

# community news



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Welcome...

# Welcome to Community News

Thank you for picking up the August issue of Community News – lots has happened in the past three months and there's even more to come!

Summer Fun is back from Monday 27 July. The team will be pitching up across the community with activities for families to enjoy and there'll be a closing celebration at Bellingham Green on Wednesday 19 August.

We also hope to see you at our AGM on 8 September. This is a great opportunity for us to get together and have our say. You'll also have the chance to look over the Annual Report that we've been working hard on. Book your space soon as places are limited.

If you'd like to get involved in our group please let us know! You can give us a call or you can email [communications@phoenixch.org.uk](mailto:communications@phoenixch.org.uk) for more information.

Best wishes, from the Residents Communications Group.

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Cover: Residents enjoy a strawberry themed community gathering in June

## WIN! 'Spot yourself!'

We found some great cover stars at this year's Phoenix Festival! If this is you, please contact us to claim your £25 shopping voucher.

There are lots more photos on our website and Flickr page for you to have a look at too.

See below for details.



## How to keep in touch

**By phone:** from 8am-5pm, Monday to Friday (and for emergency calls at all other times) 0800 0285 700  
Please note: it is now free to call 0800 numbers from both landlines and mobiles. Please do not use our old 0844 number as you may be charged extra.

**Email:** [correspondence@phoenixch.org.uk](mailto:correspondence@phoenixch.org.uk)

**Web:** [www.phoenixch.org.uk](http://www.phoenixch.org.uk) • [www.thegreenman.com](http://www.thegreenman.com)

**Twitter:** @phoenixtogether @greenmanhub  
for all the latest news and opportunities

**Facebook:** [www.facebook.com/TheGreenManSE6](http://www.facebook.com/TheGreenManSE6)

[www.flickr.com/phoenixch](http://www.flickr.com/phoenixch)

**Youtube:** [www.youtube.com/phoenixtogether](http://www.youtube.com/phoenixtogether)

**Visit:** by appointment from 9am to 5pm, Monday to Friday at The Green Man, 355 Bromley Road, SE6 2RP

**Staff training:** emergency phone service only, 2-3pm every other Tuesday

Please note we will be closed on Monday 31 August for the summer bank holiday



Phoenix Community Housing Association (Bellingham and Downham Limited) is a Community Benefit Society, number IP30057R. VAT number 162 4926 03. Homes and Communities Agency number L4505.



Summer Fun

# SUMMER FUN 2015

Visit our website for details

No need to book

Free event

Monday - Wednesday

11.30am - 3.30pm

- MONDAY 27 JULY - WEDNESDAY 19 AUGUST -

Keep everyone entertained this summer and enjoy arts and crafts, face painting, crazy golf, bicycle-powered activities, ice cream making and much more!

12 days - 12 different sites across the community!

Call 0800 0285 700 | [www.phoenixch.org.uk](http://www.phoenixch.org.uk) | [@phoenixtogether](https://twitter.com/phoenixtogether)



220 new households moved into Phoenix homes last year.



### Phoenix says hi!

Thank you to the new residents who attended our Welcome to Phoenix session in June. We really appreciate your feedback. We're glad you found it useful and hope you're settling in well! Here's what some of you had to say: "I work nights and got up for this especially - I'm glad I came, I got loads out of it." Amelia Henry "I'm seriously impressed! I love the community feel and can't wait to get involved!" Geraldine Powell

## The Fellowship Inn – Have your say

We've been awarded a grant of £3.8million by the Heritage Lottery Fund to restore The Fellowship Inn in Bellingham. The pub was built in the 1920s and much of the building is now derelict. Our early proposals include the full restoration of the existing pub and the introduction of a:

- cinema
- live music / comedy venue
- music hub and work spaces
- restaurant / cafe
- bakery
- brewery.

We want the restored Fellowship Inn to be a place that everyone in the community can enjoy and want to make sure that our plans reflect the wishes of residents in the area.



