

Haig News

AUTUMN 2013 THE NEWSLETTER OF HAIG HOUSING

Haig Homes and Haig Housing Trust Merge

The big news for Autumn 2013 is that, after years of preparation, Haig Homes (the Douglas Haig Memorial Homes) and Haig Housing Trust have amalgamated and will now be under the official banner of Haig Housing Trust and will be known as Haig Housing.

Three years ago, David Stewart our Chairman of Trustees, wrote about the proposals to return

Haig Homes to its right and proper roots as a charitable housing Trust, regulated by the Charity Commission rather than being a Registered Social Landlord. The Trust was de-registered in August 2011.

From 1st October 2013 all Haig Homes staff, tenants and properties moved under the auspices of Haig Housing Trust. There is no change in terms of any tenancy agreement, legal

tenancy rights or services we provide or the staff that provide them.

David Stewart says, *"I would like to thank you for the support which you have given Haig throughout this long process of change and can confirm that from the date of the scheme coming into effect, Trustees and staff of Haig Housing will be able to focus on delivering charitable housing assistance".*



The new Haig Housing Logo was adopted following a consultation with staff, Trustees and members of the Tenants' Consultation Panel (see page 14)



Sarah Harding Launches the Coming Home Lottery

Sarah Harding, Coming Home Ambassador and former Girls Aloud member, launched the Coming Home Lottery at The Hippodrome in Leicester Square. The lottery is a great way to support Coming Home and, hopefully, to win something for yourself too. With a 1:64 chance

of winning a cash prize of up to £25,000, the odds are much better than the National Lottery with odds of 1:17,000,000. Coming Home receives 50p for every £1 spent.

You will find a leaflet enclosed with this newsletter if you'd like to play or you can go online at

www.unitylottery.co.uk/coming-home-haig-housing-trust
For more information on this lottery, please see page 12

OFFICE CHRISTMAS HOURS: PLEASE SEE PAGE 19

Staff Leaving and Arriving



Peter Besgrove

Chief Executive, Peter Besgrove, retired from the Trust at the end of October. David Stewart, Chairman of Trustees said, *"Peter has been with us for 11 years and, during that time, the Trust has been transformed and now is back to operating as a charity rather than a regulated Housing Association. He has led us in this critical time and I would like to record our heartfelt thanks for his tremendous work. Just look where we are today compared to where we were 11 years ago"*.



James Richardson is to assume the appointment as Chief Executive succeeding Peter Besgrove with effect 4th November 2013. He is leaving his post as Commander Germany Garrisons with the Army to lead Haig Housing Trust as it starts its new era as a combined charity meeting the housing and accommodation needs of all of the Ex-Service community. He comes from an RAF family and has been with the military all of his life joining the Army at just 16 years of age while his father was still serving. He is very experienced as a leader with expertise in housing, community support, recovery of our wounded and Personnel Management. He looks forward to meeting as many tenants and employees as possible in the first period of his appointment.



Lynda Stevens

After 12 years as Haig's General Secretary and Director of Corporate Services, Lynda Stevens left the Trust in July. She achieved an enormous amount for the Trust over the years and, in recent years, worked tirelessly on the amalgamation of the Trusts. Having seen this come to fruition, Lynda will now concentrate on her other charitable activities. Of her time with Haig Lynda says *"I have thoroughly enjoyed working at Haig and it has been a privilege and truly humbling to meet and to work for the benefit of so many inspiring Service people. I am sure Haig faces a very positive, but always challenging, future. Over the years at Haig, I have had the opportunity to work with a whole range of people, many of whom were/are amongst the most dedicated and committed people I have ever met."*

David Stewart, Chairman of Trustees said, *"Lynda has contributed enormously to the strength and stability of the Trust and has had a significant, positive influence. She leaves the Trust in a better place and we wish her well and are very sorry to see her go."*



Patrick Horgan has been appointed as the Trust's Director of Corporate Services taking over from Lynda Stevens. Pat will be familiar to many Haig tenants who have attended Haig Conferences over the past few years as our very able 'Master of Ceremonies'. He has been involved with the Trust as our Performance Manager for five years and has overseen the successful restructuring of the Housing, Property and IT Services Departments. He comes to the Trust with a wealth of housing knowledge and experience.

Steve Palmer, our Contract and Compliance Manager has left the Trust to pursue his surveying career with a London based chartered building surveyor. He said, *"I wish each of you, and Haig, continuing success and I want to thank all of you for your help during the four years I have been here. It has been a pleasure working with you all."*



Nakul Amin has just joined the Trust as IT Support Analyst.

- CONGRATULATIONS -

Marcus Forster, Grounds Maintenance Manager on the Morden estate, and Claire Szekeres were married in July on a beautiful sunny day at Nymans Gardens, West Sussex.



