

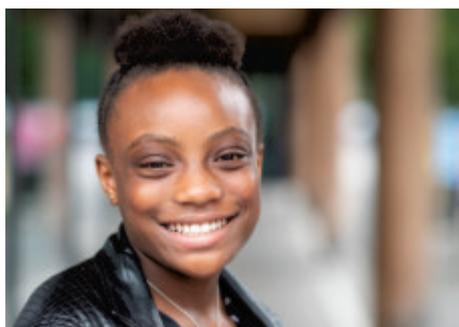
Phoenix *Flyer*

A newsletter by residents for residents

 @phoenixtogether 

Let young people fulfil our potential

At 13-years-old, **Zainab Agboola** is the youngest ever graduate of our school of social housing. This is why she joined.



I discovered the Phoenix Academy through my mother, who had done the Level 1 course last year and just finished her Level 2 qualification.

I was determined and ready to be involved. And I've really enjoyed it. I've been able to talk to others and make new friends. The lessons are packed with a lot of information, especially from the teachers who are there to help.

I wanted to take part because I saw it as a wonderful opportunity to explore social housing and give me a great start to finding a job in housing one day. I want to help some of the most vulnerable people in society find good homes and improve their lives.

I know there are problems in our area, especially for young people, with gangs and crime a threat.

Young people need to be taken seriously by adults because one day the world will be in our hands.

But we'll never be able to handle that responsibility if we're not trusted and given opportunities now. It's not fair to label an entire generation irresponsible just because of the few that are.

Most teenagers want - and more importantly are ready - to be taken

seriously. If this doesn't happen, how can we be prepared for adulthood?

Youth services matter because they let young people develop, helping us to grow socially and bring us together. They help young people develop their voice, influence decisions, and help them find their place in society.

I think Phoenix is a wonderful community housing association because of the respectful people and staff that are part of it: the people involved make Phoenix an excellent place.

More young people should take part in the Academy. Not just for our personal development, but to allow us to fulfil our potential and have a say in our community.

Register your interest in the Phoenix Academy by contacting us
(www.bit.ly/SchoolOfSocialHousing)

What's happening



The brilliant projects that won a share of £100k!

Thank you to the record number of tenants who voted for Community Chest projects.

This year - the 7th year of the Community Chest - your votes have decided we'll fund holiday clubs for children with learning difficulties and complex needs, healthy living classes for older people, and fun and engaging activities for young carers, among other projects.

The winning projects are:

- Brent Knoll and Watergate Co-Operative Trust (£20,000)
- Family Action (£16,997)
- Healthy Living Therapies for Over 55s (£13,045)
- Young Carers Holiday Club (£19,996)
- Youth First Summer Fun (£19,964)

We set up the Community Chest in 2013 at the request of tenants. Margaret McCarthy, former Board member, said: "The Community Chest provides more value for money. Everyone gets a chance to vote for how our money is spent, and it does a lot of good."

Keep an eye on our website for updates on the projects as they work to bring new opportunities to our community.



Do you have a good news story about a neighbour? Get in touch and you could see it here!

Fun and friends at the Phoenix Festival

Nearly 4,000 people braved the wind and rain (and occasional bursts of sunlight) to join us at the Phoenix Festival in May.

We enjoyed music from incredible acts, like the Lewisham and Greenwich NHS Choir, Sienna and the Forster Park and Rangefield Schools Steel Pan and Choir Ensemble.

Attendees enjoyed a dog show, laser tag, a graffiti workshop, a soft play area and a massage zone.

Danielle Taylor, who attended with her daughter, said: "We came last year and we really enjoyed it. I just think this kind of thing is amazing. It's really good to get the community together."

For those who can't wait for next year's festival in early May 2020, you can enjoy the festival's attractions at our Summer Fun events. Visit www.bit.ly/SummerFunLewisham for more information.

News in numbers



Find out more about what's going on: www.bit.ly/EventsAtPhoenix

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tenant vacancies on our Board will be elected at our AGM.

41

people graduated from a Level 1 or 2 course at the Phoenix Academy.

415

tenants voted for Community Chest projects.

£601,000

secured in additional income for residents by our team in 2018/19 - check out our annual report for more.



Events

Annual General Meeting (AGM)

Monday 16 September, 6-8pm

The Green Man

Have your say in your community. Ask questions, cast your vote, and decide the next resident Board members.

Diversity Day

Saturday 26 October, 12-4pm

The Green Man

We're celebrating everyone who makes up our community, whatever your beliefs, background, views or identity.

Community and good-to-knows

Phoenix rose and brought the Fellowship with it

Jim Ripley, our Chief Executive, talks about the Fellowship's journey from neglected pub to community hub.