Visit our special pop-up consultation shop at 14 Randlesdown Road to find out more about our plans and give your views. The shop is open weekdays from 10am – 3pm and will be open on Saturday 1 and Saturday 15 August from 10am – 3pm. You can also complete our survey at [www.phoenixch.org.uk](http://www.phoenixch.org.uk) or contact us to receive a paper copy. Please return surveys by Friday 28 August.

## Fun times at Phoenix Festival

Thank you to the thousands of people who came to the Phoenix Festival on Saturday 9 May. We hope you enjoyed yourselves! There was so much to do, with more than 60+ stalls and activities, including tree climbing, May pole dancing and grooving to 80's reggae legends Aswad. We're already counting down the days till next year's festival!



Lots of laughs at the Phoenix Festival 2015.



## Invasion imminent!

Hundreds of young people and residents across the community have been working with us to brighten up five green spaces. Ideas so far have included new flower beds, bug hotels and sculptures to name just a few! Work will take place at the sites in August. The Space Invaders scheme was awarded £50,000 from the People's Millions last November after a London-wide vote. Sites that will be transformed include:

- Roundtable Road
- Corner of Downham Way and Churchdown
- Peter Pan's Park
- Donderry Road
- Corner of Oakview Road and Sedgemoor Road

Look out for more in the next Community News

## Class of 2015

The latest intake of Phoenix residents has graduated from the 2015 Phoenix Academy as social housing experts! Over 10 weeks residents were introduced to many subjects including the history of social housing, Phoenix's priorities and governance, external risks and influences and future plans. The course also included trips to the Houses of Parliament and City Hall, home to the Greater London Authority. The Phoenix Academy began last year. It aims to increase residents' awareness of the housing sector and encourage people to get more involved with Phoenix.



We received positive feedback from many of residents who took part. Here's what Diane St Claire had to say: "This is the best Phoenix course I've been on - I've learnt so much!"

If you would like to take part next year, please contact us.



Phoenix Academy on tour! Visiting the Houses of Parliament.

## How are we doing?

We explore a different area of our work and performance in each issue of Community News. Here we look at the impact of right to buy in our area.

### What's the issue?

**SOLD last week under #righttobuy 1-bed flat, BR1. Worth £162.5k, sold £59.8k. Can we replace this home? #RTBdebate**

Those of you who follow us on Twitter (@phoenixtogether) will have seen that we are tweeting details of our right to buy sales.

Since the maximum right to buy discount was first raised in 2012 (from £16,000 to £103,900 now) we have seen a large increase in the number of right to buy applications we receive.

Our challenge is that after the discount has been taken off the value of a property, and we have paid a share to Lewisham Council, we receive far less money than we need to build a replacement home.

We believe social housing plays a vital role in our society, and we want to ensure we can provide secure, low rent homes for future generations in our area. We believe that right to buy, as it stands, threatens our ability to do that.

The government is also proposing to extend right to buy, which would enable more Phoenix tenants to take advantage of the discount.

### Latest numbers

In 2014-15 we sold 39 homes through right to buy or right to acquire.

The total value of these homes was £7.1million. But after the discount was applied and we paid Lewisham Council their share, we received just



Our Twitter graphics illustrate the impact of right to buy.

£1.05million. That's an average of £27,000 per home. At the moment we only keep about 28% of the income from right to buy sales.

We estimate replacing these homes would cost us around £6.2million to build, and up to just over £10million if we also need to buy land.

All of this means that we only receive enough money from right to buy sales to replace around 1 in 10 of homes sold.

### Our view

We pride ourselves on being a housing association led and steered by residents.

We want people to be able to choose where they live, whether they are renting or buying. We are pleased for our residents who have been able to buy their homes using the right to buy.

We also think it's really important that social housing is available to families in need - both now and in the future.



There are 9,000 households on the housing waiting list in Lewisham. If we can't replace homes sold through right to buy, then that reduces our ability to offer housing to these individuals and families.

### What do you think?

What do you think about right to buy? We would like to hear your views - whether for or against - and we hope to publish some of these in the next edition of Community News. Email us at communications@phoenixch.org.uk or write to us using the details on p2.



## Gold Club Phoenix Rewards

### Join the club

It's back, and it's bigger and better than ever before! We'll even give you a £5 voucher just for signing up!

