

Summer 2025



Newsletter



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Do you find our newsletters useful?

We would love to know what you think of our newsletters. If you have any feedback or suggestions for how we can make them more useful, or accessible, please do let us know.

Welcome to PCHA's Summer Newsletter

As we approach the summertime, and the school holidays have started, I hope you are all managing to enjoy the sunshine whilst avoiding the showers!

It has been a busy year for PCHA so far and there have been a number of changes within the staff team, with more to come over the coming months. We have added some additional resources to the frontline and middle management teams to strengthen both our property and tenancy services. This does mean there is likely to be a period of settling down as new staff join us and get to grips with their role.

We were delighted to meet some of you during our Big Knock when the team went out knocking on doors to introduce themselves and get your feedback. If we missed you and you want us to visit you in your home, please get in touch.

You may have already been contacted by Acuity for our annual satisfaction survey but if you have not been contacted yet, please take the time to tell them what you think of us! We will be sharing the results with you in the autumn and as always we use the feedback to steer our work. However, the survey is not the only way to share your views. Your feedback is vital to help us improve our services so please do get in touch if there is anything you would like to share with us.

We have set out our new strategic objectives on Page 12 and these will shape our work over the next few



years. There is a lot more detail behind these which will be published over the coming months but the key focus for us is about delivering excellent services, placing you at the heart of everything we do and supporting residents to thrive in their homes. In addition, we want to create places that residents are proud to call home and feel safe. If there is anything you feel would help us do this, please get in touch with the team.

We mentioned previously the introduction of Awaab's Law at the end of October and this is likely to result in even more activity from unscrupulous claims firms. Please be aware that if you are contacted by firms promising compensation, the reality is somewhat different and you could end up owing them! If you have repairs please contact us first!

In the meantime, I hope you enjoy this newsletter and find it useful.

Best wishes, *Karen*

Introducing the Executive Team at PCHA



Left to Right:

Sian Llewellyn, Director of Operations

Karen Cooper, Chief Executive

Aidan Cox, Director of Finance & Corporate Services

The Executive Team oversee the work of the frontline teams who you will work with on a daily basis; however even if you don't see them much they are busy behind the scenes to keep things on track. Their role is to drive the strategic direction of PCHA and ensure that PCHA adheres to its vision and values.

Summer Bank Holiday

Emergency contact details – Summer Bank Holiday

As we enjoy the warmer weather, we can all look forward to the last of the bank holidays for 2025 on Monday 25th August. PCHA will be closed for the bank holiday, however in case of an emergency while we are closed, please see below for contact details.

Emergency Repairs

If you need to report an emergency repair while we are closed, please call:

For gas heating or boiler repairs, call Clairglow on **01892 531421**



For all other emergency repairs, call BAS on **020 8854 8700**



Staff changes at PCHA

We are a small but dynamic team and so we aim to keep you updated on any changes to staff that occur. Since our last newsletter:



Ana Vlad, PCHA's Compliance Officer, has moved on and we are delighted that **Georgie Donaldson**, who you may remember from her previous work with us as our Customer Services Officer, has returned between her travels, to temporarily cover this role before jetting off on her next adventure!



After 5 fantastic years, sadly **Jean Mahoney**, Tenancy Services Manager, has taken a new part time role nearer home, to have more time with her family. We wish her lots of luck in her new role.



Gail Johnson, Head of Housing Contracts, has decided to move on from her role from the end of July, although she will remain with PCHA to help with some project work until the end of September.

We have been joined by our new Surveyor **Dean Salter**, following the retirement of Rob Preedy.



We have taken the opportunity to review our structure to make sure that we are as best prepared as possible for the coming requirements of Awaab's Law, which is being rolled out for all housing providers from October 2025. We have also considered how we can best integrate the way that we manage the homes under our contract with the London Borough of Bromley, to make sure that we are giving a seamless service to all our residents. We are due to be joined by two new Tenancy Services Officers over the next couple of months, Jenny and Lauren and will be recruiting for a Property Services Manager, Property Services Support Officer, Tenancy Services Manager and part time Income Manager. You can see full details of our whole team on our website at <https://www.pcha.co.uk/our-team>

If you are unsure who to contact within the team please contact our Customer Service Officers, Esmine and Jamaal who will be happy to assist you on 020 8659 3055 or by email at housing@pcha.co.uk

Resident Engagement

Resident Engagement Opportunities

Over the last few months, we've been actively trying to improve the range of resident engagement opportunities we offer.

In April, we re-launched our Partnership Board, which met for the first time in May. During the initial meeting we asked for feedback on a number of things, including how we present our annual survey results to residents, and what to include in our newsletters.

The next meeting is scheduled for September, and we have already identified several topics to discuss with members. This includes a review of our performance during 2024/25 and revisiting our customer service standards to check they're fit for purpose.



