

Phoenix *Flyer*

A newsletter by residents for residents



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

Introducing Community Links



By Phoenix Board Member and tenant, Eileen Davies

I've been a resident of Phoenix for 10 years now, and through that time, I've seen the organisation evolve. As a resident-led housing association, Phoenix wants our services to be transparent, accessible and to reflect the local needs and ambitions of our community.

To do this, involved residents have been working closely with staff to change our approach to delivering our services by introducing a patch-based Community Links approach to our work.

Some of you will remember that we initially set up Community Links areas in 2014 to support residents in delivering action plans to resolve key concerns via regular community events. It started well at first, but the pandemic made it hard to keep the momentum going. As we're now

safely out of the pandemic, Phoenix is resurrecting our patch-based approach with a clear focus on outcomes for our communities.

There are four Community Links areas. They are Bellingham, South Downham, North Downham and Whitefoot and Grove Park. I think that focusing on smaller areas is a great move. Staff will be able to get to know residents better – their issues and pain points within the area and residents will get to know staff better. It will help break down silos, improve collaboration across the organisation, and provide a personal touch needed in these challenging times.

It's also a great way to encourage more residents in the decision making at Phoenix. With a more in-depth knowledge of the four Community Links areas, staff will be able to offer involvement opportunities that fit residents' lifestyles, with different time commitments such as mystery shopping, staff interview panels,

customer journey mapping, topic focus groups, up to committee and Board membership, including the roles of Board Chair and Vice Chair.

From my experience as a previous member of the Scrutiny Panel and current member of the Gateway and Board, I know firsthand how this two-way communication will ensure more residents' voices are heard. More ownership is given to communities, empowering more residents to get involved in resident leadership and other areas of involvement.

As well as this, I'm looking forward to creating that community feel, where Phoenix will work more closely with partnering organisations within each Community Link area. Phoenix already does this, but working within smaller patches will offer a more joined-up approach where services can dovetail into work already taking place in the area.

Turn to page 5 to find out more about Community Links.



info@phoenixch.org.uk



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0800 0285 700

From ideas, to action!

There are many ways that residents can get involved at Phoenix – from attending one of our events, to joining a committee or resident group, your input ensures that we are and continue to be resident-led. Below are some resident highlights from the last three months.



Phoenix Gateway 27 July

The Phoenix Gateway oversees all resident involvement activities and meets quarterly to offer advice to our Board.

The lively discussions at the meeting covered a range of topics including complaints, building safety, satisfaction and a draft updated Phoenix Home Standard which was amended based on recommendations from the Gateway.



Development Committee 18 July

Our Development Committee is made up of residents who help to inform our development plans and commitment to tackle the housing shortage in our community.

At the last Development Committee meeting, the group met to discuss the architecture brief for 24 new homes at Farmstead Road in Bellingham.

Visit our website to find out more about our development plans.



Don't Suffer Alone: a short documentary by #BEin

Phoenix Youth Leadership group #BEin worked in partnership with Phoenix members of staff, Solace Women's Aid and Metropolitan Police to produce a short documentary which raises awareness of domestic abuse.

The video includes links to short questionnaires so that viewers can pause throughout and test their knowledge.

Scan the QR code to watch the video or visit www.youtube.com/phoenixtogether



If you are interested in joining one of our resident groups, please contact resident.involvement@phoenixch.org.uk or call 0800 0285 700.

Start your learning journey at The Phoenix Academy!



Congratulations to the 44 residents, staff members and housing professionals who graduated from our 'school of social housing', The Phoenix Academy on Friday 4 August.

The Phoenix Academy, is free for tenants and leaseholders and enrolment is now open for the Chartered Institute of Housing recognised Level 1 course.

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

The Level 1 course starts in November. Applications close on Friday 13 October.

Events

Annual General Meeting (AGM)

Tuesday 26 September, 6-9pm

All Phoenix resident shareholders are warmly invited to take part in this year's AGM. View the enclosed insert to find out more.

Black History Month

Tuesday 24 October, 5-7pm

Join us at The Green Man to celebrate this year's theme, Celebrating our Sisters, with guest talks, a film screening, activities, info stalls and more. See enclosed leaflet for more info.

Disability Awareness Day

Tuesday 28 November, 5-7pm

Join us at The Green Man for an evening to celebrate Disability Awareness with guest talks, a film screening, activities, info stalls and more. Look out for more info.

Blooming brilliant!

Our annual gardening competition, Phoenix in Bloom, celebrates residents who go the extra mile to make our community more beautiful; whether that's through sprucing up a balcony or shared area, keeping your garden tidy and beautiful or cultivating a show-stopping display.