Become a Phoenix shareholding member and you'll now automatically join the Gold Club. Benefits include:

- FREE shopping vouchers**
- Invites to exclusive member only events**
- £500 The chance to win cash prizes**
- Discounted home insurance**

Joining the Gold Club is free and easy - there's no catch! We simply want to say thank you and reward residents who help us out.

By paying your rent or service charges on time or keeping to appointments, you help us stretch our money further and improve the services we can offer you.

To sign up visit our website or contact us for an application form.



### Cut your water rates in half

If your water rates are more than 3% of your household income, Thames Water's WaterSure Plus scheme may be able to reduce your water bill by 50%.

Residents in receipt of benefits or with an overall household income below £16,010 may be eligible. Contact our Income Team to check and for help with your application.

**Since April 2014, we have helped 56 residents, saving them over £8,000!**

### Switch to Direct Debit for a chance to win £250!

Direct debit is the easiest and most convenient way of making payments. It means you don't have to worry about remembering to pay your rent or service charges each time. Your payment will automatically be made from your bank or building society whenever it's due.

As a thank you to those who pay their rent or service charge by direct debit you'll be entered into a prize draw each March and September. There are six cash prizes of £250 on offer each year!



Mrs Binions, our latest competition winner!

**DID YOU KNOW? Become a Gold Club member and you'll receive £10, just for switching your payments to direct debit!**

### Claim to Buy

Lewisham Council's new Easy Home Purchase Scheme provides Phoenix residents with cash grants of between £21,000 and £44,000 to help you buy your own home.

Not only does this give you the opportunity to get on the property ladder, it frees up your home for other families in need of housing.

To see if you are eligible and the size of the grant that you could receive please contact us.

35 home swaps took place last year



## Swap Shop

Need a bigger home or looking to downsize? You can swap your home with another Phoenix resident or with another tenant of a council or housing association within the UK.

Advertise your property to Phoenix residents on our new Mutual Exchange stand at the Green Man.



## 14 – 20 September 2015 Gas Safety Week

For the fourth consecutive year 100% of tenants' homes were gas safety checked in 2014-15!

Gas Safety Week takes place annually to raise the awareness of gas safety across the UK.

**Please stay gas safe!**  
**Tenant?**  
 Please give us access to your home for your annual gas safety check. By letting our staff come into your home to make checks the risk of gas leaks, fires and carbon monoxide poisoning are reduced. We have a great record – please help us to keep it up!

- Remember, if you smell gas:
- turn off gas at the meter
  - extinguish naked flames
  - open windows
  - immediately call National Gas Safe Emergency number - 0800 111 999.

**Leaseholder?**  
 Make sure that you arrange your own annual gas safety check and if you have tenants provide them with a copy of the report.



## Garden gripes?

Show your garden some love. Our gardening scheme is open to all Phoenix residents. We can help you get your lawn back to its best with one off cuts from just £13!

We offer a range of garden maintenance services and can also book cuts over a whole season, ensuring that your garden is always at it's best – it's just like going to the hairdressers!

To take advantage of our garden scheme and to get your garden ready for summer, contact us today!

## Battersea Dogs & Cats Home explains how each summer dogs are put in danger by being left in hot cars. Pet Corner

Dogs die in hot cars – 'not long' is too long. The temperature in a car can rise quickly and if a dog can't cool itself down by panting, they will develop heatstroke which can result in death.

Some dogs are more prone to heatstroke, such as very old or very young dogs, dogs with thick, heavy coats or dogs with short, flat faces – like pugs and bulldogs.

So how can you tell if a dog is in trouble?

-  Is the dog is panting heavily or drooling excessively?
-  Does the dog appear to be lethargic, drowsy or uncoordinated?
-  Has the dog collapsed or vomited?

If you see a dog in a car displaying any of the above signs then dial 999 immediately.



If you'd like to share your Phoenix story and memories of the area, please call us or email [communications@phoenixch.org.uk](mailto:communications@phoenixch.org.uk)

# My Phoenix – Eileen Davies

Eileen Davies lives in Downham and has been involved with Phoenix for many years. She recently sat on a Scrutiny Live! panel to discuss government policy, which was live-streamed nationwide, at the Chartered Institute of Housing's 2015 conference.