Over 10 years ago, I visited the Fellowship with Lewisham and was shocked.

Mildew covered the walls. Rats and pigeons infested the building, while downstairs was not only heavily fire damaged but also partly underwater.

The ceiling wasn't safe and wooden beams were falling apart. Although some of the building was in use, most just felt dangerous. And upstairs? You just didn't know what you'd find.

A place that should have been at the heart of the community was at risk of being lost to it forever.

It was in such a state that it seemed like a ridiculous idea to restore the

pub. It would be too expensive - it may not even be possible.

And yet... we went to Lewisham Council to buy the Fellowship. We knew it'd be hard work, but we wanted to restore it for the community and so began our journey together.

We approached the National Lottery Heritage Fund and were awarded £4million - more than we'd asked for, but the Lottery believed in the project. We spoke to Lewisham Music in 2014 about making it their new home - and secured funding the next year to make this a reality.

We spent a couple of years making plans, consulting with our



community and working to protect the building's heritage.

We began working with Ash, our contractors, in 2017 and appointed Electric Star Group in 2018 to run the building.

Now back serving the community, the Fellowship project developed alongside Phoenix. Thousands have been involved - giving answers in consultations, being involved in construction, arts projects and everything else.

The Fellowship is a project like no other because it was a community effort. People made this a reality and it's now for the community to enjoy.

Let's get social!

Did you know you can find Phoenix on **Twitter** and **Instagram**?

Follow us [@phoenixtogether](https://twitter.com/phoenixtogether) for the latest news and info. Here are some of our most popular posts over the last couple of months...



Pay in a different way

You can make payments to Phoenix at any time of day or night with AllPay. Register to pay by texts from your phone, on the AllPay app, or give them a call on 0330 341 6497. It's easy, quick and totally safe to do. Visit www.bit.ly/PayAtPhoenix to find out more

Flytipping is a crime

And we're committed to stamping it out. Between February and July, we identified and issued 30 fines to flytippers. We want to work with you to keep our community clean and green. If you spot flytipping, report it to us or Lewisham Council.

Golden rewards

Gold Club's Love2Shop vouchers have been sent out, but could you still win £250? Every six months, we hold a prize draw for a lucky winner who pays rent/service charges by direct debit. Set up your direct debit to be in with a chance to win.



info@phoenixch.org.uk



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A space for our community



The Fellowship Inn: many of us will have memories of the pub, whether watching films on a Saturday morning or drinking in the historic bar.

It was where Bellingham boy Henry Cooper trained before his fights with the then Cassius Clay and it was a venue played in by acts like Eric Clapton and Fleetwood Mac.

It was built as a space for families to enjoy themselves but became run-down and neglected.

We set out to not only put south Lewisham as the place to be on the map, but to make sure that those who live in our community feel proud that we have a lot to offer.

Since we were awarded £4.1million from the National Lottery Heritage Fund, we've supported dozens of jobs and apprenticeships.

And we've worked with the Electric Star Group, who run the building, to recruit people from our area.

We've had hundreds of people, including school children, take part in arts and culture projects. We hosted a parade of lanterns that saw children chant 'Bellingham, Fellowship!'

Kim Canagasabey, one of our tenants, said: "The Fellowship wasn't being used to its full potential, but it now has life to it. I think the Fellowship will be good for south Lewisham and it'll bring the community together."

The new building is the home of a community café, an events space, a pub and a space for people to learn musical instruments.

Now that the Fellowship is open again, we hope you agree it was the right thing to do: a housing association restoring not just a pub, but a place for our community.

Keep up with what's going on:
www.fellowshipandstar.co.uk/

We received funding for three arts projects as part of our Fellowship work. This is what happened:

12 people from SE6 or BR1

secured jobs at the Fellowship and Star, and 8 more from south-east London



Stitches in Time

170 primary school children took part in embroidery workshops



11 people joined textile workshops in The Green Man

25 older people helped create art pieces

Greenwich and Lewisham Young People's Theatre (GLYPT) - Jam Tomorrow

233 children from Elfrida, Launcelot and Athelney schools took part in lantern-making

364 people enjoyed a performance of the play

36 performers (aged 12-78) were cast

6 actors in GLYPT's paid Progression Programme took part



The Working Party - Echoes

150 people volunteered to write, research and make the short film

30 primary school children were accredited with Discover Arts awards



Nearly **100** oral history recordings were taken on the Fellowship and Bellingham

The art of fencing

“Over May and June, we discussed the problems that have come up around fencing.” Deirdre Kennedy, tenant and Resident Scrutiny Panel member, tells us about the group’s new review.

