Phoenix to start your journey into the booming trade sector. You will receive advice, support, mentorship, access to training and job opportunities to succeed in the industry.

Starting in September. Look out for more information on our website or contact us to register your interest.

Fancy a bite to eat?

Visit **The Green Man Community Café** for breakfast or lunch...or brunch!

Open weekdays from 8.30-3.30pm.

All day breakfast £4
(£4.50 with hash browns)

Meal deal £3.50
(Toastie or sandwich
+ snack + canned drink)

Collect stamps with
our loyalty card!



Find us at: The Green Man, 355 Bromley Road,
London SE6 2RP

Join our school of social housing

Our 'school of social housing' – The Phoenix Academy – is open for enrolment! The Phoenix Academy is an opportunity to find out more about the housing sector and get a Chartered Institute of Housing Qualification. Whether you're looking to start a career in housing or want to join one of our resident-led committees, you can find the right qualification for you!

For course information and to enrol, visit our website or get in contact.

Level 1 online course starts in November.
Applications close on Friday 7 October.



Need someone to talk to?

We've teamed up with Health Assured to provide Phoenix residents with free 24/7 access to: Legal Advisors and Counsellors who will listen to you and help you talk through any issues you may be facing emotionally or with your mental health, such as:

- **Low self esteem**
- **Work issues**
- **Divorce**
- **Probate costs**
- **Feeling isolated**
- **Immigration issues**

"I found the support line so helpful, and I didn't have to give my name, age or location as the service is anonymous. The counsellor sat on the phone with me for as long as I needed and gave me advice for my situation" - Phoenix resident



To use the service call 0800 917 6470, say 'Phoenix Community Housing - Residents Gateway' and quote the reference number 'HA 129596'.

Financial Wellbeing

Our Financial Wellbeing team is here to support you with:

- Understanding benefit entitlement
- Applying for benefits and grants
- Budgeting and managing money
- Getting grants for essential household items
- Accessing help from other organisations

If you're struggling with your finances or if you want some advice to maximise your income, contact us to book a one-to-one appointment with the team.



Energy support

To help households navigate the cost of living crisis, the government has announced a series of grants:

- Households will get a £400 discount on their energy bills this October. The discount will be made automatically by your energy supplier or applied to your meter. There is no need to apply.
- Households in receipt of Universal Credit, Income based Jobseekers allowance, Income Related Employment and Support allowance, Income Support, Working Tax Credit, Child Tax Credit and Pension Credit will automatically receive a £650 payment.
- Households that receive the Winter Fuel Payment will receive an additional £300 during the winter months.

For advice on your energy bills, visit Phoenix leaseholder and Energy Champion, Sharon O'Connor, at the Phoenix Energy Advice Café, every Tuesday and Wednesday from 10am-1pm at The Green Man.



Lewisham Plus Credit Union

You can also visit the Lewisham Plus Credit Union branch at The Green Man for information about savings, current accounts and secure loans.

A credit union is a financial cooperative owned by its members. As a Phoenix resident, you can become a member of the Lewisham Plus Credit Union.

Credit unions work by members saving together to create a pool of money from which low cost loans are made and any profits are reinvested.





Housing Management

Our Housing Officers are here to help all residents with a wide variety of tenancy issues. They can organise an appointment with you at The Green Man or they can visit you at your home.

Each Housing Officer has responsibility for a particular patch within a neighborhood, street, and estate. They are an important point of contact for a wide range of services. They are here to help you and ensure that you enjoy being part of the Phoenix community. Our Housing Officers will also help you understand your rights and responsibilities as a tenant. They can offer you advice on issues such as:

- your tenancy
- noise nuisance
- antisocial behaviour
- parking issues
- estate inspections
- domestic abuse
- graffiti
- membership
- hate crimes and racially motivated crimes
- small community projects
- rehousing (transfers and mutual exchange).

Get in touch

Please call us in the first instance on **0800 0285 700** or email **info@phoenixch.org.uk**. In many cases members of our General Enquiries team will be able to help you, but they will refer you to your Housing Officer

when required. You can also find details of your Housing Officer through our online portal MyPhoenix.

Visit our website for more information.

Antisocial behaviour

Antisocial behaviour is an unwelcome activity that causes alarm and distress to people and can take on many forms, including:

- verbal or physical abuse
- criminal damage
- vandalism and graffiti
- noise nuisance
- threatening or intimidating behaviour
- selling drugs
- nuisance driving and nuisance vehicles
- racial, sexual and other harassment or hate crime

We take reports of anti-social behaviour seriously and treat all reports in confidence. We will discuss with you the next steps that will be taken, involving other agencies such as the police where appropriate.

There are many available options for different situations and it's important to maintain contact with us so that we can discuss and agree these with you.

Everyone plays a part in recognising abuse, reporting it and being safe in our community. If you have concerns about a neighbour or relative, please contact your local authority and speak with the Social Care team who will be able to help.

April 2021-March 2022...



We had **95** open ASB cases **82.35%** of respondents were very or fairly satisfied with how their ASB case was handled



184 General Needs homes were let



86.36% of respondents were very or fairly satisfied with the overall lettings process

At year end...



There were **43** open safeguarding referrals to our safeguarding panel and **41** open cases on our At-Risk log.

Community

Safety checks in your home



As your landlord, we're required to carry out essential safety checks to keep you and your neighbours safe.

These include gas safety checks which must be completed every 12 months. We also complete fire safety checks and essential property safety inspections regularly. It's really important you allow our operatives access to your home to complete these checks.

It also pays to keep your home safe! Join our Gold Club and receive a £10 voucher when you have your gas service completed for the first time or if you're a leaseholder with a valid gas safety certificate.

Visit www.phoenixch.org.uk/community to find out more or contact us to sign up to Gold Club today!

Phoenix homeowners, help shape our approach to building safety!

We're looking for a Phoenix homeowner to get involved with building safety. You'll play a role in shaping how we keep residents safe now and in the future.

We're particularly interested in homeowners who live in high rise buildings.

Contact us to find out more.



Be scam smart

We have been made aware of a current scam targeting residents from companies claiming to be the Phoenix Repairs Service for disrepair claims. There have also been reports of scam texts claiming to be from Phoenix that includes a link asking for the recipient to enter their bank details.

Phoenix will never request your bank details via text or call you regarding making a disrepair claim. If you are unsure of whether it is genuinely us contacting you, call our General Enquiries team on 0800 0285 700 to check.

If you receive a scam text or call, do not click any links or provide any personal details and report it to www.ncsc.gov.uk/collection/phishing-scams.

Women and the Built Environment

Our Chief Executive Denise Fowler chaired the Women's Housing Forum Webinar: Women and the Built Environment. The webinar explored what our homes and neighbourhoods might look and feel like if more women could influence their design.

Guest speakers Kate Henderson, Chief Executive of the National Housing Federation and Yemí Aláderun, Architecture and Development Manager at Meridian Water shared tips for women wanting to progress in the sector:

- Put yourself forward to be visible
- Find like-minded people
- Don't wait, there is never a perfect time!

To find out more about the Women's Housing Forum, visit: www.womenshousingforum.org



For updates, visit our website.



INVESTORS IN PEOPLE™
We invest in people Gold



Phoenix Community Housing, The Green Man, 355 Bromley Road, London, SE6 2RP