### How long have you been a Phoenix resident?

I moved to Lewisham just over 20 years ago. Before that I lived in Middlesborough, but I'm originally from Scotland. This area reminds me of the north, all the green spaces, the houses – I like that. I've raised my four children down here, they're Londoners through and through!

### What are the main changes you've seen?

Oh, I've seen loads, like The Green Man – I used to go to the old pub there, but it went really downhill. Since I've been here, I've seen improvements to the housing stock first hand and also feel that the community spirit is improving. The area is improving for everyone.

### What's the best thing about living in the Phoenix area?

The residents get so many opportunities here. If you want a say, you can have one – and I do! I first got involved by going to a focus group or two and then I became a mystery shopper, which was really fun! I'm now part of the Scrutiny Panel which helps me to keep my brain active, now that I've retired. Plus there's all the free events that Phoenix puts on where families and the community can get together.



Eileen at The Green Man



Eileen in action on the Scrutiny Live! panel

### What would you change?

I'm proud to be part of a resident group where I can actually change things. With the first project I worked on with the Scrutiny Panel, I was able to make recommendations on how Phoenix could improve resident satisfaction in relation to the repairs service. These have now been put into action with the new Phoenix Repairs team.

I would also like to see more facilities for kids and not just the young ones, teenagers too. We have

to find more things for them to do.

### What are your hopes for the future?

I want a safe environment for my grandkids and for everyone else! My kids used to play out till late, take a football, pitch up a tent and they'd be happy for hours – I just want the same for the next generation.

**If you'd like to get involved in the Scrutiny Panel, or another resident group, please get in touch!**



## Plans unveiled for Beckenham Place Park

Did you know that one of London's largest open spaces is right on our doorstep?

Lewisham Council has been provisionally awarded a £4.9m grant from the Heritage Lottery Fund and the Big Lottery Fund to restore Beckenham Place Park.

The plans, which are still up for consultation, include a new adventure playground and restoration of the old lake. Keep an eye on our website where we'll be keeping you up to date with the latest consultation dates and outcomes



## WIN: £1500 Garden makeover!

Is your garden or a neighbour's in need of some TLC? Environmental contractors Glendale are offering one lucky Phoenix resident a £1500 garden makeover in celebration of their 25th birthday.

Send your nominations to eddie.worrell@phoenixch.org.uk or give us a call by 31 August 2015.



## Our Phoenix

We want to make our area cleaner and greener – and you can help.

We will soon be launching a brand new app where you can report environmental issues such as fly-tipping, overgrown gardens and graffiti to us at the tap of a button on your mobile phone.

We aim for the app to go live later this year, so keep your eyes peeled!

## Multimillion pound facelift

Residents at Dunfield Gardens will soon be able to enjoy transformed outdoor and communal spaces as building works near completion.

The space has been given a makeover with lots of new features including new pathways lawns, a play area and a unique raised seating area where families and neighbours can join together.

Designs for the new space were based on resident suggestions and are part of our wider plans to improve outdoor spaces across the community.

## Community Cleans Up

More than 30 people who love where they live came together for Whitefoot's Big Community Clean Up earlier this July.

Volunteers aged from 6 to 86 rolled up their sleeves and got stuck into everything from litter picking and planting.

The event was organised by local councillors and supported by Phoenix. Thanks to everyone who joined in. It was great to see so many people working as a community to get things done.

## Help us tackle housing fraud

Last year we announced a crackdown on housing fraud. We're pleased our work is starting to pay off and we've just reclaimed a property that had been illegally sublet.

With thousands of people on the housing waiting list in Lewisham and temporary housing costing £3million each year, we think it's important that Phoenix homes are occupied by those in genuine need.

Illegal subletting is a crime and people found guilty can face fines of up to £5,000 or even prison.

If you suspect someone of committing housing fraud please contact us. All conversations will be treated in the strictest confidence.



