

Phoenix *Flyer*

Phoenix needs you!

@phoenixtogether

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Celebrating 15 years of Phoenix

Phoenix resident and Vice Chair of our Board, Simon Barlow, reflects on 15 years of Phoenix and looks to the future.

I must open this issue by saying thank you to our tenant founders. Tenant activism and a determination to make a difference has led to 15 years of residents having a say, 15 years of ensuring our homes are fit for people's needs and 15 years of working together to shape our fantastic Phoenix community.

So, here's to the next 15 years! In this issue of the flyer, you'll hear about our resident-led model, our future plans and current ways to get involved. These are difficult times and there are challenges ahead, but

that is why we must continue to use our voices.

For me, the most rewarding thing about getting involved, firstly as a mystery shopper and now as Vice Chair, is that you can see change take place. Everything down to this newsletter that you're reading has had resident input – and not just input, input that is valued.

That's what makes us special and that's why it's important for us to think about how we can make it easier for all residents to get involved. This milestone is a time to celebrate and reflect. It's an opportunity for us to look at where we are now and how we can improve.

We live in our homes and we all have different opinions about the services we're experiencing. So, as you flick through this edition, please get in touch if there's something that stands out to you and equally, get in contact if there's something that you feel is missing. Help us to shape our future, now is the time!



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A Gateway to the future

In the mid-2000s our founding tenant Chair, Pat Fordham MBE, campaigned for a different kind of housing association where residents would have control over the management of their homes.

A successful tenant ballot led to the creation of Phoenix in 2007, with four Community Gateway principles defining our model:

1. Resident leadership
2. Resident involvement in decision-making
3. All voices to be heard
4. Resident ownership



Birth of Phoenix, December 2007.



1000 decent homes, June 2009.

"I'm so proud of everything we've achieved over the past 15 years, but it's time to think about our future. Come and join us, find out what you're interested in and most importantly, have your say." **Pat Fordham MBE**

Looking to the future

We're proud to be London's only Community Gateway and one of just a handful of resident-led housing associations in the UK. We're determined to stay that way and we need your help to ensure that all voices continue to be heard through our Phoenix Gateway.

We've been working with our involved residents to get their views about how we can make our resident-led model simple and easy for all residents to get involved. We're really keen to hear your ideas too. Continue reading to find out how you can get involved and have your say.



Involved residents workshop.



"I am currently a part of the Customer Experience Committee, the Phoenix Gateway Committee and the Resident Communications Group. Residents should get involved because there really is something for everyone and you can make an impact in a way that suits you. Involvement can mean sitting on the Board or a committee, but it can also mean attending an event or filling out a survey."

Phoenix resident, Deirdre Kennedy

Shareholding membership and Gold Club

Becoming a shareholder means you have the right to stand for election to our Board, vote for residents who stand for elections, and vote at our AGM. It's free to become one and means you can join our Gold Club. When you do things like paying your rent by direct debit or keeping to appointments, you save us money which in turn allows us to offer good, quality services. As a thank you, you earn rewards points which we convert into shopping vouchers at the end of the Gold Club year.

There is no cost to join the Gold Club, and any tenant or leaseholder over the age of 16 can join as long as you are a shareholder.



How residents lead Phoenix

Tenants and leaseholders are the largest group on our Board and are key to helping us to shape, deliver and improve our services.

The Board is responsible for managing and scrutinising Phoenix, as well as setting our direction. It is supported by Customer Experience, Audit, Development and Human Resources and Remuneration sub-committees, all of which include residents.

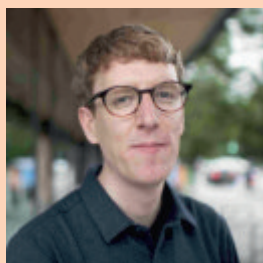
Our Board is made up of six residents, two Lewisham Council nominees and four independent members. Visit our website to find out more about our Board members.

Our Customer Experience Committee is made up mainly of residents including three resident Board members and members of the Phoenix Gateway Committee. This committee reviews our policies and performance

and makes recommendations to the Board to help deliver high quality homes and services to residents.



Annual General Meeting, September 2022.



“I am a leaseholder Board Member at Phoenix and I help to make decisions regarding our development programme of new homes, help to set Phoenix’s policies as an employer, and feed into decisions on our financial plans. Resident leadership does really impact policy and how Phoenix operates and it can be very empowering and rewarding for those that get involved.” **Phoenix Board Member, Mike Tisdell**



Phoenix Gateway Committee

Our Gateway Committee is a key group made up of residents, staff and resident Board Members. As part of the group, you will meet six times a year to offer advice and support to our Board, influencing key projects, events and initiatives. This ensures that when our Board make decisions, they can take into account the opinions of residents and staff.

We are currently looking to expand the group to include more residents. Contact us if you would like to learn more.

There are many ways to get involved with Phoenix to influence every aspect of how Phoenix works. From attending our events, to joining one of our resident groups.

Scrutiny Panel

Join the Scrutiny Panel to put Phoenix under the microscope! You’ll work together with other residents and staff to monitor and review how we are performing and recommend improvements. The Scrutiny Panel have scrutinised and written reports on issues such as repairs satisfaction, complaints and the role of Housing Officers, just to name a few.