Big Door Knock

We carried out a 'big door knock' community event between 30 June and 3 July, which involved the whole team leaving their desks to visit residents in their homes. We couldn't have chosen a better time as the sun was shining, and it was great to be out of the office and hearing your feedback.



If you have any ideas about how we can engage better residents, or if you'd like to get involved, please get in touch with Maria (Resident Satisfaction and Engagement Officer).

Resident Engagement

Resident Satisfaction Survey

Your views are really important to us and we need your feedback to help us shape our services going forward.

PCHA has again asked Acuity, an independent consultancy, to carry out a survey on our behalf. This survey will help us understand what you think about your home, the services we provide and what you would like us to do differently in the future. The results will also help us assess how we have addressed issues raised in last year's survey.

Staff from Acuity will be ringing all residents during the three weeks between **21 July and 10 August** (this includes Saturdays) and we would be grateful if you could spare a few minutes to answer their questions as honestly as possible. The information you give will make a real difference to how we deliver services to you. When Acuity phone you the number displayed is **020 3807 4297**.

All the information you give will be kept confidential, and any information you provide in the survey will be given to PCHA anonymously, unless you give your permission at the end of the survey to share your name.

We will share the results of the survey with you later in the year.



**WE WANT
YOUR
FEEDBACK**

Resident Portal Update

My Home - Our New Resident Portal

We are excited to present our newly launched resident portal, which aims to provide you with easy access to your information and improve the accessibility of our services. Through the portal you can see your account details including:

- rent and payments
- repairs history
- repairs to any communal areas you may have access to.

You can use the portal to do a number of things including;

- make a rent payment
- report a repair
- update your contact details
- make a complaint and contact us.

You should have received a letter from our team providing log-in details and instructions on how to set your password. The team are also available during office hours to help with any technical difficulties and support anyone needing assistance in getting set up.

If you haven't received a letter with your login details or are having technical difficulties, please let us know.



Log In

Your username
This is usually your email address

Your password

Show

Using a private computer or device?

☐ Stay logged in for 6 months

Log in

[Forgotten Password?](#)

Have not registered for an account yet?

Register

Pocket Power and Housing Perks - saving you £££s



We aim to ensure all our residents have access to up-to-date information and support around the best deals and savings for household bills and expenses. In line with this commitment, we are pleased to continue our partnership work with Pocket Power and Housing Perks. Both services are free for PCHA residents.

Pocket Power

Pocket Power is a telephone service, set up to be simple and supportive to customers. The team seeks to help with social tariffs, water discounts, debt clearance, and switching phone, broadband, car insurance and banking providers. The initial call lasts around 30 minutes and can result in saving you money each year. After the initial call, Pocket Power can schedule a follow up to help you apply for new discounts or make a switch when a contract runs out.

One of our residents, Mark, was delighted to make savings of £739 after speaking with Pocket Power. Mark received help with water bills and a water debt payment matching scheme, assistance switching to Sky Social Tariff, and even help with obtaining a household appliance.

Appointments can be booked online via www.pocket-power.co.uk/booking

Housing Perks

Housing Perks is a discounts app which gives discounts of up to 18% at over 100 brands and stores.

The app can help you to save money on essentials such as groceries, car fuel, clothing, school uniforms and equipment, home furnishings, DIY, and family days out.

The discounts are with popular brands and stores including:

- **Sainsburys**
- **Asda**
- **Argos**
- **TK Maxx**
- **Sports Direct**
- **Tesco**
- **B&M**
- **Primark**
- **B&Q**

Please refer to the Housing Perks leaflet accompanying this newsletter for guidance on how to use the app and make savings.

If you have any difficulties signing up, need another copy of the letter that was sent to you with instructions for using the app, or have any other queries, please contact us on **0208 659 3055**.

Our Performance – January to March

As part of our commitment to resident engagement, we provide information on our performance in every newsletter.

This is a summary of our performance from January to March 2025 across all of our properties, including those that we manage on behalf of the London Borough of Bromley (LBB).

Repairs performance and satisfaction

96% of all repairs reported by residents between January and March were completed within our target times. This included **100%** of emergency repairs and **97%** of all urgent repairs. This is a slight improvement on the previous 3-month period. We are happy that things are moving in the right direction here!

At the end of March, **89%** of residents who had responded to one of our repairs satisfaction surveys in the previous 12 months said that they were 'satisfied with the quality of the repair'. This is slightly below our level at the end of December.

Our repairs team continue to work hard to ensure repairs are addressed quickly and efficiently, and to improve satisfaction levels.

If you receive a text message asking if you are satisfied with a recent repair, please do respond: this helps us find and address any issues with our service or contractors.

If you have any other feedback on our repairs service or the quality of a repair to your home, please contact us on **020 8659 3055** or repairs@pcha.co.uk.



