

# Haig News

WINTER 2016

HAIG HOUSING'S NEWSLETTER

World famous celebrity photographer **Rankin** has captured images of veterans for a new book which will raise funds for the Haig Housing Trust.

The limited edition collection of images forms a book called For Queen and Country which highlights the bravery and devotion of Service men and women.

For the full story, see pages 4 and 5.



FOR  
QUEEN  
& COUNTRY

Lance Corporal Cayle Royce

## It's been a busy year ...



As we approach the last quarter of 2016 Haig is on the brink of exciting times; the fantastic grant from the Veterans Accommodation Fund has enabled Haig to be ambitious in its activities and broaden the assistance with housing it is able to give to Veterans and their families. We have just received planning permission for a development of 68 new homes in Morden. These will consist of a useful mix of 1, 2, 3 and some 4 bedroom homes. The introduction of more single bedroom homes is essential as we have seen the demographic of applicants change in recent times. Also in Morden we have started the build of 8 single bedroom homes that will be used to aid transition for Veterans; these homes will carry just a 2 year tenancy encouraging the Veteran to make transition to civilian life, of course they will be eligible to transfer to another appropriate Haig property if their need continues.

In Aldershot and Colchester we have almost completed the purchase of 36 homes which will form the final step of a Veteran Accommodation Pathway in cooperation with Stoll and Riverside military charities. This initiative will provide steps from hostel homeless assistance through

supported and then unsupported housing again on limited tenancies so that once on their feet the veterans can move on or transfer and Haig can recycle the use of the home.

In Scotland we are currently purchasing 15 new homes in Hamilton, a vibrant town in the central belt with good access to Glasgow and Edinburgh. We had hoped to build these homes ourselves but the economics of the plan considering the difficult ground conditions led us to buy instead of building. These 2 and 3 bed homes have grown our stock in Scotland from 75 to 90 homes.

In Manchester we have just completed the refurbishment of 14 homes adding to the 3 completed by the BBC as part of DIY SOS. It has been difficult to get the recognition for our role in this project due to BBC restrictions, but please do tell everyone who will listen about what Haig have done.

So as this year closes we have added or will add close to 140 new homes to the Haig estate and also in 3 new locations, a 10% growth. In addition to this we continue to facilitate special purchase of shared equity adapted homes for the wounded veterans we help. We completed our 50th special purchase this year and will add about 10 to our total over the year.

I am also happy to report that our idea to meet residents through using a roadshow instead of an annual tenants conference has been successful. We have already visited Watford, Cardiff, Swansea, Cheltenham, Gloucester and Belfast, with plans for Hull and Grimsby imminent. If and when we visit your estate I would encourage you to attend the roadshow so you can hear in more detail what is going on but also feedback to the Executive what any concerns or issues may be.

I hope to visit many more of our residents in the coming year and hope you continue to enjoy living with Haig Housing Trust; it is after all why we are here.

**James Richardson**  
Chief Executive



# TV presenter Amy becomes charity ambassador

TV presenter and former Miss Great Britain Amy Willerton has joined Haig Housing Trust as a celebrity ambassador.

The model turned TV host will help raise the profile of the fundraising arm of the charity, Coming Home, as well as highlighting the work of Haig Housing.

Amy will be following in the footsteps of former Girls Aloud singer Sarah Harding promoting the charity across the media and at events.

Amy, 24, said: "I'm so proud to be working with the Haig Housing Trust and supporting their fundraising campaign, Coming Home. This charity and the work it does represents the pinnacle of the British spirit by supporting troops who give up everything to keep us safe. Building and adapting homes for severely wounded Servicemen and women as well as assisting with Veterans' general housing needs gives them vital security when they return home."

Haig CEO James Richardson said: "Haig Housing Trust is delighted to welcome the support and encouragement of Amy Willerton as a new ambassador for the charity. Amy's profile and deep understanding of the work we do will enable us to continue in the vital efforts of buying and adapting houses for severely wounded Servicemen and women. Getting the right home to support the veteran and their family is essential to support transition from the military enabling preparation for a fruitful and productive



life; it is the first big step of 'Coming Home'."

Amy grew up in Bristol, England and was scouted as a model at 15, leading to travels all around the world and becoming a recognised face on the catwalks for brands such as Karen Millen and Guess.

By 17 she was crowned Miss Bristol, and before 18 she had won every pageant title in South West England. She won the title of Miss London during the 2012 Olympic games.