Helen Sitch from the grounds maintenance department and her husband Dan on the arrival of baby Olive.





Rory Ingleby-MacKenzie (third from right) at the Community Covenant signing ceremony in Morden with Merton Council Leader Councillor Stephen Alambritis, Mayor of Merton Councillor Krystal Miller and other armed forces personnel representatives

Haig Signs Up to the Armed Forces Covenant

The Armed Forces Covenant sets out to underline that the whole nation has a moral obligation to members of the Armed Forces and their families and to establish how they should expect to be treated. It aims to recognise the sacrifices that members of the Services have made and to ensure they are not disadvantaged in comparison to other citizens. At local level, Community Covenants are being signed across the country bringing military and civilian communities together.

Haig Housing is signing up to the Community Covenants in areas where we operate. In September, Rory Ingleby-MacKenzie, Haig's Operations Director, attended a civic signing ceremony joining the Merton Community Covenant which covers Morden; home to our largest Haig estate of 270 homes).

Merton has already amended its housing allocations scheme to give more priority to rehousing veterans.

Councillor Maxi Martin, a firm supporter of Haig Housing, said: *"I am pleased the community covenant was agreed by all Councillors. We are committed to doing all that we can to support the members of the Armed Forces, veterans and their families to have a good quality of life in the borough."*

There have been a number of key announcements in the past few months. The Chancellor announced that the Armed Forces Covenant will be funded from 2015/16 on a permanent basis with £10m a year coming from fines levied on banks for attempting to manipulate the Libor interest rate and, on Armed Forces Day, the Prime Minister, who is also a supporter of our Coming Home campaign, announced £3.8m funding for charities supporting military families.

Building on the success of the Community Covenants, a Corporate Covenant has recently been launched.

News and Notes



Arctic Star and Bomber Command Clasps

People who served with the brave Bomber Command or on the perilous Arctic Convoys can apply for the new clasp awards at www.veterans-uk.info or by calling the MoD Medal Office in 0800 169 2277. These can also be awarded posthumously to Next of Kin.



Haig Conference for Tenants 2014



The next tenants conference will be held on 26th February 2014 at the Mercure Holland House Hotel, Redcliff Hill, Bristol.

The day runs from 10.30 - 16.00pm and is an ideal opportunity to learn more about the Trust and to meet fellow residents of other Haig estates. This year we have a new Chief Executive, a new Director of Corporate Services, and Haig Homes and Haig Housing Trust have merged as one charity. There has been a lot going on and the future plans will be discussed. Everybody is encouraged to attend and this should be an ideal opportunity to have your say on the service and service delivery of Haig Housing. You can fill in the enclosed slip to apply or express an interest in attending if you are not yet sure you can come but would like to be kept informed.

Free Legal Advice

Queen Mary, University of London – supporting those who serve. The School of Law at Queen Mary, University of London, offer free written legal advice to those currently serving in the Armed Forces, those who have Served and their families. The Centre runs once a month during term time. For further information:

Tel: 020 7882 3931. Email: lac@qmul.ac.uk
[Facebook.com/supportingthosewhoserve](https://www.facebook.com/supportingthosewhoserve)
[Twitter.com/QMLAC](https://twitter.com/QMLAC)
www.advicecentre.law.qmul.ac.uk

The Queen Mary Advice Centre is a member of LawWorks; a charity which aims to provide free legal help to individuals and community groups who cannot afford to pay for it and who are unable to access legal aid. This free legal help is not restricted to Service people.

www.lawworks.org.uk



News and Notes

Surf Action – Supporting Combat Veterans

Surf Action is a military charity dedicated to supporting our veterans and families suffering the effects of Post Traumatic Stress Disorder and physical injuries.
www.surfaction.co.uk or call 01209 613300



Have your Say – Help Others in Transition

There is still time to report your thoughts and experiences for the Veterans' Transition website. Launched by the Special Representative for Veterans' Transition, Lord Ashcroft, this service provides useful information on all aspects of transition including employment, health, housing and education. Contributions can be made on 'Have Your Say' page at **www.veteranstransition.co.uk**

Mentoring Project helps Veterans to Adjust to Civilian Life

Veterans with PTSD and other mental health issues feel less isolated and more hopeful for the future after taking part in a mentoring project called Shoulder to Shoulder. For more information go to **www.timebank.org.uk/shoulder-to-shoulder**.

Be Safe Driving This Winter

Last winter was a bad one and this winter's forecast is for the 'worst winter in decades'. The Highways Agency suggests the following tips designed to help keep you safe whilst driving this winter:

Make sure your vehicle is serviced and in good running order before setting out on a journey and always carry an emergency kit.

