

# Phoenix Flyer

A newsletter by residents for residents



@phoenixtogether



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**What does building safety mean to me?**

By Carmen Simpson, Chair of Phoenix

**When you think about building safety, you probably think about high level strategies, surveyors and people in a board room, analysing plans and figures. But we have to think beyond that!**

What does it truly mean to talk about building safety? Well, that differs for everyone and as we have reached the five-year anniversary of the tragic events at Grenfell this year, we must continue to do more.

I'm proud of our resident-led model and I'm proud to say that 3,440 resident shareholders play a role in our decision making. Resident involvement truly is at the heart of what we do, but as your tenant Chair I'm passionate that we must continue to do more, especially when it comes to the topic of safety.

So, what have we been up to? Well, last year we launched a programme board to oversee our Building Safety Programme which ensures Phoenix are doing everything they can to keep

residents safe now and in the future. I chair the programme board and am joined by other resident members. We've also recruited our Building Safety Manager, Emma Burdett, whose expertise will guide both staff and residents on building safety.

But our approach to safety doesn't stop there, though. While resident leadership is crucial, we mustn't overlook the value of simple safety communications. We know that we must find ways to reach everyone in a way that is accessible and meaningful.

At a basic level, this newsletter is important. In this issue we focus on fire safety and in previous issues we've covered other safety topics. It's simple, but if you remember to find your fire action notice or plan an escape route after reading The Phoenix Flyer, then reminders like this can save a life.

For new residents, please read your resident handbook for key safety information. We're also working

with our contractors to produce building-specific safety guides for our new developments.

In-person engagement and learning is also important. Many of you attend consultation activities throughout the year and this year we held our first fire safety event. Residents had an introduction to the history of fire safety, met with London Fire Brigade and took part in a hazard spotting exercise to stay fire safe.

So, in summary, as a Board Member, building safety might be a detailed report on risk and safety measures, but as a tenant I expect to feel empowered with essential safety information. Engagement takes many forms and whether that is through reading a tenant handbook or having a go with a fire hose, it doesn't take away from the seriousness of the message.

If you want to get involved or if you want to learn more about an area that interests you, please get in touch! Your voice matters.



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0800 0285 700



## Voting for the future

Over 100 resident shareholders joined to have their say at this year's annual general meeting (AGM). Thank you to everyone who took part!

The lively question time session covered topics ranging from fly tipping, to energy advice and support for residents during the cost of living crisis.

[Visit our website to view the full summary.](#)

### Events

#### Disability Awareness Day

**Tuesday 29 November, 5-7pm**

Join us at The Green Man for an evening that informs, educates and spreads awareness about disability in our community with inspirational talks, activities food and more. [See enclosed leaflet for more information.](#)

#### Meet Santa

**December**

See enclosed leaflet for more information.

#### Fun and Fitness for over 50s

**Fridays, 11.30am - 12:30pm**

Get fit and find new friends while dancing to African heritage music at Goldsmith Community Centre. Call 07528703662 to find out more and book.

## News in numbers

This year we changed the way that we carry out satisfaction surveys. Every quarter we now survey **10-25%** of residents so that we have more up to date information and can make changes based on your feedback.

The surveys are carried out anonymously by phone on our behalf by an organisation called K-West so residents can feel confident in being honest about our performance.

The survey asks your views on Phoenix's overall service, our repairs service, health and safety and the extent to which you feel that Phoenix listens and acts upon your views. There is also a chance for you to give

us more information on what we could improve.

**1,981** residents have responded to the surveys so far and **75%** are satisfied with Phoenix overall.

Through the surveys residents have told us that they would like us to improve our customer care, repairs and estate services. As a result, Phoenix Gateway Committee have asked us to review our response to fly-tipping. We are also working with the repairs service to improve the way we manage and log follow-on repairs.

[Visit our website to view the survey results summary.](#)

## Young Ambassadors appointed to tackle youth unemployment



Phoenix Community Housing has recruited more than 20 paid Youth Ambassadors to help break down the barriers to employment for Downham youth.

The Connected Futures Project, delivered by Phoenix, Lewisham Council and Circle Collective, will see this passionate group of young people aged 18-30 come together over the next 18-months to find out what the barriers are stopping young people in Downham from gaining employment and make recommendations on what can be done to help.

Zhane, a young Phoenix resident from Downham (pictured), is one of our new ambassadors, and said: "After hearing about the project, I wanted to get involved as I can relate having faced unemployment for a period, especially during the pandemic."