At 21 she won Miss Great Britain and became the only British contestant in its 60 year history to make the finals of Miss Universe – eventually placing 6th. She was then flown from

Moscow to Brisbane to take part in ITV1's 'I'm a celebrity – Get me out of here' where she spent 24 days living in the Australian jungle and placed 5th. The show received its highest ever ratings in its 15 year history and Amy went up to collect the award at the National Television Awards as the series won Best Entertainment Show.

With the huge success of the show behind Amy, her television career continued to expand with frequent slots on Good Morning Great Britain, Celebrity Mastermind and Lorraine, even joining the Russian Circus as part of ITV's 'Get Your Act Together'. As a model, Amy was selected to represent brands such as Sure, Lipsy & Magnum, as

the press hailed her as the 'British Cindy Crawford'.

Through all her UK success, Amy maintains her philanthropy efforts, running marathons and organising charity events - leading to features on CNN international and BBC world news - recently speaking at the debating union at Oxford University. Her latest challenge will be sailing across the Atlantic for Clipper Round The World Yacht Race. She writes about her adventures in her Huffington Post blog.

Instagram:  
@missamywillerton

Twitter: @amywillerton

www.amywillerton.com

Facebook /amy.willerton

## Who is Rankin?

British born John Rankin Waddell, 50, also known under his working name Rankin, is one of the most respected portrait and fashion photographers in the world.



You may not know the name, but you've definitely seen his work. Rankin is arguably Britain's most successful export to the fashion industry and one of the world's leading photographers.

His instantly recognisable work and star-studded portfolio — which includes The Queen, Kylie, Kate Moss, Robbie Williams, David Bowie, to name but a few — has defined decades of portrait and fashion photography.

With four publications to his name, a relentless work ethic, and a team of dedicated creatives, Rankin has nurtured his very own brand which boasts revered titles including Dazed + Confused magazine.

Now, his fourth publication, Hunger, has just celebrated its fifth birthday. Hunger is a culture magazine with a spotlight on fashion. In his own words, it's "an art exhibition. But one you can buy, take home, stick up on your wall or leave on your coffee table."



# For Queen and Country

These are the powerful images by acclaimed photographer Rankin honouring the men and women who have served for Queen and Country.

The portraits captured by Rankin are of wounded British Armed Forces personnel and veterans who have suffered physical and mental injuries, either while in service or later as a civilian.

The images have been compiled in a specially designed limited edition book which tells their stories and will raise funds for Coming Home, the fundraising campaign of the Haig Housing Trust.

The world famous photographer agreed to help Haig Housing after his images of wounded soldiers were last year projected onto the iconic London landmark, Tower of London, to raise awareness of the charity.

The book, called For Queen & Country, with its striking photographs by Rankin, is testament to those who have served their Queen and Country and forms part of an ongoing campaign to highlight our heroes.

Rankin said: "It is impossible to even begin to comprehend what these men and women have been through, both in theatres of war and their extensive recuperation periods. It made their bravery and zest for life all the more humbling.

"I made a conscious decision to photograph them against a white background with the focus on their faces – I wanted to strip away the stigma and show them as real people".

The project was conceived by brand communications agency SEA. Creative director Bryan Edmondson said: "Capturing the heroic nature of these brave individuals is at the heart of the Queen & Country campaign. The book and the exhibition will raise vital funds and highlight the issues facing those who have sacrificed so much for us."

The striking portraits by Rankin showing the 'real' faces of the British Armed Forces such as Lance Corporal Cayle Royce MBE of The Light Dragoons who says: "THERE IS A LIFE BEYOND INJURY. I WILL NOT BE DEFINED BY MY DISABILITY."

Lance Corporal Cayle Royce, Light Dragoons, lost both legs in Afghanistan in May 2012 when he stepped on an Improvised Explosive Device (IED) while serving as a sharpshooter with the Brigade

Reconnaissance Force. He was fully conscious throughout despite horrific injuries including the loss of both legs above the knee, losing the fingers of his left hand, facial and severe neck injuries and heart and lung wounds. After a gruelling recovery programme, Cayle has proved time and again that determination overcomes trauma.

Others have hit life-changing difficulties at a stage in their lives which has badly affected their housing situation. They have been helped with these needs by the Haig Housing Trust. There are also others who, after their time in Military Service and because of their commitment to their comrades, have supported the charity with the aim of providing specially adapted housing for those who have been severely wounded or traumatically disabled.

Brigadier James Richardson, Chief Executive of Haig Housing said: "The Haig Housing Trust is excited to be involved with this inspiring initiative. For one hundred years Haig has been providing homes for veterans in need, the demand for assistance continues to the present day, none more worthy than those young Servicemen and women who have suffered life changing injuries.