- Carry out the following checks regularly - and particularly before a long winter journey:
- Check and replace the anti-freeze in the radiator
- Make sure your lights are clean and check the bulbs
- Ensure your windscreen is clean (inside and outside)
- Replace the battery if it's not reliable
- Ensure your tyres are correctly inflated and replace them before the tread has reached the legal minimum.

Your Emergency Kit

Gather together the items below and pack in the car at the start of the winter season.

You never know when you might need them. Your emergency kit should include:

- Ice scraper and de-icer
- Torch and spare batteries - or a wind-up torch
- Warm clothes and blankets - for you and all passengers
- Boots
- First aid kit
- Jump leads
- A shovel
- Road atlas
- Sunglasses (snow glare can be dazzling)

Before each journey in severe weather

- Clear any snow and ice from all windows, lights and number plates. Make sure you can see clearly and be seen.
- Make sure your mobile phone is fully charged - but don't use while driving.
- Take some food and a warm drink in a flask in case you get stuck. Don't forget to take any personal medication too!

Coming Home

HHT's Coming Home Campaign continues to raise funds to provide specially adapted homes for severely injured and disabled Service men and women. Since the last newsletter, we have had many more success stories:

- Purchased a house for a TA Military Police Sergeant with his wife and children. He was blown up by an IED in Helmand and having been involved in many subsequent battles, he now suffers from acute PTSD which affects his ability to socialise and go out in public.
- Housed 9 applicants in Haig Homes across the UK.
- Co-ordinated the adaptations of 8 properties to suit the needs of the Servicemen, including that of Ghurkha Kushal Limbu.



We have also conducted 6 Shared Ownership Scheme purchases:

- In 2009, whilst on a vehicle patrol in Afghanistan a LCpl in the Welsh Guards was in a vehicle was blown up by an IED. He suffered four fractures to his back, three to his pelvis, lost his spleen and suffered injuries to his pancreas and liver. His right leg was amputated at the knee. He has a partner and one child and they have been housed in South Wales.
- Whilst in his base in Helmand, a Rifles LCpl's team came under attack from the Taliban. A US Apache helicopter sent to assist the soldiers attacked his mortar team by mistake resulting in 1 killed in action and 7 wounded. He received shrapnel to stomach, back, left chest wall and buttocks, suffered nerve damage and requires a catheter. PTSD and depression have also manifested themselves since the incident. Currently buying a property just outside Bournemouth.
- A Pte in 3 Scots was hurt by an IED during his first tour of Afghanistan, then deployed again 2 years later where the injury deteriorated. His partner and young son now have a share in a property in Fife.
- A Pte in 2 Rifles had a seizure whilst in Afghanistan and was in coma for 36 hrs due to combat stress. Following medical discharge, he now has cognitive issues, no short term memory and ME. He has been able to buy a share in a house close to friends and family in Blackpool where he can live securely with a sense of independence.
- A Ghurkha was blinded in his left eye when a mortar round exploded near him, greatly reducing his hearing and resulting in shrapnel wounds to the chest. Married with a young son, he now has a share in a house in Maidstone close to other Gurkhas who have been injured in service and subsequently employed by the Royal British Legion Industries plant at Aylesford.
- A Royal Marine shot in back of neck in Afghanistan is wheelchair bound, will be on a ventilator for the rest of his life and needs four full time carers to support him, his wife and two step-children. He wanted to remain in Dorset close to friends and has a share in a property which is currently undergoing adaptation.

Coming Home

In order to fund these property purchases and adaptations, Coming Home has had a busy Summer fundraising. Some of the events can be seen on the next few pages.

Coming Home Festival

For the third year running, Armed Forces supporter Sue Coates-Linley organised a great day for local families in Sheffield and raised £1,466. Local companies offered their support to the day of live music, food and drink and even Harry Hill turned up! (Well, not the real Harry Hill, but a very realistic impersonator!)



Ascot Lawyers Foundation Coronation Ball

Celebrating Armed Forces Day and the Queen's 60 year reign, the glittering Ascot Lawyers Foundation Coronation Ball in the triple-decked marquee at Ascot Racecourse was a spectacular evening, raising awareness and funds for Coming Home. Hosted by Strictly Come Dancing Winner Chris Hollins, with guest speaker Coming Home Beneficiary Talan-Skeels Piggins, the evening was topped off with amazing entertainment from Britain's Got Talent Winners Spelbound, Soprano Hilary Cronin and the band of The Blues and Royals.