Residents from across the Phoenix area entered this year's competition and were shortlisted by our expert judges, residents Pat and Eileen and Phoenix Estates Supervisor, Ben. The judges scored each entry based on colour, arrangement, profusion and use of space among other things. The winners have now been chosen and you can check them out on our website! Thank you to everyone who entered.

Don't worry if you missed it this year, Phoenix in Bloom will return in 2024 so make sure you're ready for when entries open in June. Scan the QR code to receive an email notification of when next year's competition opens.



More chips for your chat

This summer we've been visiting green spaces across the Phoenix area with a fish and chip van for Chat & Chips. Over 400 residents joined us at seven locations to chat with staff and get free fish and chips for themselves and members of their household.

Staff were on hand to give information, get resident views and opinions on a variety of different topics including building safety, damp and mould, digital and employment support, benefits and budgeting, repairs and safety in your home. Residents have also been signing up to get involved and to join our free Phoenix Academy.

So far, you've told us that you really enjoy meeting the staff face-to-face and being able to discuss any issues you may have. More than 90% of attendees said they were satisfied with the information given by the teams and the event.

Residents said:

"It's been excellent; different advice, different help, even providing help for people with mobile phones and computers. You're the only housing association I know that has put anything like this on, it's brilliant!"



"Chat & Chips is excellent, I'm happy once again with my questions and the answers given. The staff have been first class. I came here feeling frustrated but the information I got was really good, I'm very happy with this evening."

We'll be hosting more Community Links events in October. Turn to page 5 for more information.



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Useful Information

We're going digital!

We want to reduce our paper waste and offer better value for money by making our Phoenix Flyer digital.

If you have a Phoenix email address registered with us, you'll receive your Phoenix news by email instead of in the post.

Don't worry, if you don't have an email address or if you receive printed rent statements, we'll continue to send your flyer in the post.

If you would prefer to continue to receive your Phoenix Flyer in the post, please scan the QR code, email communications@phoenixch.org.uk or call 0800 0285 700.



Please note if you have unsubscribed to receive emails from Phoenix, you will need to re-subscribe to receive Phoenix news. Visit www.phoenixch.org.uk/register to choose your email preferences.

Are you aged 16-25?

Are you interested in shaping your community? Do you want to be a voice for other young people? Have you got opinions on important issues like making communities safer, cleaner air and creating more opportunities for young people? If your answer is yes, then why not join the Phoenix Youth Council? Visit our website or get in contact to find out more and join.



How one phone call can make all the difference

Phoenix resident Angelee Thompson had been going through some tough times when she was contacted by Cleo from our Resident Wellbeing Service. Through one phone call, Cleo was able to establish several areas where Angelee could benefit from support.

The next day she came into The Green Man and was signposted to our Financial Wellbeing Team who helped Angelee to buy essential kitchen appliances through our Resident Support Services Fund and ensured she was accessing all of the support she was entitled to.

Angelee and her family were digitally excluded with no device at home, so Cleo enrolled her onto Connected Together, our device and data scheme, to enable her to search for job vacancies and develop her skills. She was then referred to our Roots into Work team who reviewed her CV, and that week an opportunity arose with Phoenix for a new cleaning operative. Angelee went for it and after a successful trial shift, she is now working at The Green Man.

If you are struggling, our teams can help. Get in contact to see what support is available.



"I'm elated at the opportunity and grateful for the assistance everyone has provided. If it wasn't for the phone call, I would be sitting at home depressed. Cleo listened to me and showed empathy. She truly lifted my spirits and encouraged me to come and see her in person and start my journey. I am so grateful to have had her assistance and guidance."

Angelee

Our MyPhoenix self-service portal now has over 2,200 resident users!

Residents who register for an account can access their information, make payments, contact us 24/7 and book repairs online.

To register, you will need internet access and your personal details including your tenancy number – you can find this on your most

recent rent or service charge letter.

If you're struggling to register, please contact us and we can support you to get set up.