Our Performance – January to March

Rent arrears

Our rent arrears percentage at the end of March was **2.3%** for our PCHA-owned properties, and **5.9%** across our LBB properties. This is the amount that current tenants owe us in arrears, as a percentage of total rent charged.

The **2.3%** for PCHA-owned properties is an improvement on **2.9%** at the end of December. This is good news for everyone, as it means we have more money available to invest back into our services and properties.

For the LBB properties, we don't have a comparable figure for the end of December due to issues with arrears balances when we took over the management contract. We will have a better idea of progress next time we report to you.

We prioritise working with residents to help them sustain their tenancies, which includes paying rent on time. If you are experiencing difficulties paying your rent, please contact us on **020 8659 3055**.

Void (empty) properties

At the end of March we had **8** empty properties in our PCHA-owned stock and **6** across the LBB stock. This is 2 fewer than at the end of December, when we had 9 and 7 empty properties respectively.

Complaints

We received just **2** formal complaints across all our stock between January and March. This is fewer than we had in the previous quarter, and we hope this is a reflection of improvements in our service.

We see complaints as a way for us to improve the services we offer, and so we welcome your feedback. For more information, see our 'Making a Complaint' leaflet in your Resident Handbook or see the Complaints page of our website.



ASB

We had **4** new ASB (anti-social behaviour) cases between January and March. PCHA aims to take a proactive approach both to the prevention of ASB and to finding a positive solution where this does occur.

If you would like to know more about our approach to anti-social behaviour, please see the ASB leaflet in your Resident Handbook or on our website.

Strategic Objectives and Corporate Plan

Strategic Objectives and Corporate Plan

Every three years, we review our strategic objectives with our Board and staff team, to ensure that they are in line with our values, will help us to focus on what matters most (you!) and will guide us to making the right decisions to ensure our homes and services are fit for the future.

PCHA's strategic objectives were reviewed by its Board at an Awayday and by the PCHA team in January 2025. During both of these sessions it was very clear that the Board and the team are focused on keeping residents safe, listening to and taking on board the views of residents and ensuring our homes are sustainable and fit for the future. We are also passionate about doing what we can to tackle fuel poverty and help support a reduction in homelessness.

In our last newsletter we shared our draft strategic objectives and asked for your views and comments. In June our Board agreed our finalised strategic objectives and our draft corporate plan, setting out the actions we will take to achieve our objectives. Our Board will monitor our progress against these actions at each meeting, holding us to account and leading us on our journey of continuous improvement.

We will now set out our plan in a formal document that we will make available in the coming months on our website. For now, we would like to share our agreed strategic objectives with you - which we have set out on the opposite page.

We value hearing what you think and if you have any comments. If you would like to share your views, please contact us at housing@pcha.org.uk or call us on 020 8659 3055.

A goal without a plan
is just a wish!



Strategic Objectives 2025-28

Our Services - services we can be proud of

- ♦ Deliver excellent services
- ♦ Place residents at the heart of everything we do
- ♦ Support residents to thrive in their homes

Our Homes - places residents are proud to call home

- ♦ Maintain high quality homes where residents feel safe
- ♦ Create sustainable homes that are fit for the future
- ♦ Deliver affordable homes to meet housing need

Our Community - making an impact

- ♦ Be a partner of choice
- ♦ Work with others to tackle poverty and social isolation
- ♦ Be a powerful voice for change

Our Business - punching above our weight

- ♦ Be a bold and agile organisation that thinks ahead
- ♦ Use our resources proactively and effectively to create lasting impact
- ♦ Build on our reputation as an organisation that delivers

Our People - an organisation people are proud to belong to

- ♦ Be an employer of choice
- ♦ Maintain a positive working culture where staff can grow, learn and shine
- ♦ Embrace and celebrate the diversity of our people

Ask the CSOs - Tip No. 10

Our Customer Services Officers are often the first people you will speak to if you report a repair or ring PCHA with a query. In each newsletter they give their answer to a frequently asked question.

How to fix a jammed or sticking door

Doors can often become jammed or stuck in the hotter months of the year due to increased humidity in the air, leading the wood to swell. Before raising a repair with us, it is a good idea to attempt to identify the problem yourself, as sometimes it is an easy fix.

Identifying the area:

- Look for scratches in the paint or any other noticeable damage to the door and frame. Also check for grime or any sticky buildup that may just need to be cleaned. Close the door and run your eyes along the gap between the door and the frame, noting places where the gap is very thin.
- **Run a piece of heavy stock paper around the closed door.** This is very useful if you can't determine where the door is sticking by physically examining it. The paper should glide smoothly around most of the door. Wherever the piece of paper gets stuck is the problem area.