Alan Spencer: FreeCycle



Haig resident Alan Spencer took part in the Prudential RideLondon FreeCycle on 3rd August. More than 50,000 riders swept through central London's along a unique eight-mile traffic-free route. The event was a huge challenge for Alan who has very limited mobility. He uses only his left hand which means that he is great at going round an anticlockwise circuit but, if he has to turn right, this is more of a problem! Alan also tires both mentally and physically very quickly so for him, perhaps more than for many others, this was a terrific challenge. He says, " I am so very grateful for everyone at Haig for their help and support over the years, I now want to give something back and help other disabled Service people. As an ex-REME soldier myself, this charity is very important to me"

Alan, who raised almost £4,000 for Coming Home, completed the route in three and a half hours, which was several hours faster than he had expected to. He was joined by his Brother-in Law Dave Heath, Coming Home's Liv Brown and husband Grant.

Alan is already planning his next challenge – travelling to France and cycling the full length of the Normandy Landings.

The Italian Job

Hamish Allan and Kit Alexander wanted to have a summer holiday with a difference and raise money for charity, so decided to challenge themselves to an epic triathlon. Setting off from the island of Capri, they swam to Naples (23 miles), cycled from Naples to London (1300+ miles) and if that wasn't enough, ran a Marathon through the Royal Parks when they arrived in London! The Coming Home team and their family and friends were there to greet them when they crossed the finishing line after 4hrs 15mins on Horseguards Parade. A few weeks later, they held a reception at the Guards Museum to talk about their challenge. The boys are still collecting, but have already raised over £23,000 for Coming Home.

Robin's Run

William Graydon, Godson of the late Robin Gibb, decided to raise money for three charities that were close to Robin's heart, by running 220 miles from Robin's home in Oxfordshire, to Rebecca House Hospice on the Isle of Man, in nothing but pink Y-fronts!



William is waved off by Dwina Gibb at the start of his challenge



Coming Home



Cranleigh Show

Haig staff manned the Coming Home stand at the Cranleigh Show in Surrey in the summer. In pride of place was Winnie the WRAF Bear knitted (yes – knitted!) by our own Robert Wooldridge's mother. Winnie will be raffled in aid of Coming Home.

Bunbury Celebrity Cricket Match and Dinner: Rain stopped play

Despite the great British weather not being on our side, spirits kept high at our Celebrity Cricket Match in September. Jeff Thomson enthralled guests with cricketing tales from his career. As one of the fastest bowlers in the world, having been recorded once at 160.45 km/h, it was probably a good thing rain stopped play and the Coming Home XI didn't get to face him! Other guests included Geoff Miller, the England Cricket selector, the Weasley Twins from Harry Potter, Lewis Moody, England rugby player, footballer John Salako, Micky Stewart, former England Cricket Manager and many other cricketers, actors and sports stars. Guests enjoyed a champagne reception and dinner in the beautiful surroundings of the Honourable Artillery Company, followed by an auction conducted by John "Fingers" Fingleton and entertainment with Paul Craven's magic and music from Viva Acapella and saxophonist Ian Thompson.



Dr David English, Micky Stewart and Jeff Thomson



Pte Derek Derenalagi speaks poignantly about his journey since losing both his legs in 2007



Gen The Lord Dannatt, Maj Gen Peter Besgrove and Dr David English pictured with a Bunbury Rabbit and Coming Home cup

Great North Run

Coming Home secured ten places in this years iconic Great North Run. Sponsor money is still coming in but over £3,000 has been raised so far! Congratulations to Simon Hunt, brother of one of our Coming Home beneficiaries, who ran the fastest time of our ten runners by completing the 13.1 miles in 1:41:32!

If you are interested in running and raising funds for Coming Home, we will have places in other runs across the country. Phone 020 8685 5787 to talk it through and then get your running shoes on!



Royal Yacht Britannia Dinner

Guests were piped onto the Royal Yacht then dined in style whilst listening to a harpist, having been treated to a Champagne reception in the sumptuous drawing room followed by a tour of the Royal cabins on board. It was also a wonderful setting to say thank you and good-bye to Commodore John Wightman, who after 17 years as a highly valued Haig Homes and Haig Housing Trust Trustee, has decided to step down with imminent arrival of his 80th birthday in November.



The Perfect Christmas present; A Special Edition Aromatherapy Coming Home Candle

This wonderful aromatherapy candle, smelling deliciously of orange cedarwood and clove, has been created by a generous supporter of Coming Home. It is inspired by our brave Haig heroes and is being sold to raise funds to help them.

Using naturally extracted aromatic essences from plants, the candle is made from 100% natural wax, eco friendly and free from animal testing and is made from renewable and sustainable resources. It comes in a lovely presentation box.