“We spoke to a number of staff involved in maintaining fencing, and learnt that to properly install fencing to most properties would require a long term plan. One of our recommendations is for Phoenix to consider rolling out improvement works, with a greater emphasis on single properties which seem to have been left behind in the refurbishment of fencing.

“We also welcomed a new member, Gwen. The Scrutiny Panel is made up of residents looking into Phoenix services, how it’s doing, and making recommendations for changes. Contact Phoenix to join us.”

A full report of the panel’s findings will be available very soon. Visit www.bit.ly/ResidentScrutiny to see past reports from the panel.



Tell us how we can work with you to improve safety. Fill in our survey - it takes less than 5 minutes and can make a big difference: www.bit.ly/SafetyInspectionSurvey



Working with you for our community’s safety

When our team comes to carry out inspections in your home, it’s important. Inspections help keep your homes safe, in good condition, and allow us to gather information to plan future home improvements - and we now want your views on how we can work better with you.

As a resident-led housing association, we care about your views on maintaining your homes. Our work with resident engagement has led us to join a group of other housing associations that is working to improve how social landlords work with residents for everyone’s safety.

Everyone deserves a safe, secure place to live. For us to guarantee that, we sometimes need to access your home. We understand these safety visits need to be convenient for you.

A challenge all landlords face when attempting home safety visits is sometimes not being able to access a property - and we understand that there are many reasons why you may miss an appointment.

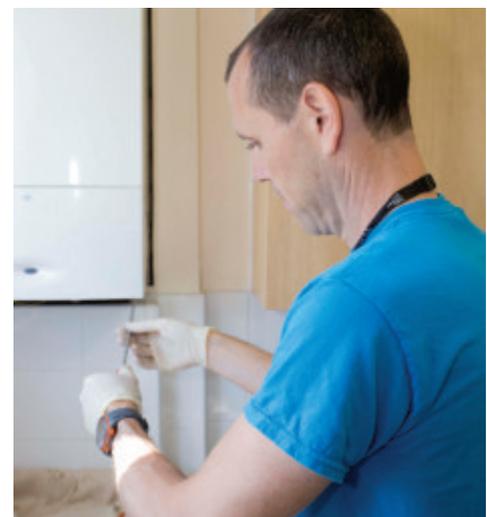
We all have a responsibility for keeping homes and buildings safe.

As residents, you play a very important role in helping us access your home to carry out safety checks.

It’s also part of your tenancy agreement to allow our operatives and surveyors into your home when needed (and we’ll always give advance notice where possible).

But we want to know how we can work better with you to keep homes safe. We want to understand how you view home safety appointments and how we can make them easier for you and for us.

We are asking you to have your say: **please complete our short survey by 27 September** at www.bit.ly/SafetyInspectionSurvey.





Find support with your benefits

We offer advice to help you claim the benefits and tax credits you're entitled to.

Our experienced team can guide you through the claims process, contact government and council departments for you and help challenge decisions if they are wrong.

Last year, residents we supported gained an average of £1,400 each.

We're here to help. Get in touch with us for a benefit check. This is quick, simple, and usually done by phone or email.

You can also use benefits calculators to find out what you're entitled to:

- [turn2us](#)
- [entitledto.co.uk](#)
- [gov.uk](#)

It'll be helpful to have information ready on your household's income, rent details, yearly council tax bill, savings and childcare costs.

Contact us if you're interested in going to a 'Managing your money' workshop with Citizens Advice.

Takeaway Tech to try



Fancy discovering your family history or what's going on in the Phoenix community from the comfort of your living room chair? Thanks to National Lottery Heritage Funding, we can offer you free use of an electronic tablet device with internet access for two months or more!

With a tablet and the internet, you can find bargains in your online shopping, search for jobs and keep in touch with family.

Find out more and register your interest at [our Digital Drop-ins, every Wednesday from 10am-12noon at The Green Man.](#)

The fun of summer isn't over yet

There are still chances to catch-up with your neighbours and give the kids a brilliant day out! Catch up with face-painting, bouncy castles and more at Summer Fun (www.bit.ly/SummerFunLewisham).

If you haven't already enjoyed a tasty fish supper, look out for a Chat & Chips near you (www.bit.ly/ChatAndChips) - don't forget to let us know you're coming! We'll be at Battersby Road/Scarlet Road on 21 August, Gareth Grove/Ivorydown on 28 August and by Beckenham Hill Station on 4 September.

Let us know what you think about our estates, tell us what areas you like and what can be improved.

Visit our website to find out more (www.bit.ly/EventsAtPhoenix).



Phoenix and The Green Man will be closed on Monday 26 August for the Bank Holiday.

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