Resolving the issue:

- Rub the problem area with soap. This should reduce the friction and allow the door to close more smoothly. Use a dry, moisturizer-free soap that leaves a powdery residue on the sides of the door.
- If humidity is still causing your door to swell and stick, try running a dehumidifier in the room the door is in (if you have access to one). A dehumidifier works by sucking in air, removing the air's moisture, and expelling the air back into the room. The main advantage of using a dehumidifier is that it is portable, which allows you to place it close to the sticking door.

If the issue persists after these temporary solutions, then please don't hesitate to contact our repairs team on **020 8659 3055**.



Estate Inspections – Forthcoming Dates

Estate inspections

We work hard to keep our estates clean, safe, and pleasant places to live. Every six weeks, we carry out these inspections to check the quality of cleaning and gardening, and to look for any health and safety issues.

After each visit, we'll let you know what improvements we plan to make. We'll also remind you about important safety tips, like keeping shared hallways clear of personal items.

Thank you to everyone who joined us during our spring inspections. It was lovely to meet you and hear your thoughts - your feedback helps us improve our services. Please feel free to come and say hello during our next visits, even if it's just for a quick chat.

Our current Summer / Winter schedule of dates is:

Alliance Court 61 Avenue Road 71 Granville Road 21A Wrotham Road 22 Glynde Road 61 Station Road	Chris Whitty Place Kevin Fenton Mews George Groves	27 Belvedere Road 23 Hamlet Road 11 Hamlet Road (SH) 173 Anerley Road 74 & 84 Thicket Road	Garden Walk Regina House Mike Young House South Penge Park
11:00 am – 2:00pm	1:30pm – 4:00pm	11:00am – 1:00pm	11:00 am – 1:00pm
19 th August	26 th August	1 st August	8 th August
30 th September	7 th October	12 th September	19 th September
11 th November	18 th November	24 th October	31 st October
		5 th December	12 th December

Policy Update & PEEPs

Policy Updates

Our Board recently approved a new Vulnerability Policy.

In October 25, a new piece of legislation called Awaab's Law will come into effect. This law will require us to consider household vulnerabilities when managing hazards within our homes.

Our new Vulnerability Policy sets out our commitment to identifying and supporting vulnerable residents across all areas of our service, not just in relation to hazards. The policy aims to ensure all residents can access our services, receive the support they need to sustain their tenancy and to thrive in their homes.

There are a number of things we need to do to fully implement this new policy, which we will be working on in the next eighteen months.

If you would like to see a copy of the policy, please ask one of the team.



Personal Emergency Evacuation Plans (PEEPs)

PEEPs are tailored documents designed to ensure the safety of individuals who may need assistance during an emergency evacuation.

In the coming months we will be contacting any residents who we know would struggle to exit their home without any help in an emergency. We will agree the contents of the PEEP with you and ensure you're aware of what to do if you need to evacuate.

If you would find it difficult to evacuate your property in an emergency, please let us know and we will work with you to create a PEEP.



Unacceptable Behaviour & Disrepair Companies

Unacceptable Behaviour

We have a small but committed team, all of whom are passionate about providing a great service to our residents. We are proud of the open and honest relationship we have with our residents and work very hard to be proactive and responsive to residents' queries and/or complaints. However, there are times, albeit rare, where residents behave or act in ways that make it very challenging for PCHA to provide an effective service, either to them or to other residents.



Earlier this year we obtained an injunction against a resident whose behaviour towards PCHA staff and contractors was wholly unacceptable. If the injunction is breached, that resident not only faces being arrested, but also risks losing their home.

We appreciate it can be frustrating when things go wrong but are confident we can put them right if we work together in a positive way.

Got a Repairs Issue? ...Please Talk to Us First!

We are aware of a number of housing disrepair claims companies targeting local residents, promising compensation for repair issues. These 'no win, no fee' arrangements often turn out to be the opposite, with charges buried in lengthy legal contracts. Residents can be charged thousands of pounds if they leave the agreement, and even if successful, any payment received can be quite small compared to the solicitor's costs. They only have one motive... to make money for themselves! If the claim is unsuccessful, residents can be liable for their landlord's legal fees, which could total several thousands of pounds.



If you are approached by a disrepair claims company, **please be aware of the risks involved**. Our advice is to report any repairs to PCHA as soon as possible and to talk to us if you have any concerns. If you're unhappy with how your repair has been dealt with, please talk to us so we can put things right.

Remember- If it sounds too good to be true – it probably is!