Scrutiny Panel meeting

Online Policy Consultation Group

As a member of this group you can comment, give feedback and make suggestions on draft policies through online surveys. The surveys take less than 10 minutes to complete and we'll use your suggestions to help shape our policies for the benefit of all residents.

Youth Council and #BEin

Aged between 16 and 25? On the Phoenix Youth Council you can have a say on issues that you're passionate about, help to shape policies and make recommendations to the Board and committees. Each year, The Youth Council pick themes that they want to focus on such as more opportunities for young people and making neighbourhoods safer. Visit our website to find out about our Youth Council for 2022-23.

If you want to develop your creative, personal and professional skills through weekly workshops and mentoring, our Youth Leadership Programme #BEin is for you! You'll receive Love2Shop vouchers for volunteering, pizza and refreshments as you work on projects and towards Digi Badges which improve your employability.

To find out more and join the group, call/text/Whatsapp Jen on 07515605198.



Phoenix Youth Council.

Resident Communications Group (RCG)

Did you know that Phoenix has a rule where communication that goes out to more than 50 residents must be reviewed by the RCG? Join the RCG to have a say on all things communications. From quarterly newsletters, to our website and social media, help us to ensure we communicate with residents in a way that you want and that benefits you.



"I am involved in the Resident Communications Group and I have also been involved on interview panels to support with appointing new Phoenix staff members. There is so much to do and learn through Phoenix activities and involvement in general, and on a personal level, regardless of your age. Many are better than few. Let's reason, build, believe and rise up for our community." Phoenix resident, Amelie Konan

Interview panels

Do you want to have a say on who we employ? When we recruit new Phoenix staff members, we always include residents on the interview panel to ensure that all employees who join Phoenix have the skills and strengths we're looking for. We offer interview training to all new members. Not only will you be involved in appointing our future staff, the experience could help you next time you're in front of an interview panel yourself!

Mystery shopping

A key way to help us improve our standards of customer service is to test our services through mystery shopping! Get in touch today to help us choose scenarios to mystery shop and assess the quality of customer care.

Quarterly satisfaction surveys

We carry out telephone satisfaction surveys every quarter to help improve our services so that we can make changes based on what you tell us. Turn to the back page for the latest satisfaction survey results.

Customer journey mapping

Can you think of an area that could be improved? We work with residents to carry out customer journey mapping to improve processes identified by residents.

Following a drop in resident satisfaction with complaints handling, we set up a focus group of residents who had complained so they could review the process and make recommendations. These recommendations have been discussed at the Customer Experience Committee and changes to our complaints process are underway.

Join our school of social housing!

If you'd like to learn more about our Community Gateway model and get an accredited qualification, our 'school of social housing', The Phoenix Academy, is a great place to start.

Set up in 2014, Phoenix residents have joined the academy to learn more about social housing, the history of Phoenix and to understand residents and landlords' rights and responsibilities.

Of the nearly 280 previous graduates, six have become Phoenix tenant Board Members, with others joining residents' groups.

The Phoenix Academy is free for tenants and leaseholders and enrolment is now open for levels 1-4. To enrol, visit our website or contact us.



Exciting new project with Goldsmiths University

We are partnering with Goldsmith's University to find out what are the barriers to men, neurodivergent people and people with physical disabilities from getting involved in Phoenix.

To find out more and take part, scan the QR code, email CommunityRegen@phoenixch.org.uk or call **020 3121 0246**



Get involved today

See something you're interested in? Please get in touch, we'd love to hear from you.

 Jade.Short@phoenixch.org.uk

 **07515 605113**

As this newsletter highlights, there are many ways that you can get involved at Phoenix but we're currently reviewing these and considering new options. Now we want to get your views to shape our future!

We have issued a survey by post and email that asks for your feedback on our current model and ways to get involved. The survey is also an opportunity to express your interest in getting involved with us.

If you haven't filled out the survey yet, scan the QR code to give your feedback or contact us using the details above.

Some of our groups offer options to participate virtually and can be flexible around your availability. If you'd like to get involved and require support with travel or childcare costs, please contact us to find out how we can help you.

**Use your
voice**



Don't struggle in silence

The cost of living crisis is impacting many in our community and it's important that you contact us if you're worried about your circumstances. We are here to help and can offer expert support and guidance. Contact us for:

- energy advice to bring down the cost of your bills
- support to maximise your income and access benefits you're entitled to
- advice to create a budget to make your money go further
- help to access emergency foodbank vouchers
- hardship grants for residents in need.



Responding to damp, condensation and mould

We are deeply saddened to learn the death of two year old Awaab Ishak, who passed away due to prolonged exposure to mould in his home in Rochdale.

Do not hesitate to contact us if you are experiencing problems with damp and mould in your home. We take reports of damp and mould very seriously and have revised our process to ensure that we can check all reports of damp and mould quickly, and work closely with affected households until the issues are resolved.

You'll find a warm welcome at The Green Man



We're delighted to have designated The Green Man hub as a 'Warm Welcome' site.