This would make the perfect gift for anyone but we think it smells so lovely you'll want to keep it for yourself! You'll be helping the Coming Home Campaign if you buy these candles. To order, please use the form enclosed with this newsletter or phone 020 8685 5787 for an order form or download one from the SHOP page on the Coming Home website www.coming-home.org.uk



Coming Home

Coming Up for Coming Home

At the time this newsletter is going to press, Coming Home will be taking part in the Lord Mayor's Show on a float sponsored by Knight Frank. The BBC will spotlight our charity at the event.

Come and visit us at the British Military Tournament at Earls Court on 7/8th December – we can also get 10% discount on tickets. Call 020 8685 5781 if you'd like to take advantage of our discount.



Russell Watson has agreed to be a Coming Home Ambassador and will be doing a series of concerts around the UK – check out the website for details!

Play the Coming Home Lottery and you could win prizes of up to £25,000 every week!

By playing this lottery, you will be directly helping to support our wounded heroes in the process because 50p of your £1 entry goes directly to providing specially adapted houses for severely injured Service and ex-Service personnel. Sarah Harding, our Ambassador officially launched the lottery in October (see front page) and you can play it now, so why not sign up today? A lottery leaflet is included in this newsletter

WIN £25,000
AND MANY OTHER PRIZES EVERY WEEK

Please help our wounded Service heroes by playing this weekly lottery

How it works

For just £1 per week you will be allocated a six digit lottery number, which will remain yours for as long as you wish to keep playing. You can purchase more than one entry if you wish. Each Saturday, winners are drawn at random and prize cheques are issued and posted directly to you, so there is no need for you to claim. You must be 16 or over to enter.

Winners have to match 3,4,5, or all 6 digits of the winning number in the correct place in the sequence.

3 digits wins £5
4 digits wins £25
5 digits wins £1000
6 digits wins £25,000

How do I join?

You can sign up online at www.unitylottery.co.uk/coming-home-haig-housing-trust or call the Coming Home office on 020 8685 5787 to request an application form.

Housing Services

Tenants Satisfaction Survey

Every three years since 2002, the Trust has carried out a full Tenants Satisfaction Survey. The results of the surveys are taken very seriously; decisions about the services Trust offers and their delivery are made following analysis of this survey and has led to major changes over the past few years with both Housing and Property Services departments being reorganised, area Housing Managers being introduced and the Repairs Service being brought in-house. With amalgamation of the Trusts, we have decided to postpone the survey for a year in order to be able to properly assess the impact, if any, on our tenants. The next survey will be in 2015.

Policy leaflets



Every tenant should have a copy of the Tenant Handbook and Information Pack, shown here by Lynne Horton, Haig's Housing Options Officer. The policy

leaflets in the pack remain valid for the new charity Haig Housing. Updates and new policy leaflets will be rebranded.

Whether you have Haig Housing Trust or Haig Homes policy leaflets, they are both still relevant for the new Trust.

Be a Good Neighbour

One of the main causes of complaint on our estates is the behaviour of neighbours. Please refer to your anti-social behaviour policy leaflet in your handbook for the Trust's advice on how to deal with your neighbours but please also make sure that this (see right) isn't you.

I have a lot of problems with my neighbours, they hammer and bang on the walls sometimes until 2 or 3 in the morning - some nights I can hardly hear myself drilling!

Dumping rubbish

On many of our estates there is a problem with people dumping their unwanted rubbish. The Trust has to pay to clear this anti-social habit and this cost is added to the service charge per estate if we cannot identify the culprit. So, if you know your neighbour has dumped a fridge or mattress or anything else that Haig has to pay for, remember it is you who is ultimately paying for it! Let your Housing Manager know.



Housing Services

Unlawful sub-Letting

When becoming a tenant of Haig Housing, all tenants sign a Tenancy Agreement which includes a clause saying that they will not 'part with possession of the premises or sub-let the whole of it.' Please be aware that if any tenant does sub-let the property or part of the property or lets someone else live there without the Trust's consent, this is now considered to be a criminal offence under the Prevention of Social Housing Fraud Act 2013 and is punishable by a fine of up to £50,000. This also would include a tenant who does not occupy their Haig house as their only or principal home.

There are more severe penalties for tenants who do this dishonestly, in full knowledge that it is in breach of their tenancy. Penalties could be a prison sentence of up to six months or a fine of up to £5,000 from a Magistrate's Court on summary conviction or, on conviction on indictment (Crown Court) the tenant could be liable to a term of imprisonment of up to two years and or a fine of up to £50,000. As Haig tenants have signed an agreement saying they won't unlawfully sub-let, any unlawful sub-letting would be considered to be dishonest.

Tenants Consultation Panel

If you would like to join our Tenants Consultation Panel (TCP), please let your Housing Manager know.



Anyone can join – main tenant or member of the family – and you will have the opportunity to comment on draft policies and take part in consultations such as the recent consultation on the design of the new Haig Housing logo.

