

London Borough of Islington Housing Scrutiny Committee

6th June 2023



Peabody in Islington

We're one of the UK's oldest housing associations with 5500 homes across Islington with the majority let at social rent

Peabody have intrinsic ties to Islington through our broad social mission, history and local relationships and are proud to offer several community projects that make a positive difference to communities.



**Celebrating
161 years**



**104,000
homes**



220,000 residents



**20,000
Care & support
customers**

Local Peabody

We're dedicated to getting closer to our customers:

- Locally based service delivery teams, supported by colleagues across the organisation
- Aligning the whole organisation to pull together for our residents and customers
- Increasing trust and simplifying processes
- A new way of working, thinking and behaving

Eliminating Damp & Mould

We are committed to addressing any damp and mould issues in homes. We understand how distressing this can be and want to put it right. We have a specialist team in place, and it is our priority to make sure everyone has a warm, safe and dry home.

Overcrowding

- There are currently 382 Peabody households in Islington who have applied to move because of overcrowding
- This is in a context of other households who have a need to move for other reasons such as medical/health needs, welfare, fleeing domestic violence.
- Peabody provides support to residents throughout the move process however, the number of empty homes available is limited and the wait can be lengthy.....
 - In the year 21/22 only 14 x larger homes became available in the borough (3/4 bed)

Lettings

- The number of lettings completed is driven by the availability of homes. Peabody completed 115 lettings in Islington in 21/22, the majority of these were for 1 and 2 bed homes
- Empty homes are let through working in partnership with LBI via our nomination's agreement. LBI receive:
 - 100% nomination rights of all 1st lets (new homes)
 - 50% of studio/1bedroom relets
 - 75% of 2 bedroom or larger relets
- Peabody residents who have requested a move are considered when a relet becomes available and there is priority move list for those in most need.

Solutions & mitigations

All households requesting a move, whether in a priority band or not, are supported through the bidding process and with long wait times further support is provided as follows:

- Mutual Exchange – we provide advice and guidance on the opportunities that a mutual exchange can bring and make it easier to engage with the process. This includes providing information in multiple languages.
- 121 advice sessions - experts in rehousing offer support in finding alternative accommodation through other tenures such as shared ownership, market rent and potential moves to areas with lower housing demand. These are customer led and possible options will depend on customer requirements.
- Partnerships – we have developed mutually beneficial relationships with LBI and other housing providers (LA and RPs) and will continue to do so to find solutions that work for customers.
- Home visits – we can provide support with possible space saving furniture to alleviate some shared sleeping arrangements.
- Costs of living – we offer advice to help manage energy costs and other costs of living.

In summary

- Peabody aims to use its housing stock in the most effective way to meet housing need.
- We actively support those who are requesting a move to try and find the option that will work best for them.
- A lack of larger homes means wait times for a move can be lengthy and we do all we can to alleviate the pressures whilst waiting.
- We are trying a broad range of approaches to address this challenge and are open to all new ideas and partnership opportunities with LBI.

Thank you for your time