"Coming Home, our fundraising campaign, helps us raise money for the purchase and adaptation of homes for these exceptionally brave people. Many will appear in this book as do supporters and veterans, we are grateful to Rankin for his generosity and support in making this happen." Five hundred 'For Queen & Country' books went on sale on Tuesday 1st November. Fifty of these books are 'special' limited editions at £500 each and are presented in a sleeve with Rankin's signature. There are also 450 limited editions of the book with silver foil at £250.

The launch of the 'For Queen & Country' book was held at the Motor Village Marylebone on Thursday 17th November with a private view for 300 guests.

Alongside the Rankin works there was an exhibition of works by a selection of well known military artists including paintings by David Shepherd and Ken Howard and ex-Service personnel/ journalist's Arabella Dorman and Bran Symondson. Also military artists such as Graeme Lothian, Keith Holmes and, a couple of members of the Armed Forces Art Society such as Freddy Paske and Tim King.



Captain Joanna Houghton-Ross



Lance Corporal Derek Derenalagi



# News and Notes



## Rain didn't stop play

Earlier this year the Trust held a well supported networking golf day to promote its work and activities.

In June, teams of four made up from an array of suppliers and contractors paid to play at the beautiful Foxhill Golf Course in Surrey.

Credit goes out to the Foxhill management team who were first class on the day and who, despite a three hour delay because of monsoon rain the day before and terrible conditions on the M25, managed to get everyone welcomed and through to the end of the day in daylight, although the sun hardly showed itself on an otherwise rewarding event.

Thanks goes out to all who made it on the day and particularly to our major

sponsor, Converge Technical Services (IT support) with Turners Facilities Management (building contractor), Batchelors (solicitors) and Cosyseal (window replacement) who all contributed sponsorship to ensure that the day was a success and made a profit for the Charity.

Support for a similar event has been such that plans are in progress for a fully supported fund-raising golf event next year.





# Strong Silverstone weekend secures third in championship for grant

George Grant who is supporting Coming Home has concluded his fine Max5 Championship season with another strong points-paying weekend, which saw him secure a superb third place in the 2016 standings.

Running a Paul-Sheard Mazda MX5, George has consistently finished inside the top ten this year and it was a familiar story in the final round at the Silverstone International Circuit, as he delivered an eighth and a sixth place finish.

"It has been a really enjoyable season for me and this was a good way to end it," George said. "There are obviously still some things that I need to get my head around, the tyres for example, but overall the improvements that we've made to the car make me feel much more natural behind the wheel."

It was George's first experience of the circuit and as has become customary at many rounds this season, the wet weather refused to hold off as the Kingston-upon-Thames-based ace got to grips with track.

After complaining of some understeer in qualifying, George managed to find a good balance in the first race and his lap times improved considerably. He caught championship rival Ian Loversidge towards the end of the race, but just ran out of time to make a move and finished eighth.

"The car felt great in race one," George explained. "The set-up was slightly off in qualifying and I had a bit of understeer, but the team did a really good job and it was much better in the first race. My times were improving and I was able to catch Ian. It was a really clean battle and a lot of fun, but I knew if I just had a few more laps I maybe could've got him!"

Race two saw the #69 driver start in eighth as the rain came down, but George's wet-weather driving skills were on show again as he climbed up the order to finish sixth.

"The second race was a lot more slippery!" continued George. "The conditions were difficult, but I just kept my head down. Halfway through the car felt a bit funny, which is why my pace dropped off a bit, but it picked up towards the end and I was happy to come home in sixth."

These results mean that George finished third overall in the standings, after championship leader Nick Dunn was controversially disqualified from the series, when it was found his car was illegally running ABS.