## Two (hundred) for tea as Community Chest winners are announced!



We hope that everyone who joined us for a strawberry tea at our Community Chest gathering in June had fun!

Thank you for your vote! We shook things up a little for the Community Chest vote this year. As well as people voting in person at the event, tenants had the chance to vote by post. This was a huge success with more people voting than ever before!

There was lots of fun to be had at the event with teacup rides, a coconut shy, candy floss and much more! Residents also met representatives from all of the shortlisted projects to find out more about their plans and to understand how the money would make a difference, before casting their vote.

### The winning projects were:

**Phoenix Families Together, £19,605**

FREE day trips and camping for Phoenix families in July and August.

**Bellingham Community Project, £16,854**

FREE community activities throughout the year.

**Phoenix Get Out Go Wild, £15,608**

FREE outdoor activities for Phoenix kids aged 11-15 in August and October.

**Aquila Fitness Project, £14,494**

FREE fitness classes for Phoenix residents, sessions twice a week.

**Health and Summer scheme for teens, £11,920**

FREE fun-packed programme at REAP youth club throughout August.

**Dumps Adventure Playground, £5,055**

FREE summer activities 7hours a day, 5 days a week at The Dumps Adventure Playground.

Plus, smaller grants were awarded to:

- Downham and Whitefoot Community Choir, £2,500
- Smile Team Room Lunch Club, £2,500
- African drumming workshops, £2,490
- Jelly Babies baby massage and yoga classes, £2,380
- Art from the Heart, £2,375
- Haskins Hall residents group, £783

**The projects will be running throughout the year. Turn over to find out more about the projects that begin soon and contact us to register your interest for any of these opportunities!**



## Noticeboard

0800 & 0808 numbers are now free from a mobile phone! Please don't use our old 0844... number - you will be charged!

# Annual General Meeting

## Tuesday 8 September – The Green Man

Claim your space at this year's AGM for the chance to meet with fellow residents, hear how Phoenix has performed over the last year and learn about our plans for the future.

On the bill will be:

- Annual report round up
- Resident Board Members election results
- Light refreshments

We're delighted to welcome Terrie Alafat, Chief Executive of the Chartered Institute of Housing, as this year's guest speaker.

Spaces are limited and priority will be given to shareholder members. Please contact us to confirm your attendance.

### BOARD MEMBER VACANCY Phoenix resident?

*Your resident-led housing association needs you!*

Working together to build a better future for our Phoenix community.

Speak to us for details.



## FREE activities & programmes for Phoenix residents!

### Phoenix Get Out, Go Wild | 24-28 Aug

The ultimate rural adventure for 11-15 year olds!  
Including free travel & refreshments  
Contact Wide Horizons on 020 8294 8160

### Phoenix Families Together | July & Aug

Day trips to Hastings & Margate & camping in Dorset  
Call Karen on 07854 782835

### Summer Scheme For Teens | 3-28 Aug

11-15 year olds – make friends, grow confidence & learn loads!  
Contact the REAP Centre on 020 8698 5088

### The Dumps, Oakview Road, SE6 3QF | From 20 July

Fun-packed sessions featuring adventure playground, sports, arts, cooking, games & more for 8-16 year olds

### African Drumming Classes at The Green Man | Starts 12 Aug

Learn African drumming and the moves to go with it!  
Call Souleymane on 07947 416311

### Plus keep an eye out for:

FREE baby Massage & Yoga classes. Contact Laura on 07957 195171  
FREE Fitness classes at The Green Man. Call Terry on 07428 149082  
Downham & Whitefoot Community Choir  
Art From The Heart – Starting late 2015

### HAVE YOUR SAY!

#### JOIN A RESIDENT GROUP TODAY!

- Give feedback
- Make suggestions
- Monitor our performance

Contact us for more information



## Green Man for Hire

We have lots of venue options available including The Barn and Market Square. Residents also receive discounted rates! Contact Katrina on 020 3121 0221 for more information.

## Like The Green Man on Facebook!



Follow The Green Man at [www.facebook.com/TheGreenManSE6](http://www.facebook.com/TheGreenManSE6) for the latest news and events at the Hub and within the wider community.