

Phoenix *Flyer*

A newsletter by residents for residents

 @phoenixtogether 



Chantelle Turner is a Phoenix resident and works with Carers Lewisham. The group has received nearly £80,000 since 2016 from our Community Chest to fund holiday camps for young carers.



The work we do at Young Carers is so important. You'd expect me to say that, but it's true: I see it every day. And I know it as someone who was myself a registered young carer.

That's why I'm so proud to work with young carers - and why I'm proud my housing association is helping to support young carers in my community.

It's so important to teach both children and adults what a young carer is. Not understanding it means that some young carers find themselves bullied at school. Parents may feel upset or overwhelmed because their child isn't doing the things that others their age are doing. They can also feel guilt or worry about the responsibilities their child is taking on.

Giving young carers a break from this makes a world of difference. It lets them be themselves for a little while.

The funding Phoenix's Community Chest gives, voted for by tenants year on year, makes such a big difference.

It funds holiday clubs that offer young carers a chance to have time to themselves and have a break from their responsibilities. They meet other people in similar situations, helping them

feel like they aren't alone and that others may be experiencing the same difficulties.

Many of our young carers can't wait to see the friends they've made at our holiday clubs when they are due to meet up again.

The Community Chest is amazing. It gives organisations the chance to get more involved with the community, spread awareness and to make a real difference.

As a Phoenix tenant myself, I think the Community Chest brings the community together, no matter the age, background or life situation. I think it's a good way to make sure that the projects most in need and most important to our community are the ones that get funded.

Community Chest applications are now open. See page 2.



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What's happening



Applications for a share of £100,000 are now open!

Since the Community Chest was created, we've given £700,000 to projects that have made a difference to thousands of residents.

Projects chosen by tenants have included holiday clubs for young carers, opportunities for Phoenix families to take a holiday, and arts projects.

If you have an idea for something to benefit your community, why not apply? You can find an application form on our website or by contacting us.

You can apply for a small grant (up to £2,500 and decided by a panel of tenants) or a large grant (up to £20,000, voted on by tenants in April and May).

Read stories from previous projects we've funded. Visit: www.bit.ly/C ChestProjects



Springbank Court

New homes welcome new residents

At the end of 2019, new Phoenix tenants began moving into our new homes at Woodbank Road.

The four homes in Downham are the second development we've completed. The first was an extra care scheme at Hazelhurst Court, by Beckenham Hill Station, providing homes to older people.

Later this year, new tenants will move into Nuthatch House on Whitefoot Lane and shared owners (part renters, part home owners) will move into Springbank Court in Bromley.

Meanwhile, we're looking for residents' views on new homes at Melfield Gardens. This development could provide 30 new homes for older people,



Woodbank Road

including communal spaces. The homes would be very energy efficient and require little money or energy to heat.

We're also very excited to have bought a site on Rushey Green in Catford. Here we'll deliver 45 new homes for rent and create a space for businesses that will bring money back into Phoenix so we can invest it elsewhere.

News in numbers



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

200 Trees, 70 metres of hedges and wildflower meadows being planted to make our estates greener.



473 Residents joined us for our Christmas Community Links.



Events

Community Links

Wednesday 19 February, 5-7pm

The Green Man

Join us for brilliant balloons, fabulous face-painting, and marvellous massages.

Gold Club party

Friday 20 March, 7-10pm

The Green Man

Got your golden ticket? Then you're invited to an evening of 80s-themed celebration.

Sewing success

Our new sewing surgery, run by experienced sewer Sandra Stephenson, will help you learn new skills that will help you fix old clothes, save money, reduce waste and relax with new friends.

We caught up with Sandra to discover why you should consider picking up a needle and thread.

Tell us a bit about yourself.

I've lived in Lewisham all my life and was a Phoenix tenant from the very beginning.

My mum taught me to sew when I was just four years old, and throughout my life I've been sewing in my spare time.

When did you start running sewing classes for the community?

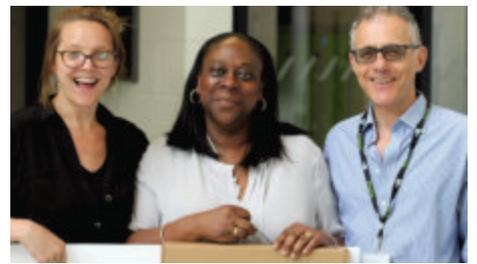
In 2012 I was volunteering at a homeless shelter. With donations

of old clothes and materials, I worked with the people there to fix clothes and we were able to help them look nice.

The sewing workshops I run are like coffee mornings, where we sew together and just enjoy talking. For a while, no matter what your problems are, you're just focusing on sewing and the people you're with.

What benefits are there in sewing?

It's relaxing and it feels good when I see someone wearing clothes I've made. I want to help others feel like this too.



It's a forgotten art. But it's so useful: buying new clothes can be expensive, while creating new ones and fixing things helps you learn patience.

Our Sewing Surgery is free for residents. **Book your place today.** Grovehill Court, Wednesdays, 10-12pm

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...



Phoenix Festival 2020

Forster Memorial Park, Saturday 16 May, 12-5pm.

A brilliant, free-to-attend event where you can enjoy live on-stage music, street food stalls, and attractions like the daring dog show, funfair rides, and arts workshops.

#EachForEqual - International Women's Day

The Fellowship and Star, Saturday 14 March, 12-4pm.

Join us to celebrate inspiring women, featuring careers talks to help you thrive, beauty treatments & chances to relax, and activities for all.

Do it online

We're setting up a new website for you to report repairs, give feedback, and much more - and we want your views.

The resident portal will mean you can use more of our services online while still being able to call or visit us if you'd prefer. We want your views on how the new portal works. Contact us to take part.