Fire Safety

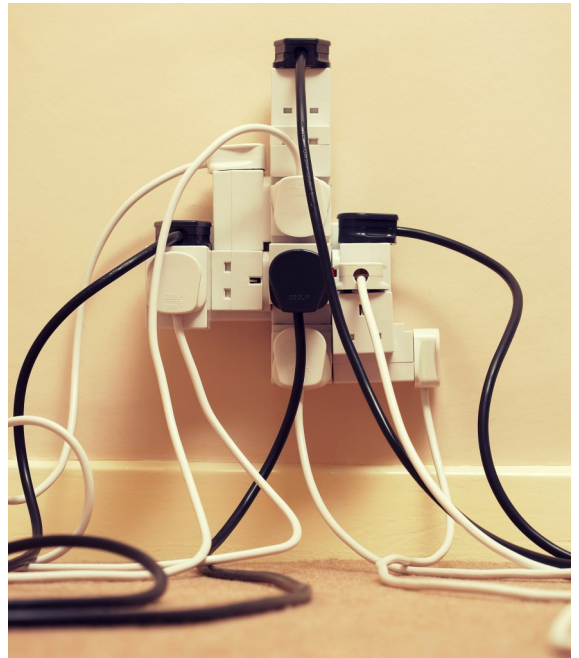
Fire safety

Many of our residents will have recently received a letter from us about fire safety in your home. This letter was sent to all residents that live in properties with common areas (internal stairs and lobbies). The information provided gives details of what you should do in the event of a fire and information about fire doors. If you do live in a block with common areas and haven't received one, please let us know.

Your safety is our top priority. This guide is here to help you understand how to reduce fire risks in your home and what to do if a fire occurs. Please take a few minutes to read and follow these important fire safety tips.

Electrical Safety

- Don't overload plug sockets – use one plug per socket wherever possible.
- Unplug unused appliances – switch off and unplug appliances when not in use.
- Check for damaged wires – frayed cables or exposed wires can be dangerous.
- Avoid daisy-chaining extension leads or using multiple adapters.



Kitchen Safety

- Never leave cooking unattended – even for a minute.
- Keep flammables away from the hob – like tea towels and packaging.
- Clean your oven and hob regularly – grease can catch fire.
- Turn pan handles inwards to avoid accidental knocks.
- Do not use water on oil fires – use a fire blanket if safe or call 999.



Fire Safety

Candles, heating and smoking

- Keep candles away from flammable materials and never leave them unattended.
- Use proper holders and always extinguish candles before leaving the room.
- Never smoke in bed and dispose of cigarettes properly.
- Keep portable heaters away from furniture, curtains, and bedding – and never dry clothes on them.

Escape Planning

- Know your escape routes – ideally, through your front or back door.
- Keep exits clear at all times.
- Close internal doors at night to slow the spread of fire.
- Keep keys near doors but out of sight, so you can get out quickly in an emergency



Smoke Alarms and Checks

- Test your smoke alarms weekly by pressing the test button.
- Do not tamper with or remove alarms – they save lives.
- Report faulty alarms to us straight away.

If a Fire Starts

- Get out, stay out, and call 999 – never go back inside for belongings.
- Alert others in the property immediately.
- Use your escape route and stay low to the ground if there is smoke.
- Wait for the fire service – don't try to tackle the fire yourself.

Let Us Know

- If you or someone in your home has a disability or health condition that may affect evacuation.
- If you store oxygen or other medical gases.
- If you spot fire risks in communal areas or neighbouring properties.



Partnership with London Borough of Bromley

Our Partnership with London Borough of Bromley One Year On – A Look Back and Ahead

As of 1 July 2025, we've been managing a number of homes on behalf of London Borough of Bromley (LBB) for a whole year – and what a year it's been!

It's been great getting to know our new residents and becoming familiar with the new properties we are managing.

As part of our contract with LBB, we took on Manorfields, a temporary accommodation scheme in need of major refurbishment. We have never managed temporary accommodation before, so this was a huge learning curve for us.

Due to the scale of the refurbishment required, it was not possible for residents to remain at the scheme whilst the work took place. By working closely with LBB, we were able to move out all existing residents in alternative accommodation before work began. This was a huge task, and we want to say a big thank you to Susan, Miranda and Dave, whose hard work and commitment made it all happen.



Manorfields officially closed on 30 April 2025. The aim is to modernise the site and make it a more welcoming and comfortable place for homeless families and individuals; the scheme remains temporary accommodation for LBB. The scheme is expected to reopen by March 2026 and so watch this space for more information.

In the meantime, Susan and Miranda are continuing their work across the rest of the LBB housing stock, so residents in LBB homes will hear from them in the coming months.

We really hope we've made a positive difference over the last twelve months, and we look forward to continuing to do so in the coming year.

New Homes & Regulating Our Performance

New Schemes Coming Soon..

There is a real shortage of affordable homes in London and so we are delighted to be delivering 3 new schemes, providing 66 new homes, over the coming few months.

One of these schemes is a PCHA scheme for 6 flats in Forest Hill, our first scheme in Lewisham. These flats are in the heart of Forest Hill and are due to be completed in September.

In addition, LBB are developing 2 schemes, with a total of 60 homes, in West Wickham and Orpington which will be handed across to us to manage over the next 2 months.

