

# Coronavirus guidance for Thamesmead

Instead of our usual newsletter to residents we've decided to use this resource to keep you as well informed as possible about what Peabody is doing in response to COVID-19.

In this newsletter you'll find details on what Peabody is doing as an organisation to help keep you safe.

There's also specific guidance for Thamesmead residents, including what action the London Borough of Bexley and Royal Borough of Greenwich Councils are taking.

There's general advice about what communities can do to look after each other and even a wordsearch to help while away a few minutes.

All the information in this newsletter is correct at the time it went to print but obviously this is a fast-moving situation so please go to our website [www.thamesmeadnow.org.uk](http://www.thamesmeadnow.org.uk) for the most up-to-date guidance.

Many thanks and please stay safe,

**John Lewis,**  
Thamesmead Executive  
Director, Peabody

## Resident Wellbeing Support Team

Our priority is to provide support to Peabody residents who need it most, as effectively as possible. To make sure we achieve this we have created a new Resident Wellbeing Support Team.

This team will be providing a range of support in your community including keeping in contact with older and vulnerable people who are self-isolating; helping to deliver essential food, supplies and medicine; and coordinating local services.

We've also developed an emergency response website where you can find information on all of these services, as well as other local services and contacts, wellbeing resources, home schooling tips and links to government updates.

You can find this either through the main Peabody website,



[www.peabody.org.uk](http://www.peabody.org.uk), or by visiting [www.peabodypeople.org](http://www.peabodypeople.org) We know there is a lot of information being sent out on a daily basis and we hope that we can help you find a way through this to get to what you need, where and when you need it.

If you need help or are concerned about a neighbour you can also get in touch with us through our website and by contacting our Customer Hub on **0300 123 3456**.

## Paying your rent

We know that many people may be facing financial difficulties during this period. We have specialist teams to provide you with 1-2-1 advice and guidance on how to manage this. We'll also have useful information on our new emergency website [www.peabodypeople.org](http://www.peabodypeople.org)

This could include details on the benefits you're entitled to, information on new government packages you

could be eligible for, or creating money management plans.

**If you are worried about paying your rent please contact us by calling 0300 123 3456.**

**Please get in touch with us as soon as you think you may have difficulties. If you cannot pay your rent but don't talk to us we might not be able to help and your**

**tenancy could be at risk in the future.**

We know that it is very likely that many people will need to access financial support from the government in these challenging times. We are asking the government to reduce the five week wait for Universal Credit to help people get financial support much earlier at the start of a claim.

## Changes to estate management services and caretaking

We are operating a reduced caretaking and estate management service as we try to maintain essential services while operating with a smaller team.

Wherever possible our caretakers are using disposable wipes and are concentrating cleaning on high use areas, wiping down key touch points such as door handles, push plates, lift buttons and hand rails.

Even so, please wash your hands for at least 20 seconds whenever you enter your home and work with us to keep our communities and estates clean including limiting bulk waste.



## Changes to our repairs service

Our Customer Hub is open and taking all calls. We want to continue to offer a safe and effective repairs service, but we also want to protect our residents and our staff by minimising non-essential contact and travel.

This means we can only carry out essential repairs and visits to our most vulnerable customers who receive support services. It also means that some of our planned repairs and investment work are postponed until further notice.

Please bear with us, as inevitably some essential repairs will take much longer to complete than in ordinary circumstances. We will of course continue to monitor the situation daily and make changes.

If you call us to book an essential repair, we'll ask you if anyone in your home is self-isolating. If this is the case, we will need to discuss this with you to make sure that we can carry out the repair in a way that keeps you and your family safe, as well as the member of staff that visits your home.

## Go online for things to do



With many of us having to stay at home most of the day we've added some new features to the **Thamesmead Now** website that will help to keep you and your family active and entertained.

It includes links to sites to help adults stay fit plus online learning resources that can help you improve your existing skills or even learn some new ones.

[thamesmeadnow.org.uk/inside-guide/](https://www.thamesmeadnow.org.uk/inside-guide/)

## Need to get in touch?

We're following the government measures to limit the spread of coronavirus. All of our staff who are able to are now working away from our offices. If you need to contact us, please call us 0300 123 3456 or

through the 'contact us' page on our website at [www.peabody.org.uk](https://www.peabody.org.uk)

Please don't visit our offices or community centres as they are all closed for the time being.



## Building safety

We will be continuing with our important building safety work as far as is possible. Any building safety work to the outside of your home will continue where we can, including compliance checks such as gas safety.

## Help us keep you safe

Please also work with us to help keep your home safe. Keep all fire exits clear, do not use BBQs on balconies and take care not to overload plug sockets. If you have any concerns about fire safety then please call us.



## Here's some specific guidance for Thamesmead, including action being taken by the London Borough of Bexley Council and Royal Borough of Greenwich.

Following government advice, many people need to remain at home. Both Royal Borough of Greenwich and London Borough of Bexley are working with their partners to co-ordinate support to those who need it.

This is being done through statutory services, charities and local

community and voluntary sector organisations.