The Court will also have the power to make "Unlawful Profit Orders" requiring the tenant to pay any profits he or she has made from the sub-letting which "the court considers appropriate".

Unlawful subletting is also unfair on those ex-Service families that Haig could rightfully help by denying them the chance of a home. If you would like further information on this or if you are aware of a neighbouring Haig property being unlawfully sub-let please speak to your Housing Manager.

Complying with the Terms of your Tenancy

When you sign up for housing with Haig Housing you sign a tenancy agreement which commits you and the Trust to certain obligations. If you breach your tenancy agreement, you may risk losing your home. Please remember that there are things you might wish to do in your home for which you will need written permission. Some things may seem unnecessarily picky for the Trust to insist on but there will be good reason. Examples of where written permission is required include:

Making alterations to your home or garden. Whilst the Trust may not be against improvements, there may be local authority planning restrictions or Health and Safety issues in place which must be complied with. Please make sure that you have written permission before going ahead with any changes you want to carry out on your home; inside, outside, front or back. Without it, you may have to restore the property back at your own expense.

Getting a dog. The behaviour of pets and their owners cause frequent complaints. The Trust has a strict pet policy; dogs are only allowed in ground floor flats and in houses with private gardens except in exceptional circumstances. Applicants to Haig for housing must agree to re-home any dogs they may have; keeping only one.

Setting up a business from home. Someone working from home may be allowed but if the nature of the work means, for example, that there are lots of visitors or deliveries to the house putting pressure on parking, this may be a problem.

If you are in any doubt about whether you should inform the Trust of your plans, please refer to your Tenants' handbook & Information Pack or contact your Housing Manager. For all of the above you would need written permission before going ahead with your plans.

Property Services

Heating

Now the cold weather is upon us people are often wary of using their heating because of cost. Here are some tips to help keep you warm, save energy and keep costs down:

- **Turning the thermostat down by just one degree could reduce heating bills by up to ten percent**
- **Keeping your heating on low rather than going on and off during the day uses less energy than heating up a home from cold**
- **Using low energy light bulbs reduces electricity costs**
- **Closing curtains at dusk helps prevent heat escaping through window**
- **Unplugging phone and accessory chargers. Even if a device is not connected to a charger, if it feels warm then it is still using electricity**
- **Wearing layers rather than turning up the thermostat**
- **Exercise! Whatever you can manage, this warms you up**
- **Switching suppliers; consumer watchdog Which? recommends researching suppliers to ensure that you have the lowest possible energy costs.**



More information on how to reduce energy bills this winter can be found at:

Which?: <http://www.which.co.uk>

Energy Saving Trust: <http://www.energysavingtrust.org.uk>

eHow: http://www.ehow.com/how_4604322_stay-warm-winter.html

Out of Hours Emergency Number

Remember that the

OUT OF HOURS EMERGENCY NUMBER

changed on March 1st to:

020 8685 5797



1914–1918 First World War – Flanders Poppies on Haig estates

The red field poppy is now an internationally recognised symbol of Remembrance.

From its association with poppies flowering in the spring of 1915 on the battlefields of The Great War in Belgium, France and Gallipoli this vivid red flower has become synonymous with remembrance of the great loss of life in war.

Adopted by the Royal British Legion, the poppy is now used as a powerful image to raise funds to support people in need of help, most especially Service personnel and civilians suffering from physical and mental hardship as a result of war.

The centenary of the outbreak of the First World War is on 3rd August 2014. In recognition of this and the better known Armistice date of 11th November 1918, there are many plans for poppy tributes. Some tenants would like an area of their estate to have some poppies, if your estate would like this please phone 020 8685 5781. The location of the poppies will have to be suitable for the Grounds Maintenance contract and may not be appropriate on all estates. The poppies should be planted in May and should be in bloom for August 2014.

If you would like to read the full details about the poppy and its strong symbol of Remembrance see <http://www.greatwar.co.uk/article/remembrance-poppy.htm#colour>

Legionnaire's Disease

Because Haig services your boiler annually and discards redundant length of pipes if necessary, the highest risk of Legionnaire's disease infection in your home comes from your shower head. We recommend that, every three months, you take down your showerhead and hose and sterilise it to reduce the risk of bacterial build-up. Whilst you have your showerhead down, it is a good idea to use a de-scaler to keep limescale build-up at bay and ensure your shower is working at optimum efficiency.