Regulating Our Performance

As a housing association, we are heavily regulated and part of making sure that we are delivering the best service we can for you, is assessing our performance against the relevant regulatory standards that are in place. This includes the Regulator for Social Housing's Regulatory Standards and the Housing Ombudsman's Complaint Handling Code. Each year we review our performance against these standards and provide assurance to our Board that we are meeting them. Our self assessment against the Complaint Handling Code includes the production of an annual report on the service improvements identified and implemented from the complaints we receive. Learning from complaints is vital to improve performance.



Regulator of
Social Housing

Housing
Ombudsman Service

We have recently completed our self assessment against the Complaint Handling Code and presented this, along with our complaint and service improvement report, to our Board. We want to make sure we are accountable to you as our residents and you can find this information, alongside other performance information on our website. Additionally, we will shortly be producing our annual report to set out our performance over the last financial year. However, if there is anything you would like to see us report on in terms of our performance please get in touch and let us know.

Celebrating Diversity

Celebrating Diversity: Upcoming Key Dates & Events

Our communities in and around Penge, Bexley and Bromley are enriched by a wide range of cultures, identities and experiences. Below is a guide to key diversity awareness dates, cultural and religious observances, and community events from August through December 2025 for marking in your diary or planning inclusive activities in your neighbourhood. We want to make sure we are covering what matters most to you, please get in touch if you would like to share a personal story or be involved in an article about an awareness event.

August:

- ◇ **World Breastfeeding Week - 1st -7th August** every year: started in 1992 to generate public awareness and support for breastfeeding.
- ◇ **Brighton Pride – 2nd - 3rd August** One of the UK's most vibrant Pride festivals, featuring parades, live music, community stalls, and family-friendly events celebrating LGBTQ+ identities and history.

September:

- ◇ **World Suicide Prevention Day - 10th September** every year
- ◇ **International Day of Peace – 21st September** A UN designated day devoted to strengthening the ideals of peace, both within and among all nations and peoples. Local schools and community groups often hold “peace circles” or craft peace banners.
- ◇ **World Alzheimer’s Month – All September** A global campaign to raise awareness and challenge the stigma of dementia. Look out for memory cafés, charity walks, and information sessions run by Alzheimer’s Society branches.
- ◇ **Macmillan’s Coffee Morning—26th September** is a fundraising event where people gather to enjoy coffee, cake and company while raising money for those affected by cancer.

October:

- ◇ **Black History Month (UK) – All October** Celebrates the history, culture, and contributions of Black communities in Britain. Expect film screenings, talks, art exhibitions, and local library displays highlighting key figures and events.
- ◇ **World Mental Health Day – 10th October** A day to promote mental health education, awareness, and advocacy against social stigma. Local mental health charities often host free drop in sessions and workshops.
- ◇ **International Menopause Day - 18th October** is dedicated to raising awareness, breaking down stigma and highlighting available support for those experiencing menopause.
- ◇ **Diwali – 20th October** The Hindu “Festival of Lights” marks the triumph of light over darkness. Community temples in Bromley and Bexley host open house celebrations with traditional dances, diya (lamp) lighting, and sweets.

Celebrating Diversity

November:

- ◇ **November – All November** A campaign encouraging men to grow moustaches to raise awareness of men's health issues, including prostate cancer, testicular cancer, and mental health.
- ◇ **UK Disability History Month – 16th November to 16th December** Highlights the history, culture, and contributions of disabled people. Schools, libraries, and community centres may curate exhibitions, talks, and film nights.
- ◇ **World Diabetes Day – 14th November** A day to raise awareness of diabetes prevention and management. Local health centres often offer free blood glucose checks and lifestyle advice.
- ◇ **Transgender Awareness Week - 13th to 19th November**, culminating in **Transgender Day of Remembrance – 20th November** A solemn observance honouring those who have lost their lives to anti-transgender violence. Candlelit vigils and moments of reflection are often held in city centres.

December:

- ◇ **World AIDS Day – 1st December** Marks a day of remembrance for those who have died from HIV/AIDS and a call to action for prevention, treatment, and destigmatization. Look out for fundraisers and information stands at local health clinics.
- ◇ **International Day of Persons with Disabilities – 3rd December** Promotes understanding of disability issues and mobilizes support for the dignity, rights, and wellbeing of persons with disabilities.
- ◇ **National Grief Awareness Week - 2nd to 8th December** - raising awareness about grief and providing support to those who are grieving, encouraging open conversations.
- ◇ **Human Rights Day – 10th December** Commemorates the UN's adoption of the Universal Declaration of Human Rights. Schools and community organisations may host debates or film screenings on rights and freedoms.
- ◇ **Christmas – 25th December** A major Christian festival celebrated across our community. From carol services in local churches to neighbourhood carol-singing and charitable food drives, Christmas brings many of us together in the spirit of peace and giving.