Sign up to our school of social housing

Have you always wanted to better understand your rights and responsibilities as a resident - and Phoenix's too?

The Phoenix Academy is our school of social housing. Set up in 2014, dozens of Phoenix tenants and leaseholders have learned



more about the history of social housing and Phoenix, residents and landlords' responsibilities, and how Phoenix manages more than 6,300 homes in south London.

We're looking for new students for our 2020 course. For one evening a week, **starting on Tuesday 21 April until June**, you'll learn alongside other residents, Phoenix staff and people from other housing associations.

It's free for Phoenix residents - if you'd like to take part, contact us today before spaces run out.

The Phoenix Academy is unique in the UK. It's won a number of awards, and housing organisations in the UK and the USA have expressed an interest in starting their own programmes.

Watch our video to find out more: www.bit.ly/SchoolOfSocialHousing



Your New Year's Resolution: be a part of it

At Phoenix, residents have a real say in what we do, from chairing our Board to providing feedback on services. But that can only continue if residents get involved - can you help?

We're always looking for residents to get involved. You could put Phoenix services under the microscope and make recommendations for improvements, give us feedback on our leaflets and letters to residents, and help decide who joins our Board.

Right now, we're looking for new members of the Phoenix Gateway Committee. You'll have a say in things like the Phoenix Festival, other events and major projects.

Not for you? Try our Scrutiny Panel, our Policy Working Group - or contact us to find out what else is possible.

However you get involved, you can make a real difference in how your community is run.



HOUSEKEEPING

This is a new feature with tips and advice on how you can look after your home.

When something goes wrong in your home, don't get caught out.

Consider having insurance in place against unexpected events such as fire, flood or a break-in.

Home contents insurance may cover you for the loss of your personal items including furniture and belongings. Home contents insurance is



widely available, and we offer a scheme for tenants and leaseholders with Aviva Insurance with discounts available for Gold Club members.



Focus on

How Phoenix works to make sure we're accessible to everyone

The people who live in our homes come from all over the world, with different experiences, backgrounds, beliefs and needs.

We're passionate about making sure people with disabilities can live comfortably in our homes. It's also something we're required to do.

We're improving our records so we know better how we can meet residents' needs. In 2018-19, we had information on disabilities for 72% of lead and joint tenants.

In total, 13% of our residents have told us they have a disability - and 57% haven't told us whether they do or don't. By calling us, we could update your records in just a few minutes and provide a better service to you.

When we know a tenant has a disability, we can work better with you. For example, if you aren't able to answer the door quickly, our team will know they need to wait a little bit longer when coming round for an appointment or repair.

We can write to you in large print if you have a problem with your sight or offer you home visits if you can't make



it to The Green Man. We also may be able to offer physical changes to your home, working with Lewisham Council.

Kim Canagasabey (above with guide dog Jemma), has epilepsy and a visual impairment. She said: "I think Phoenix does really well for people with disabilities. There are things that could be better, but overall Phoenix does well and some teams are amazing. They've gone above and beyond for me, from letting me and Jemma know before starting loud machinery to installing special lights

recommended by the Royal National Institute of Blind People."

Phoenix is a place that should be open for everyone. If you want to help us make it that way, we'd welcome your feedback.

Last year we limited our garden scheme to residents aged over 60 or with a disability, so that those who need it most can benefit. If you'd like four grass cuts over the summer, register your space now.

In 2018-19, this is what we did to support those with disabilities or additional needs.



165
minor adaptations to residents' homes...



Trained **20** mental health first aiders



Provided advice to residents to help them claim Personal Independence Payments

...and **46** major adaptations too!



Carried out **229** handyperson repairs - free for tenants aged over 60 or with a disability



Supported **42** households with hoarding issues



It's never been easier to make a difference

We're starting up new groups where you can tell us about your experiences and how we can work better with you.

Want to influence the events and projects we run for young people? Join **our Parents Forum** and tell us how Phoenix can better support you.

Want to get involved but too busy with work? We want to help residents keep a **work-life balance** and still feel able to get involved - can you help?

Visit our website or get in touch to find out the opportunities you can take to get involved. And if there isn't a group for you, we may be able to help you create it to make a difference to others like you.



Give it a go in 2020

This year we're working with **Lewisham College and Adult Learning Lewisham** to bring new opportunities to Phoenix residents.

Over the next few months we'll be offering free sessions where you can try new things, like floristry, photography or looking after children with additional needs. Dates, times and locations are on our website - make sure to book your place.

Not sure? Join us for an open day on Saturday 28 March where you'll be able to try out the different things on offer.

Visit www.bit.ly/GIAGPhoenix for more information.

Family Action, a Community Chest-funded project, are inviting you to some of their free events!

15 February
Ice skating (13-18 year olds)

29 February
Laser Quest (mixed age)

28 March
Olympic Park (13-18 year olds)

25 April
City Farm (8-12 year olds)

Call Liz for more details on 020 8690 4422

Keeping your rights as an EU citizen

If you're from any European Union (EU) country, you will need to have 'settled status' after the UK leaves the EU.

It's very important you apply for this, as without it you may not be able to work in the UK or claim

welfare benefits like Universal Credit. You can apply up until 30 June 2021.

For help with your application, call the EU Settlement Resolution Centre on 0300 123 7379 or visit gov.uk.

Important: Paying your water bills

From 1 April, you will pay your water bills directly to Thames Water rather than through your rent to Phoenix. Please look out for letters from Thames Water with more information.



Phoenix and The Green Man will be closed on the Bank Holidays of Friday 10 April and Monday 13 April.

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

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Phoenix
Our community in our hands