[Visit our website to hear more from our young ambassadors. Watch this space!](#)

## Thank you to everyone who joined us for Black History Month!

Eventgoers gathered at The Green Man to enjoy a screening of Racial Inequalities in Health by the Open University, free massages, tie-dyeing, an African drumming workshop, Caribbean dance class and a talk by special guest speaker Dr. Catherine Mbema.

[Check out our website for the full round-up.](#)

# Phoenix has bloomed!

Earlier this year, we gave away 100 free gardening kits to help more residents find their green fingers and get gardening. The kits came with pots, compost, three beginner-friendly seed packets and instructions - everything needed to spruce up a balcony, style out a windowsill or make a garden gorgeous. To celebrate these budding gardeners we added an extra Phoenix in Bloom competition category just for those who collected and planted their free gardening kit. As a result, we had three times as many entries this year!

Residents from across the Phoenix area sent in photos of their entries and those shortlisted were visited by our expert judges. The judges have chosen 12 worthy winners and runners up who were invited to an awards ceremony at Farmstead Road Community Garden.



To find out who this year's winners are and hear the stories behind the gardens, visit our website.

## Green light for highly sustainable new homes



We're pleased to announce that we have secured planning approval from Lewisham Council for a new 'Passivhaus' development in Downham.

The new development will provide 25 much needed homes for social rent and 11 shared ownership homes on the site of the disused allotments and garages near Arcus Road and Chingley Close.

The 'Passivhaus' standard is an internationally recognised approach that aims to address issues including climate change and fuel poverty. Passivhaus homes have very high levels of insulation which means residents will notice benefits such as low energy bills and comfortable living environments.

We held extensive consultation with residents throughout 2020 and 2021 to help shape the plans.

For up to date information on our development plans, visit our website.

## Grand reopening of The Fellowship Inn

Over 40 guests came to celebrate the reopening of The Fellowship Inn in September.

The Mayor of Lewisham, Damian Egan, cut a ribbon to officially mark the reopening of the pub, with new operators Homegrown.

Steeped in local history, The Fellowship Inn was built in the 1920s as part of the Bellingham estate.

Restored by Phoenix in 2019 with a £4 million fund through the Heritage Lottery Fund, the refurbished pub now features a cinema, theatre, café, and restored music rehearsal space.



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# We're here to help

Last year, our Financial Wellbeing Team supported residents to access over £782,251 in grants and benefits. These are difficult times and we understand you may have worries about your money and heating your home. If you're worried you'll get into rent arrears or struggle to pay your service charges, it's important that you contact us.

Our friendly, experienced team can:

- Help you to maximise your income and apply for benefits or additional support that you may be entitled to
- Refer you for specialist advice and support from Citizens Advice or debt charities
- Help you to access grants for essential household items

- Offer support and advice on money management and budgeting
- Help with benefit appeals
- Assist with completing applications for disability benefits
- Provide emergency foodbank vouchers

We value your feedback and if you feel there's a service that we could be offering to support you, please contact us.

## Pension Credit Workshop

Pension credit gives you extra money to help with your living costs if you're over state pension age and on a low income.

Join us for our Pension Credit workshop to find out if Pension Credit can help you.

Tuesday 22 November.

11am-12noon - registration commencing at 10.30am.

The Barn, The Green Man, 355 Bromley Road, SE6 2RP.

## Small changes can make a big difference



Phoenix leaseholder and Energy Champion, Sharon, provides free energy advice at the Energy Advice Café every Tuesday and Wednesday from 10am-1pm at The Green Man. Sharon shares her top tips to save money on your energy bills. Visit our website to read Sharon's full blog.

The news at the moment around energy price rises is concerning, but it's important to focus on changes you can make to save money!

- Only boil your kettle with enough water for what you need.
- Make sure you have a full load when doing the washing and wash at a low temperature.
- Move furniture away from radiators and external walls.
- If you're heating food up and do not have a microwave, use the oven as it starts to heat up.
- Open curtains/blinds during the day to heat up the home and close them when the sun is not shining to keep the heat in.
- Turn off electrical items and lights when you are not using them.



## Supporting our local food bank

If you require food bank vouchers, please contact us.

Our foodbanks are experiencing diminishing donations.

If you can support with donating essential items such as tinned food, pasta sauce, long life milk, shower gel and sanitary pads, we have set up a drop off point in The Green Man.

In June 2022, our local food bank fed 1014 adults and 496 children. Thank you for your donations.

# Focus on: Fire safety

We want all of our homes to be places where residents can be safe and feel safe.

As part of our responsibilities to provide safe and secure homes for residents, we carry out regular fire risk assessments (FRAs) to identify and reduce any risks.