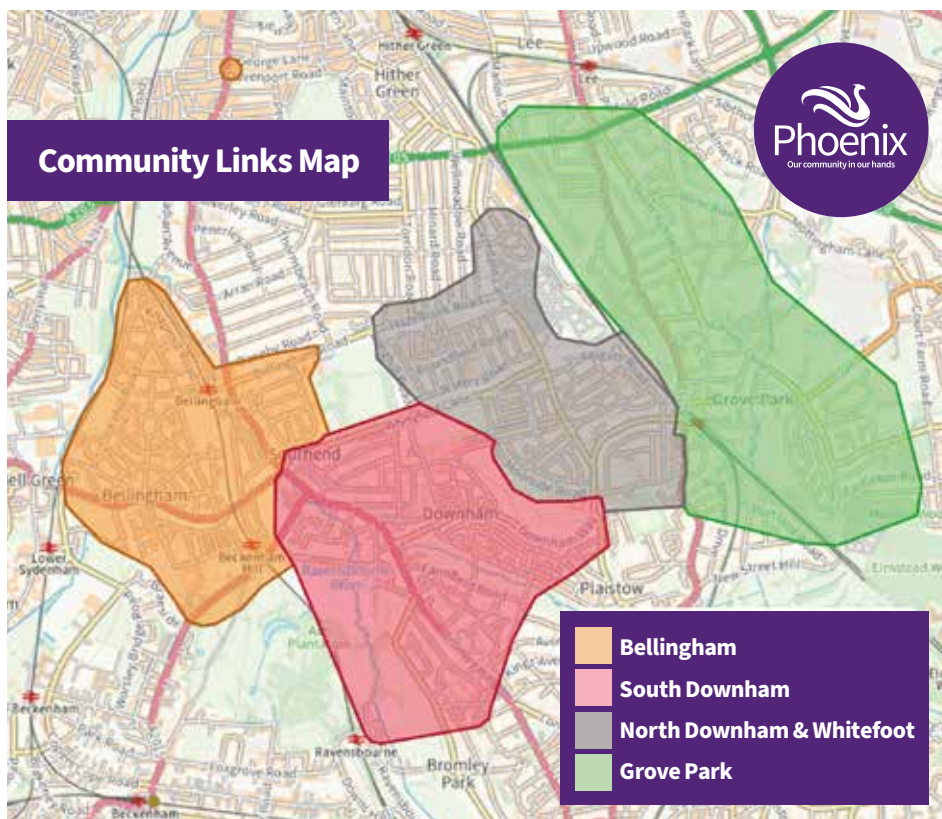


Focus on: Community Links

In July, we officially launched our new patched-based approach – **Community Links**.

What does this mean for you? Well, with a mission to deliver a one Phoenix approach to our service delivery, our housing teams have now been set up with new patches and we have Community Links leads from across the organisation to improve communication and build trust in how we deliver our services.

This means that residents will have a named contact within their Community Links area to communicate with. Find out which Community Link area you live in by looking at the map to the right.




Community Links Events

As part of our approach, we are holding Community Links events for residents throughout October. These events will focus on damp and mould and will be an opportunity for you to meet our teams from across Phoenix and ask any questions you may have. Look out for our invitation to your local Community Link event and join us for brunch or teatime treats and more!


Grove Park

Wednesday 4 October, 6-7.30pm

 WG Grace Centre, 1 Lions Close, London SE9 4HG


North Downham & Whitefoot

Thursday 12 October, 10am-11.30pm

 Goldsmiths Community Centre, Castillon Rd, London SE6 1PH


South Downham

Wednesday 18 October, 4.30-6pm

 The Green Man, 355 Bromley Road, London, SE6 2RP

Bellingham

Thursday 26 October, 11.30-1pm

 The Fellowship, Randlesdown Rd, London SE6 3BT

Resident satisfaction

Every quarter, we survey 10% of our residents to measure resident satisfaction so that we can make changes to our services based on your feedback.

The surveys are carried out by phone on our behalf by a company called Kwest.

73% of tenants told us they are satisfied with our overall service.

- Phoenix listens and acts upon my views: **67% agree**
- Phoenix treats me fairly and with respect: **82% agree**
- Time taken to complete most recent repair: **68% are satisfied**
- My home is safe: **76% agree**

Visit our website performance page to view the survey results summary.

Remember, remember to stay safe in November!

As we near to November and the festive season, we want to remind everyone to stay safe.

Here are our top tips for staying safe around fireworks and bonfires:

- only adults should handle fireworks
- light fireworks a safe distance away from people and buildings
- never go back to a lit firework
- dispose of fireworks safely after use
- only buy fireworks that carry the CE mark
- read and follow the instructions for each firework
- store fireworks sensibly, in their boxes, and away from any naked flames
- don't light bonfires near wooden fences and sheds
- petrol, paraffin or meths should not be used on fires
- keep a bucket of water or sand handy, in case of an accident
- always make sure a fire is out when celebrations are finished.



If you have any questions or concerns about fire or building safety, please contact buildingsafety@phoenixch.org.uk or call 0800 0285 700.

While prevention is the best way to stay safe, it is important to alert us as soon as possible if you have had a fire in your home so that we can provide support and ensure your home is safe.

Making a complaint

To improve our complaint handling process and ensure compliance with the Housing Ombudsman Code, we have launched a new Complaints Investigation Team to improve how we investigate, respond and learn from complaints.

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