Many local people have come forward offering to help too and both local authorities have set up processes to match those in need with charities and volunteers who can assist.

### Bexley residents:

If you are a Bexley resident in need of support then there are a number of ways you can reach out for help.

You can call the Bexley Coronavirus helpline - **020 3045 5398**, between 8am to 6pm or please visit Bexley Voluntary Service Council website <https://bvsc.co.uk/covid-19>

### Greenwich residents:

If you live in Greenwich and are feeling anxious or lonely due to Covid-19, Live Well Greenwich has launched Live Well Connect - please call **0800 470 4831** for a listening ear and a friendly voice to talk to.

**Opening times:** Mon-Thurs 8.30am-7.30pm, Fri 8.30am-5.30pm, Sat 9am-12 noon (a message can be left outside of these hours).

### Thamesmead residents:

If you are a Thamesmead resident there are a number of local services which you can access:

Positive Steps Thamesmead can offer telephone advice and information on a range of issues including housing, benefits and immigration. Please call Positive Steps Thamesmead on **07815 734 080**.

## Interested in volunteering?

Peabody is in discussions with partners about how volunteers and local groups can support the most vulnerable in our communities in these uncertain times. If you are interested in offering to help as a volunteer there are a number of roles including Befriending, Share a Skill and Helping Hands Volunteers.

To register your interest please contact [Thamesmead.communities@peabody.org.uk](mailto:Thamesmead.communities@peabody.org.uk) or text "THAMESMEAD" to 07595 288 177.

If you are a Greenwich resident and wish to volunteer through the Royal Borough of Greenwich please use the following link [www.royalgreenwich.gov.uk/info/200154/council\\_and\\_elections/2197/coronavirus\\_covid-19/4](http://www.royalgreenwich.gov.uk/info/200154/council_and_elections/2197/coronavirus_covid-19/4)

If you are a Bexley resident and would like to volunteer through the council then please register your interest via Bexley Voluntary Service Council website [www.bvsc.co.uk/covid-19](http://www.bvsc.co.uk/covid-19)



## Peabody support for Thamesmead businesses

We appreciate this a very challenging time for small businesses and the Peabody Economic Inclusion Team are here, working remotely, to support you and your business.

Our priority is to provide you with the most up to date information about how we can help you to deal with this

unique set of circumstances and assist you throughout this difficult period, no matter how long it lasts.

We are encouraging you to keep in regular contact with the team and up to date with the information from government, local authorities, banks and the wider business community

about the assistance available to businesses. Where needed we will be able to support you.

Please make sure you are also checking the enterprise pages of the Thamesmead Portal for updates [www.thamesmeadnow.org.uk/portal/enterprise/](http://www.thamesmeadnow.org.uk/portal/enterprise/)

### Community facilities closed until further notice

Following government advice, all the Thamesmead Community Facilities are now closed to the public, including Sporting Club Thamesmead and The Link. For further information please contact **020 3828 4950**.

# Coronavirus Community Action Response

## - Five things you can do

1

**Think of others, consider your actions and be kind**

People in every community will face the challenges of Covid-19 in some way - from needing basic provisions to help while they are unwell.



2

**Connect and reach out to your neighbours**

As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.



3

**Make the most of local online groups**

Keep up to date, share information and be a positive part of your local community conversations.



4

**Support vulnerable or isolated people**

Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.



5

**Share accurate information and advice**

Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow NHS hygiene practices.



## Wordsearch...

To help pass the time here's a special Thamesmead Wordsearch, see how quickly you can find the 11 local places hidden within it.

B	J	K	F	K	T	P	R	S	H	Y	Y	R	R	I
I	S	S	E	N	S	S	O	R	C	A	X	A	D	R
R	T	D	I	Y	Y	U	Y	Q	W	W	V	B	O	H
C	T	R	S	F	T	D	L	E	Y	S	B	W	K	T
H	V	H	L	H	Z	H	G	F	D	S	D	O	T	X
M	R	M	M	W	O	D	A	E	X	O	D	E	D	U
E	F	E	C	J	I	D	L	M	K	R	G	V	N	B
R	R	U	Y	R	G	V	O	V	E	C	E	W	I	O
E	S	I	G	A	L	L	I	O	N	S	H	I	L	L
V	E	R	I	D	I	O	N	L	W	P	M	O	F	K
N	S	A	J	U	T	U	O	V	E	S	Q	E	S	P
Q	Q	S	Y	S	U	B	Q	Q	K	S	T	X	A	M
G	G	T	E	S	M	Q	I	K	I	E	N	T	Y	D
D	T	A	G	B	P	T	J	O	E	O	P	E	U	Y
B	E	G	W	Z	I	I	E	L	Z	G	X	A	S	B

BIRCHMERE  
BUTTSWOOD  
CROSSNESS

CROSSWAY  
GALLIONSHILL  
LESNES

RIDGEWAY  
SOUTHMERE  
THAMESMEAD

TUMP  
VERIDION

Please visit [thamesmeadnow.org.uk](https://thamesmeadnow.org.uk) for updates