50th and 60th Anniversaries



The Trust marks the 50th and 60th anniversaries of tenancies with the Trust. Occasionally these get missed as, at one time in the past, a new tenancy was issued with, for

example, a transfer to a different property or a succession to a tenancy. If we have missed your anniversary, please let us know. The Trust issues certificates and either a bouquet of flowers or a celebratory 'breakfast' box. A recent recipient for his 60th anniversary was Christopher Rayner, pictured meeting Prince Charles. He has lived in Artillery Close, Harrow since July 1953. Mr Rayner, received a certificate and breakfast box; he said, *"I was overwhelmed with surprise and gratitude to receive the excellent gift to mark my tenancy of 60 years at Artillery Close. I remember the joy and great excitement it gave to my family when Mr Colman, the Housing Manager of Haig Homes at the time, told us that we had been offered the tenancy. We have seen so many changes and made many friends since we have been here and I express my sincere thanks and gratitude to Haig Homes Trustees and staff for all the help given in those 60 years"*.



Haig's 'Royal' Baby

Hopeton and Taneica Williams, who live in Purcell's Close, Ashted, had a baby on 22nd July just one

hour after the new Prince George of Cambridge was born. They have called their lovely baby Shamanie.

He will qualify for one of the 2013 'lucky' silver penny coins bearing a shield of the Royal Arms which are being given to British newborns who share their birthday with the third in line to the British throne. Crossing the palm of a newborn baby with silver or offering a silver penny is traditionally seen as a wish for good fortune and health.

Long Standing Tenants

Mr Kenneth Nutt of Sea Mills Bristol wrote to tell us that sadly, his wife, Doreen, passed away at the beginning of the year. Doreen holds a special place in the heart of the estate at Sea Mills as she moved into the houses with her family when they were first built. She lived at No 11 for all of her life, marrying ex-Serviceman Kenneth in April 1973, and continued to live there until moving in to a nursing home for the final few months of her life. Doreen probably sets a record for living in a Haig Homes house for the longest time – over 80 years!



Kenneth sent us a photo of the two of them together, happy in their home at a party with their family.

Mrs Lillian Wortley, another Sea Mills, Bristol tenant left the Trust late last year, bringing to an end 80 years' continuous occupation of the house by one family. Mrs Wortley's father qualified for the house as a disabled soldier from WWI and he and his family survived WWII and the following years seeing many changes on the estate.

Alan Spencer FreeCycle London

Ex-REME Alan Spencer, from Trenchard Court, Morden, achieved an extraordinarily fast time doing the London Freecycle. See page 9 for further details of his great challenge.



Steve Temple joined in the Peenemünde Raid 70th Anniversary Commemorative Walk



On the night of 17/18 August 2013, exactly 70 years after Bomber Command aircrews carried out the famous raid against the German V-Weapon research facilities at Peenemünde, ex-RAF Haig tenant, Steve Temple from Morden, joined a 7-man team on a 20 mile overnight walk from the Air Forces Memorial at Runnymede to the RAF Bomber Command Memorial, The Green Park, London. The walk started on Saturday 17 August 1943 at 8.28 pm (exactly the time when the first aircraft took off from the raid - a 90 Squadron Stirling).

Peenemünde Raid Bomber Command veteran, Flight Lieutenant George Dunn DFC, who piloted a 76 Squadron Halifax on the Peenemünde Raid, laid a wreath at the start and end of the walk and greeted the walkers at the Bomber Command Memorial.

A video of George talking about his experience of the raid can be viewed at www.fightinghigh.com/peenemunderaidwalk.htm

The walk, approximately 20 miles, began on Saturday 17 August 1943 with the laying of a wreath at 8.28 p.m. (exactly the time when the first aircraft took off from the raid - a No. 90 Squadron Stirling).

When the walkers arrived at the Bomber Command Memorial on Sunday 18th August a second wreath

was laid at 5.53 a.m. (exactly the time the last aircraft landed - a No. 419 Squadron Halifax).

Steve Temple joined the RAF in 1982 and served 15 years in the RAF Regiment. He volunteered to serve twice on 2 Squadron earning his parachute wings. He was taught CVR(t) driving and tactics. He then took posts on 16 Squadron at RAF Wildenrath and 66 Squadron at RAF West Raynham as a Rapier Anti-Aircraft System. He later Volunteered to serve on Queens Colour Squadron at RAF Uxbridge. Steve was deployed to the Falkland Islands Belize, Canada (RAF Goose Bay), Northern Ireland, Cyprus (RAF Akrotiri) and represented Great Britain Service Rifle Shooting in South Africa and at Bisley.

The walk was masterminded by Steve Darlow, founder of Fighting High Publishing. He is the grandson of Bomber Command pilot Arthur Darlow who flew Halifaxes and Lancasters with No. 427 and No. 405 Squadron respectively. Steve had written numerous books detailing the experiences of Bomber Command aircrew and, through various initiatives with Fighting High Publishing, has raised over £55,000 for the Bomber Command Memorial.