By marking these dates and engaging in related events, we aim to honour the full spectrum of identities and experiences within PCHA's communities. Whether you attend a local festival, volunteer at a community workshop, or simply learn a few phrases of sign language, every action helps build a more inclusive, tolerant and understanding community.

Here's to a vibrant second half of 2025 - filled with compassion, celebration, and connection!

Planned Works - Case Study

This year our programme of ‘planned works’ included installing a number of new kitchens and bathrooms. We’ve been working closely with our contractor to produce high quality, modern and functional refurbishments, which have received positive feedback from residents.

We asked one resident to give us their feedback on the process and their thoughts on the final result.

How was the initial meeting with the contractor?

The contractor was really helpful and was happy to work around me, taking measurements while I was cooking.

What choices were you given?

I was given choices about the backsplash, worktop and cupboard colours.

Were you able to ask for any special requirements?

I didn’t require any but the contractor used a slightly brighter shade of paint on the walls which matched my window blind and this worked well.

Was the contractor flexible on the dates for the installation?

I was happy with the dates given as PCHA had given me plenty of notice about when the work would take place

How long did the bathroom and kitchen take to complete?

It only took 5 days as the contractor was very efficient.

How easy did you find the process in general?

Packing away my own things took the most time but the process was straight forward.

How did the new rooms make you feel once they were finished?

It was a real wow moment! It lifted my spirits and put a smile on my face.

What is your advice to other residents?

Make sure you leave enough time to pack your things away and consider whether you need any adaptations in advance. But ultimately, don’t worry as the process runs smoothly, just enjoy it!

Planned Works - Case Study



Kitchen Specification:

Unit — Grey Gloss

Walls — Magnolia paint (similar to original)

Flooring — Resident choose to keep original flooring on this occasion.

Worktop — Black mirror chip

Bathroom Specification:

Flooring — Golden Oak

Wall Covering — White Marble

Support & Signposting

Support & Signposting Sessions

We are pleased to continue to offer advice and signposting sessions to all residents, and hope that these will help as many residents as possible in a variety of ways.

We recognise that families and individuals are facing unprecedented financial and welfare pressures. We want to do all we can to link those in need up with advice and support to help alleviate some of these pressures.

The service aims to provide one off or short-term support by identifying and addressing areas of need and then providing personalised information and signposting services. We provide advice/signposting across a wide range of areas such as; benefits, income maximisation, social engagement opportunities, housing transfers and accessing support for physical or mental health issues.

The sessions are held monthly in both Penge and Bexley offices, the upcoming dates are listed below. Please do pop along if you feel we may be able to help or call the office to speak to a member of the Income Team to find out more.

August to December 2025 advice and signposting sessions:

Penge office (99 Maple Road, Penge, SE20 8LN)

Tuesday 19th August 10am–12 noon & 2pm–4pm

Tuesday 16th September 10am–12noon & 2pm–4pm

Tuesday 21st October 10am–12noon & 2pm–4pm

Tuesday 18th November 10am–12noon & 2pm–4pm

Tuesday 16th December 10am–12noon & 2pm–4pm

Bexley office (Rear of 21 Bourne Road, Bexley, DA5 1LW)

Tuesday 26th August 10am–12 noon & 2pm–3.30pm

Tuesday 23rd September 10am–12noon & 2pm–3:30pm

Tuesday 28th October 10am–12noon & 2pm–3:30pm

Tuesday 25th November 10am–12noon & 2pm–3:30pm

Tuesday 23rd December 10am–12noon & 2pm–3:30pm

Support & Signposting

Whilst all residents are welcome to pop into whichever sessions suit you best, we are offering the sessions below specifically for residents who joined us last year through our management contract with the **London Borough of Bromley**.

Penge office (99 Maple Road, Penge, SE20 8LN)

Tuesday 5th August 10am–12 noon & 2pm–4pm

Tuesday 2nd September 10am–12 noon & 2pm–4pm

Tuesday 7th October 10am–12 noon & 2pm–4pm

Tuesday 4th November 10am–12 noon & 2pm–4pm

Tuesday 2nd December 10am–12 noon & 2pm–4pm



Summer Activities

Things To Do with Kids in Summer Hols.....

If you are looking for things to do with the kids this summer, Bexley, Bromley, Greenwich and Lewisham all offer some great local events as well as spoiling us with plenty of green spaces and some beautiful local parks. Many of our parks now have great activities for kids including free splash parks, farms and affordable boating adventures!

Below are some useful websites and details of summer events and parks to visit with the kids or without!