You are invited to come to The Green Man from Monday to Friday between 9am-5pm, where you will be welcomed into the hub and can enjoy comfortable seating, wifi, hot drinks, board games, books, and a children's area free of charge.

Many community groups are coming together to offer other 'Warm Welcomes' in Lewisham. Visit www.lewishamlocal.com for more information. We will also be hosting a series of free workshops at The Green Man and the WG Grace Community Centre. All workshops will take place from 2-4pm. To register, email financial.wellbeing@phoenixch.org.uk or call 0800 0285 700.

Workshop	Location	
	The Green Man	WG Grace Centre
Budgeting	Monday 27 February	Thursday 2 March
Pension Credit	Monday 6 March	Thursday 9 March
Access to grants	Monday 13 March	Thursday 16 March
Disability benefits	Monday 20 March	Thursday 23 March
Making a Personal Independence Payment (PIP) application	Monday 13 February Monday 27 March	Thursday 30 March
Drop-in Meet the Financial Wellbeing team	Monday 20 February	Thursday 23 February

Energy Improvement Programme

In March 2021, our Board approved a Sustainability Strategy which outlines new ways of building and maintaining our homes to make our homes more energy efficient and reduce our carbon footprint.

We also want to improve how our homes work so that they are comfortable and as cheap as possible to run, heat and cool.

We survey our homes to create an Energy Performance Certificate. The EPC tells us which are the most energy efficient homes and which are the least on a scale from Bands A to G.

Of the homes surveyed so far, 80% are band C or higher and this year we will be starting energy improvement works, focusing on insulation and ventilation to bring all our homes to EPC band C by 2030 as required by the government.

We will be in contact with residents who will have their homes surveyed and where we have identified homes for improvement works.



Help to reduce your energy bills

From July 2022-January 2023, Phoenix leaseholder and Energy Champion, Sharon O'Connor, has delivered £14,000 in energy savings, grants and discounts, across 230 advice sessions.

Visit the Phoenix Energy Advice Café for free energy advice every Tuesday and Wednesday in The Green Man from 10am-1pm.



Our 'Enry's come home!

We are delighted to have joined London Ex Boxers and John Conteh MBE at the unveiling of a new statue in Bellingham of the late heavyweight boxer Sir Henry Cooper.

Sir Henry grew up in nearby Farmstead Road and started his career as an amateur boxer at the Bellingham Boxing Club. A British and Commonwealth heavyweight champion, he used the Fellowship Inn as a training base ahead of a 1963 fight at Wembley with Cassius Clay, later Muhammad Ali.

Known affectionally as 'Our 'Enry', Henry Cooper was twice voted BBC Sports Personality of the Year and is the only boxer ever to receive a knighthood. He was a vocal advocate of the Anti-Nazi League, a group formed in 1977 to counter the rise of the far right.

We hope the statue will serve as a lasting reminder of Sir Henry's association with Bellingham and his contributions to both sport and charity on a national and international level.



Phoenix Chief Executive, Denise Fowler at the unveiling.



Community and events

Resident satisfaction

To measure resident satisfaction, we survey 10-25% of residents by phone every quarter.

The survey is carried out on our behalf by a company called Kwest.

2,801 residents answered when asked how satisfied they are with Phoenix and **75%** told us they are satisfied with our overall service.

Visit our website to view the survey results summary.

The results are outlined along with our targets and tolerances which are agreed by our Board.

• Phoenix listen and act upon views



Year to date: **71% agree**
Target: **66%**

• Being treated fairly and with respect



Year to date: **86% agree**
Target: **85%**

• Time taken to complete most recent repair



Year to date: **68% are satisfied**
Target: **75%**

• My home is well maintained



Year to date: **71% agree**
Target: **81%**

Is your repair an emergency?



When something needs a repair in your home, it's important to get it put right.

Out of hours emergency repairs are there to make the situation safe until our repairs team are able to visit you in normal office hours. If you've got a genuine emergency in normal hours, we'll aim to complete the full repair on our first visit and if needed we will arrange an appointment for further works.

Examples of emergencies include:

- no drinking water or loss of mains water
- communal heating not working
- stair lift breakdowns
- total loss of electrical supply
- make an area safe after criminal damage
- major blockages, surging drains, stacks, toilets
- dangerous structures and ceilings
- major water penetration and flooding
- water affecting any electrics.

Visit our website for more information on emergency repairs.

For gas emergencies, call the National Grid immediately on 0800 111 999.



It's important to only log an emergency repair if it's an emergency. In November 2022, 756 calls were received to our out of hours emergency repairs service.

Making a complaint

You can register a complaint by telephone, in writing, in person or by email at complaints@phoenixch.org.uk. Visit our website or contact us for more information on our complaints process.

If you are unhappy with how we've handled your complaint, you can discuss your complaint with the Housing Ombudsman at any point during the complaints process. The Housing Ombudsman can formally investigate your complaint when the Phoenix complaints process has ended.

To contact the Housing Ombudsman, call them directly on **0300 111 3000**, visit www.housing-ombudsman.org.uk or write to: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

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