Haig Christmas Opening Times

Business as usual
Closed
Business as usual
Closed
Business as usual

Monday 23rd December 2013
Tuesday 24th – Friday 27th (inc)
Monday 30th & Tuesday 31st (inc)
Wednesday 1st January 2014
Thursday 2nd January 2014

When the office is closed, the emergency repair lines will still operate with our Out-of-Hours Service: 020 8685 5797.

This is your newsletter. Is there something in it for you?



If you feel that this newsletter doesn't include anything from your estate... don't complain... send something in. Let us know of your celebrations, anniversaries or commemorations in your area. Do you have a 'social group' or is there anything you want to say about your estate? Or do you want to know more about the history of your estate for example?

If you need translations of any Haig information, or need a translator for any verbal communication with Haig Homes, please make contact

with our Head Office to arrange this. You can contact the office by telephoning 020 8685 5777 or by writing to: Haig Housing, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS.

If you need copies of any Haig information in **LARGE PRINT** or **BRAILLE**, please contact **Haig Housing, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS** or telephone **020 8685 5777**

Brain Teaser

The Haig Suduko proved to be a popular Brain Teaser with the most entries we have ever had. The clever winner this time is Mr M Stewart from Saughton Mains Terrace in Edinburgh. Answers to the Haig Suduko are in red.

field	Marshal	Gunner	Legion	Douglas	Navy	Sapper	Haig	RAF
legion	Haig	Sapper	RAF	Field	Marshal	Gunner	Navy	Douglas
RAF	Navy	Douglas	Sapper	Gunner	Haig	Marshal	Field	Legion
douglas	Sapper	Field	Navy	Marshal	RAF	Legion	Gunner	Haig
Marshal	Gunner	Legion	Field	Haig	Sapper	Douglas	RAF	Navy
Navy	RAF	Haig	Douglas	Legion	Gunner	Field	Marshal	Sapper
Gunner	Legion	Marshal	Haig	Navy	Douglas	RAF	Sapper	Field
Sapper	Field	Navy	Marshal	RAF	Legion	Haig	Douglas	Gunner
Haig	Douglas	RAF	Gunner	Sapper	Field	Navy	Legion	Haig

Brain Teaser

This time the Brain Teaser is a Coronation Quiz devised by Jo Houghton, Coming Home Campaign Co-ordinator, for the Coming Home Ball at Ascot. Please circle your answers A or B and then cut out the quiz taking care not to lose the Christmas opening hours on the page behind which you may need to refer to over the Christmas and New Year period. Entries will be put into a draw and the first correct entry to be drawn after the closing date, will win a £10 prize.

Circle A or B to answer

1. According to Prince William, what gives the Queen the giggles?

- A.** Ali G impressions
- B.** Trigger from Only Fools and Horses

2. Her first horse was a Shetland pony given to her by her father when she was 4. What was it called?

- A.** Peggy
- B.** Susan

3. According to Margaret Rhodes, the Queen's cousin, HM's alcohol intake never varies. But, which routine does she follow?

- A.** A gin and Dubonnet before lunch, with a slice of lemon and a lot of ice, wine with lunch and a dry Martini and a glass of champagne in the evening.
- B.** Grey Goose vodka with Angostura's bitters and peach

liqueur before lunch and a double measure of whiskey and soda whilst relaxing in the evening?

(Whichever it is it comes to 6 units per day, which would make Her Majesty a binge drinker by government standards!)

4. Why did The Queen demote one of her footmen?

- A.** For feeding her corgis whisky
- B.** For getting drunk during a state visit.

5. How many Prime ministers have been in power during the Queen's reign?

- A.** 12
- B.** 14

6. In 1986, the Queen became the first British monarch to visit which country?

- A.** China
- B.** Cuba

7. The Mayfair address where the Queen was born on 21 April 1926 is now a what?

- A.** A dry cleaners
- B.** A Chinese restaurant

8. What item of clothing has the Queen never worn?

- A.** Jeans
- B.** Trainers

9. Is the Queen the patron of?

- A.** The Royal Hawking and Bird of Prey Council
- B.** The Royal Pigeon Racing Association?

10. Did the Queen send her first email?

- A.** From an Army base in 1976 or
- B.** When a computer was installed at Buckingham Palace 2 years later?

This newsletter is printed using recycled paper.

Do you want to comment on or contribute to the newsletter? If so, contact Anna MacLeod, Haig Housing Newsletter Editor, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS. Tel 020 8685 5777 Fax 020 8685 5778 Email anna.macleod@haighousing.org.uk **Deadline for contributions March 28th 2014**

Charity Registration No 1125556 Scottish Charity Registration Number SC 040058 Charitable Limited Company Registered in England and Wales No: 6593129

www.haighousing.org.uk www.coming-home.org.uk