



Improving our service for leaseholders

Of around 6,300 homes that are part of the Phoenix community, around 800 are leasehold properties.

We have been working hard to provide a quality service to all leaseholders. The results are beginning to show, with an improved level of leaseholder satisfaction recorded in the survey we carried out in September 2018.

Following feedback from residents, we made a number of changes to the way we deliver services to leaseholders, as well as recruiting to new posts that would enable a more specialised, skilled service.

We had a number of goals in doing this, including raising resident satisfaction through ensuring leaseholders felt confident in our team's skills and knowledge while reducing costs to increase investment in the community.

Regular leasehold open evenings now take place, ensuring that residents have an opportunity to meet the people who can help with your lease, carry out repairs, and take care of our green spaces.

Leaseholders now also receive a more personal service, with a dedicated member of the team working with them to resolve any issues. Other members of the team are able to give advice on options for

tenants to become home owners and ensure service charges are set fairly and collected.

Denis Costelloe, a Phoenix leaseholder, said: "I consider that Phoenix are far more responsive to leaseholders issues nowadays than when I first came under their umbrella. The leasehold evenings are most worthwhile and a step in the right direction. I also use Phoenix house contents insurance."

While leaseholder satisfaction has improved, we're committed to continuing to look at ways to improve our service to leaseholders. If you have any comments or suggestions, please contact us.

 **6,300 homes** that are part of the Phoenix community. Around 800 are leasehold properties.

Over the last few years, we've been working hard to improve how we work with leaseholders. This is how we're doing so far:

£8.1 million income collected from service charges and major works in the last 3.5 years

25 homes sold through Right to Buy (2017-18)

11 formal complaints from leaseholders (2017-18), down from 13 in 2016-17.

Satisfaction survey 2018:

62% think our team is approachable and knows how to help

45% satisfied that Phoenix listens to your views and acts upon them

50% satisfied with repairs and maintenance (up from 36% in 2015)

52% satisfied with how Phoenix treats you as a leaseholder

£21,282 service charge arrears at the end of 2017-18

Advice and support



Phoenix Futures, a new group for young people

We've launched a new group for 16-25 year-olds, offering fun, interactive workshops and opportunities.

Workshops are practical and designed to help young people discover their potential, both personally and professionally.

The group is your chance to get more involved in your community and have your say on the things that matter.

Any Lewisham resident aged 16-25 years old can join. Contact us to get involved at communityregen@phoenixch.org.uk

Annual rent notices will reach all tenants by the beginning of March – please keep an eye out!

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

@ info@phoenixch.org.uk @phoenixtogether www.phoenixch.org.uk 0800 0285 700

Phoenix Community Housing (Bellingham and Downham Limited) is a Community Benefit Society, number 30057R. VAT number 162 4926 03. Regulator of Social Housing number L4505.

Did you receive a Golden ticket?

Congratulations! You're invited to our annual Gold Club event.

Join your fellow Gold Club members for an exclusive evening of entertainment, cocktails, and Phoenix fun. All attendees will also



be entered into a prize draw, where the winner will get to choose between £500, a garden makeover, or a room refurbishment.

Not a member? Gold Club is how we thank residents for reducing our costs by doing things like paying by Direct Debit, which then helps us provide better services.

As a Gold Member, you'll earn reward points which we'll convert into shopping vouchers. Any shareholding member can join – and more than 3,600 have already.

Contact us to learn more and to book your place for 2019's most exclusive event!

Where: The Green Man

When: Friday 22 March, 7-10pm

What's coming up

Phoenix runs training courses and other opportunities throughout the year. Our experienced team can help you gain qualifications, find a job, or give you advice on your benefits and Universal Credit.

These are just a few of the events coming up – visit our website for more.

- Free laptop training:** learn how to make the most from tech. New course every month. Next begins Monday 25 February
- Budgeting workshop:** get ready for Universal Credit. Thursday 7 March, 11-12:30pm

This course will teach you how to benefit from computers in your personal and professional life – and you get to keep the laptop at the



end of the course! Contact us to sign up.

- Budgeting workshop:** get ready for Universal Credit. Thursday 7 March, 11-12:30pm

Get advice on taking control of your money and setting a budget before you need to make your claim. To register please contact us.

Phoenix *Flyer*

A newsletter by residents for residents

@phoenixtogether



Residents of all ages enjoyed our annual Diversity Day

Phoenix – what you think matters

Simon Barlow is a Phoenix tenant and a member of our Scrutiny Panel



As a Phoenix resident, you have a voice to shape how our homes and neighbourhoods are run.

Phoenix is determined to actually change in response to what we as residents say.

There are more opportunities to get involved with Phoenix than you'd see at many other housing associations or councils up and down the country.

What's different is that residents not only have a voice at all levels, but that involvement is ongoing.

A group of us look at Phoenix services, interview staff and make suggestions for improvements.

This group is the Scrutiny Panel. We look at things from Phoenix's and residents' sides to make sure things work well for everyone.

And from eight reviews so far, we've made a total of 68 recommendations on everything from caretaking to the Phoenix Repairs Service.

These might be things like changing the way a service operates so that it works better for residents or helps to save money that Phoenix can invest somewhere else in our community. The group also

monitors recommendations regularly to make sure they aren't forgotten.

For me, being able to shape Phoenix services is why I enjoy being part of the Scrutiny Panel. Through the recommendations we make, we can see the impact we are having to ensure value for money and that the best use of rent and other income is made.

I'd love to see more residents get involved with Phoenix to ensure it delivers for us and works alongside us to improve our lives and our community.

Want to get involved in the Panel? Email scrutiny@phoenixch.org.uk or call us.

