



**PEABODY**

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Wednesday 17 February 2016

Dear resident

Last week we promised that we would give every household a voucher in recognition of the inconvenience that you have experienced as a result of the disruption to your gas supply. These vouchers are now available for collection.

We have continued to listen to feedback from the community, and we have developed our support package to reflect what residents have told us. More details about this are set out below.

### **Supermarket vouchers available to collect**

As promised we will be giving every household a voucher, worth £100, for either Tesco or Sainsburys. We have equal amounts of both. The choice of voucher will be allocated on a first-come first-served basis. To ensure you get the one you prefer I suggest you attend the centre at your earliest convenience.

The vouchers will be available from the Green Man Community Centre between 10am and 6.30pm on Friday 19 February and between 12 noon and 3pm on Saturday 20. You should bring photo ID as you will need to sign to say that you have received your voucher.

### **Energy and financial advice**

We know that using electricity to cook can be more expensive than gas, and that this is a concern for many of you. Peabody's team of advisors will also be on hand at the community centre on Friday to help review your bills and ensure that you are getting the best deal available to you.

### **Temporary full size cookers**

We understand that it may be difficult to prepare hot meals using the temporary cookers and hobs. If you are struggling to use the temporary facilities please let us know and we will see if we are able to provide an alternative e.g. for large families, we could temporarily install a full sized electric cooker and hob.

My team will be in the local office if you would like further information about any of the above. If you can't attend the office, please call Peabody Direct on 020 7021 4444 to let us know, and we'll make alternative arrangements with you.

I am very sorry for the continued disruption to your gas supply and the impact that this is having on you. I assure you that we are continuing to work urgently to investigate the issues, and will update you about the way forward as soon as we can.

Yours sincerely

*Joe Joseph*

Joe Joseph

Director of Resident Services