By July 2022 we had completed **100%** of all FRAs. You can access the most up to date FRA for your building on the MyPhoenix portal at [my.phoenixch.org.uk](http://my.phoenixch.org.uk) or contact us to request a copy.

The guidance below sets out steps and reminders to stay fire safe at home to keep you, your household and your neighbours safe.

You can also visit London Fire Brigade website at [www.london-fire.gov.uk](http://www.london-fire.gov.uk) for more fire safety information.

If you have any questions or concerns about safety in your home, please contact our Building Safety Manager Emma Burdett at [emma.burdett@phoenixch.org.uk](mailto:emma.burdett@phoenixch.org.uk).

### How to report a fire

1. If you discover a fire, raise the alarm by shouting "FIRE, FIRE"
2. If you are not in a dwelling, leave the building immediately by the nearest exit if it is safe to do so.
3. Move a safe distance away from the building
4. Call the Fire Brigade by dialling 999 or 122 and asking for FIRE
5. Remain a safe distance away from the building and await the Fire Brigade

### What is my evacuation strategy?

If you live in a **house** and a fire starts in your home, please safely evacuate immediately.



All homes within a **block** should follow the advice laid out in the fire action notice. Fire action notices are displayed in communal areas of all blocks. If you are unable to find your fire action notice, please contact us.

### Escape Plans

If you live in a block of flats, a maisonette or a house it is important to plan ahead and make an escape plan in case of a fire. You can get advice from London Fire Brigade on escape plans and fire safety in your home at [www.london-fire.gov.uk/safety/the-home](http://www.london-fire.gov.uk/safety/the-home)

You can also call London Fire Brigade on 0800 028 4428 to arrange a free home fire safety visit where an expert will visit your home and provide personalised advice to stay fire safe.

### Fire door information

Your front entrance door should always be a fire door. Fire doors are different to normal doors and prevent heat, smoke and fire spread for 30-60 minutes. All communal fire doors will display a blue fire door sign.

- Fire doors must be kept closed at all times. Fire doors provide a barrier to prevent fire spread and allow fires to be managed more efficiently by the fire brigade.
- Fire door closers help prevent the spreading of fire to keep you safe.
- If there are any faults or damage to a fire door, please raise this immediately by contacting us.

# Building safety

As part of our Building Safety Programme, we'll be carrying out an in-depth survey programme to collect information on some of our blocks. The surveys will inspect different elements of the building, including fire doors.

The programme will help us to ensure that we have effective and proportionate measures in place to manage and improve your safety and the safety of your home.

We will be in contact with residents who will have their blocks and homes surveyed.

Visit our website for more information.



## Community

### Your wellbeing matters

We have teamed up with Health Assured to provide Phoenix residents with free 24/7 access to **private 1-1 counselling, legal and financial information.**

Contact their experts who will help you with issues you may be facing emotionally, physically, financially or with your mental health such as:

**anxiety, depression, feeling isolated, divorce, probate costs, motoring issues, trauma management, medical information and immigration information.**

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

### The Phoenix Youth Council returns for 2022-23!

This year, the council is made up of nine passionate members who will meet over the next year to have their say on issues that affect them, make recommendations and shape policies which feed into our Board and governance structure at Phoenix.

Visit our website to hear from the young residents on why they decided to join.



# Bellingham turns 100 next year!

In partnership with Bellingham Community Project and Bellingham Interagency we are asking residents to come forward and share their stories to celebrate 100 years of Bellingham next year.

This could be photos, stories and memorabilia which will help mark the Bellingham Centenary.

If you have stories and information to share, please email [communityengagement@phoenixch.org.uk](mailto:communityengagement@phoenixch.org.uk) or call 020 3121 0100

If you would like to get involved and volunteer to be part of the celebrations, please contact us.



## Preparing for the winter

Before we enter the colder months, it's important to check that your heating works. If there's no heat from the radiators, please call us on **0800 0285 700**.

If there is no heating and no water, please check that there is enough money on your gas meter and that there are no issues with the gas supply to the boiler. In most cases, resetting the boiler will work, especially for a F75 error code.

Remember, we carry out a gas safety check every 12 months to keep you and your neighbours safe, so we'll be in touch when your next safety check is due.



## Christmas opening hours

The Phoenix Repairs Service will carry out emergency repairs only during this time and our out of hours service will continue as normal.

26 and 27 December – Closed  
28 December – 10am – 4pm  
29 to 30 December – 10am – 4pm  
2 January – Closed  
3 January – Normal hours resume



For updates, visit our website.

Wishing you all a Merry Christmas



**INVESTORS IN PEOPLE™**  
We invest in people Gold

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

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Our community in our hands