What's happening



New jobs and opportunities at The Fellowship

We're delighted that the Electric Star Group will be the new operator of The Fellowship when it opens later this year.

The reopened Fellowship will bring even more apprenticeships and jobs for Lewisham residents.

Our Roots into Work programme, which helps people find jobs and provides free training, will be supporting local residents to apply for these opportunities – please get in touch with the team if you can see yourself working in the historic Bellingham pub.

We're also celebrating in February with the play Jam Tomorrow, a celebration of Bellingham by the Greenwich and Lewisham Young People's Theatre – details on our website!

Events

Launch of new ethical lettings agency, Home Makers

As part of our commitment to building a better future for all who live and work here, we've launched Home Makers for south London landlords and private tenants.

Home Makers will bring our knowledge of the local area, benefitting leaseholders interested in subletting their home and ensuring people who want to move

into the area will be guaranteed excellent management services and a good home to rent.

Any money we raise from Home Makers will be invested in our community in south Lewisham, helping to improve services for everyone.

For more information contact: lettings@home-makers.co.uk

News in numbers

3

Awards that our first new homes at Hazelhurst Court have now won following success at the Inside Housing Development Awards.

297

People joined us at our annual Christmas Community Links.

4

Homes being built on Woodbank Road in Downham.

81%

Of tenants satisfied overall with Phoenix – find out more on our website.



Bellingham Parade

Friday 15 February, 5:30pm
Around Bellingham Green
Celebrate the Fellowship in a parade of lights followed by Jam Tomorrow



Community Links

Wednesday 20 February, 5-7pm
The Green Man
A chance to meet the Phoenix team and enjoy a free evening of entertainment



Community and good-to-knows

Staying safe from scams

Brian Blundell, a member of our Resident Communications Group, shares an experience to warn others about personal safety when using a cashpoint.

Not too long ago, while withdrawing some money from a machine, I looked around me and a man barged in.

He said he wanted his receipt, but his hand went to where the cash comes out. He'd seen my crutches and thought I was an easy target.

Fortunately, I responded quickly and pushed him away, although it took a few attempts, and he ran off with nothing.

Others may not be as lucky. That's why I wanted to share my story so that we all understand it's important we stay aware of our surroundings.

Cash machines can make things more convenient, but being careful pays off.

If you can, always go into the bank branch and withdraw cash there. If that isn't possible, consider taking a friend with you when you use a cashpoint and make sure no one else is around. Use machines in well-lit areas, check a machine before you use it to see if anything may have been added, and always protect your pin.



Look out for your neighbours and we can stay safe from scams.

For more information, visit [The Crime Prevention or Money Facts websites.](#)

Let's get social!

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

Follow us @phoenixtogether for the latest news and info. Here are some of our most popular posts over the last couple of months...



The results are in

Thanks to the hundreds of you who took part in our September satisfaction survey. Tenant satisfaction with Phoenix has broadly stayed the same, while it's increased for leaseholders. We're committed to improving and will consult to find out how we can do so.

Thinking of paying in cash?

When paying your rent, service charges or for things like permits, we aren't able to accept cash payments. If you have a bill, please either pay online, by calling us, or with a card at The Green Man.

Save the date!

Our annual Phoenix Festival is returning to Forster Park this spring. Join us on Saturday 11 May from 12noon until 4pm for family-friendly activities and live acts!

For the full results of our satisfaction survey, visit <https://www.phoenixch.org.uk/documents/resident-satisfaction-survey-results> or request a copy.

Information

Our first shared ownership homes



In summer 2019 the first residents of our brand new shared ownership development will move into their new homes.

At Springbank Court, on the edge of the Ravensbourne River towards Bromley, we are building eight one-, two-, and three-bedroom homes that will be available for shared ownership.

Shared ownership means you'll part own and part rent your home.

You'll own a proportion and, over time and if you choose, you can buy a larger share in your home until you own it outright.

So, what are the benefits of shared ownership?

- Your deposit will be much lower (and could be as little as £3,000)!
- Even though you don't own the whole property, you can buy more of a share or sell what you do own as it suits you.

Join us at The Green Man at one of our shared ownership open evenings or contact the team to find out more. Book your place: www.phoenixch.org.uk/SOopenevening

- Tuesday 26 February, 5-8pm
- Wednesday 6 March, 4-7pm

Building for our community



With approximately 10,000 people waiting for social housing in Lewisham, we're committed to doing our bit to tackle the housing crisis. And, in 2019, we're expecting to deliver 34 new homes in our community.

Work continues on 22 new homes at Nuthatch House, beside Forster House on Whitefoot Lane, which are expected to be completed in early summer. Work has also begun on four new homes on Woodbank



Road, with a further eight at Springbank Court.

These homes are being built as part of Phoenix's commitment to building better futures for our community in south Lewisham. Following a £70 million investment last year from the Pension Insurance Corporation, we aim to build 200 new homes in the area, with potential for more in coming years.



Enrol in the 2019 Phoenix Academy

We're now accepting applications to take part in this year's Phoenix Academy, our school of social housing.

You'll gain an official Chartered Institute of Housing qualification and learn more about social housing in the UK, Phoenix's history, and how you can get more involved in your community.

The course begins in April – contact us to get involved.

Apply now for Community Chest funding!

Do you have an idea for something that could benefit your community? Apply for funding from our Community Chest and make it happen.

Every year, we offer £100,000 to projects that can benefit our community in south Lewisham.

If you want help, join one of our drop-in sessions, both from 10am-4pm. On Thursday 7 February, we'll be at Goldsmiths Community Centre and on Friday 8 February at The Green Man.

Visit our website to find out more.