In Bexley

<https://www.bexley.gov.uk/discover-bexley/visitor-attractions>

This website provides links for visitor attractions in Bexley Borough including Danson Park and Hall Place and Gardens:

Danson Park

Splash Park at Danson Park has now opened and is free - open from May to September

There is also the boating lake – email watersports@bexley.gov.uk for booking and more information

Hall Place and Gardens

www.hallplace.org.uk

The Butterfly garden and Jambs Owls are both reasonably priced and the gardens in the park are free to explore and a nice spot for a picnic.

Mulligans Sidcup

Crazy Golf <https://www.mrmulligan.com/venues/sidcup>

In Bromley

Bromley

Check out <https://www.bromley.gov.uk/parks-open-spaces> for listings of the many parks and their facilities in the borough, a few to visit are:

Swanley Park

Swanley Park offers many attractions for kids at highly affordable prices, if not free! The splash park is £1 to book a space and open throughout the summer months. There are also pedalos and rowing boats, a small train, playground and lots of green space!

Crystal Palace Park

Free to enter and has a farm and boating lake as well as a huge sand pit and plenty of picnic spaces.

There's also a free festival in Penge Saturday 2nd August. Penge Festival presents Local Penge Fete, a free event at Royston Recreational Ground, SE20. Including kids' activities.



Summer Activities

In Lewisham

Check out <https://lewisham.gov.uk/inmyarea/events> for listings of activities. Some great parks to visit are

Beckenham Place Park

Offers a great sandpit and playground as well as water sports on the lake and there is no entrance fee. Check out Beckenham Place Park <https://beckenhamplacepark.co.uk/> for information on events at the park and community days out.

The Horniman Museum

The Horniman Museum and gardens offers featured events and exhibitions as well as the gardens which are free to explore! What's On - Horniman Museum and Gardens <https://www.horniman.ac.uk/whats-on/>

Greenwich

Visit Things to Do - Visit Greenwich <https://www.visitgreenwich.org.uk/things-to-do>

Greenwich Park

With such a variety of things to do in the park and town, this could be worth more than one visit. With many free or highly affordable activities provided by the National Maritime Museum

Visit The Cove | Children's Playground Greenwich <https://www.rmg.co.uk/national-maritime-museum/attractions/cove-playground>

And Kids at National Maritime Museum | Family-Friendly Museum <https://www.rmg.co.uk/national-maritime-museum/families>, book your free space at AHOY! Children's Gallery AHOY! Children's Gallery | Family-friendly Museum days out <https://www.rmg.co.uk/national-maritime-museum/attractions/ahoy-childrens-gallery>

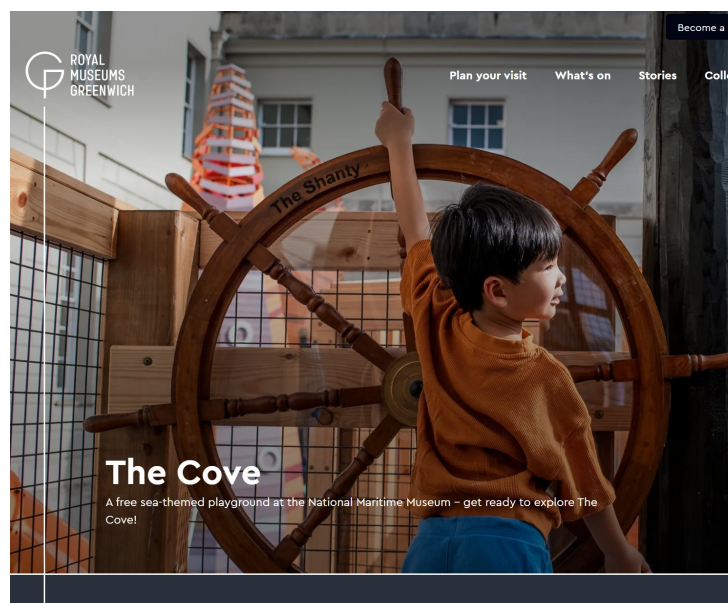
Explore the river and take a river bopat along the Thames and check out the Cutty Sark

Cutty Sark | Royal Museums Greenwich <https://www.rmg.co.uk/cutty-sark>

Love Parks Week takes place 25 July to 3 August 2025

Communities across the UK will be marking the week with guided nature walks, family-friendly activities, gardening sessions, and even pop-up performances

Check out Love Parks 2025 | Keep Britain Tidy <https://www.keepbritaintidy.org/get-involved/support-our-campaigns/love-parks> to see how this effects your local park and how you could get involved.



Summer Activities



Spot 10 differences



Summer Activities

Sea Adventure

Word Search Puzzle

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

ADVENTURE

SHIP

SAND

SUMMER

COMPASS

WAVE

OCEAN

TICKETS

FISHING

ANCHOR

STEERING WHEEL

SAILING

MARINE

SAIL

STARFISH

WHALE





Contact Us

Contact us by email:

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Health and safety: healthandsafety@pcha.co.uk

Complaints: complaints@pcha.co.uk