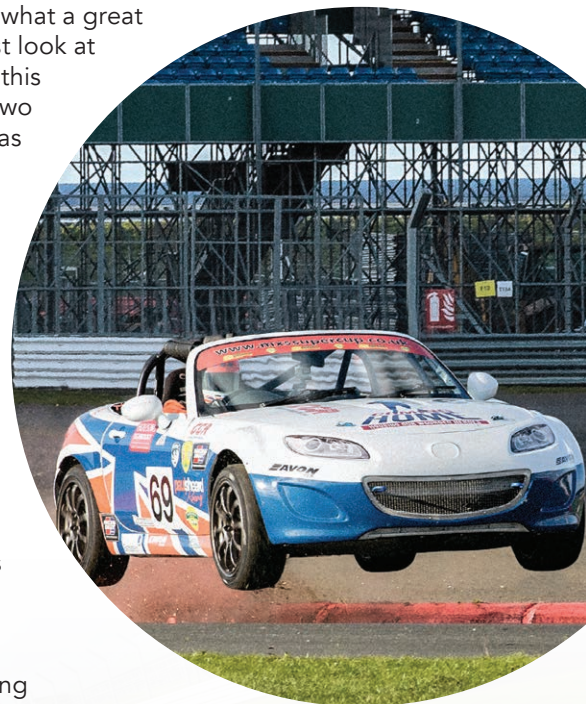
"If I'm honest, I'm quite saddened really by the manner in which this year has ended," said George. "I'm happy for my team-mate John Munro to have won the championship, but after the unfortunate disqualification of Nick it's felt bitter sweet."

"I'm just a bit unhappy at the organisation and the way in which the situation was handled. Everyone knows what a great driver Nick is, just look at his performance this weekend - race two in particular. It was Senna-esque!"

George still has one race left in the Supercup Championship, which is again at Silverstone this weekend (October 14), where he will be teaming up with Nick as the youngster makes his debut in the series.

"I'm really enjoying driving recently, I've felt much more comfortable in the car and I'm thoroughly looking forward to getting back out there in the Supercup next weekend for the final at Silverstone. Nick will be driving in that for the first time alongside me in a Paul Sheard-run car, so I'm very excited for that."

"Lastly, I just want to say how important the Coming Home campaign has been to me this year. Providing assistance for ex-Service personnel and their families is something I care very much about and I'm glad that I've been able to increase awareness and raise funds for such a good cause."





# DIY SOS Completed



## The return of DIY SOS

The team from BBC's DIY SOS has completed the Manchester development dubbed Veteran's Village.

And following the completion of the final house Simon Flores, a 36 year-old-amputee single Dad of three children under-six, has moved in.

Simon, had his foot blown off by an IED in Iraq during patrols. He is a decorated soldier, mentioned in dispatches for his bravery, but was facing big housing challenges for him and his young family.

Simon joined the army in 2001 aged 21. He was a Corporal in the Royal Green Jackets – an

infantry regiment within the Light Division.

On the 15th December 2006 out in Iraq, Simon was on patrol when the snatch he was commanding was hit by an IED. The blast blew through his side of the vehicle, blew his foot off and took a huge chunk out of his opposite thigh.

Despite the risk of bleeding out in the patrol snatch, he was able to administer first aid to himself, help his driver, and manage to steer the snatch under-tow to safety.

His previous accommodation was unsuitable because of his injuries but now he is able to

lead a better family life in a better home. Now Simon is aiming to become a fitness trainer for disabled people and fellow amputees.

Last year over 9 million viewers tuned in to watch the Royal Television Society winning episodes of DIY SOS: Homes for Veterans, as an entire street in East Manchester received a facelift and eight of the 25 empty homes on the street were refurbished for veterans by an amazing team of volunteers including Princes William and Harry.

Nick Knowles, the DIY SOS team and hundreds of volunteers are returned to Manchester's Canada





Street to turn the last empty house on the street into a family home within this now established veterans' community - complete with access to support, education and training.

The bespoke final home was delivered as part of this award winning development in east Manchester by the BBC's DIY SOS team, Manchester City Council, charities Haig Housing Trust, Walking with The Wounded and key contractors Kier, Wates, Arcus, architects BTP plus

hundreds of generous volunteer contractors and suppliers.

Nick Knowles, the BBC DIY SOS presenter, said: "We've done some brilliant builds down the years but this really is the end of the greatest project the DIY SOS team have carried out."

Haig Housing Trust CEO, James Richardson, said: "Since the fantastic BBC DIY SOS screened last year Haig Housing Trust, which owns and maintains the tenancies of the refurbished homes, has refurbished the remaining derelict homes. Haig has spent over £1 million bringing 15 more homes back to use which has enabled 13 more veteran families to take up residence in the Veterans Village. The last home, a return for the DIY SOS team, completed the whole project and housed another family. Haig will continue to support these 14 families and develop new ways for these veterans to own a stake in their new homes. Haig are proud to be involved in this incredible project with the BBC, Manchester City Council and Walking with the Wounded."

Project manager Simon Griffin said: "Haig has been busy in Manchester over the last year refurbishing 25 long-term, empty homes. We have been working with the BBC's DIY SOS Team, Manchester Council and fellow ex-Service Charity "Walking with the Wounded" to create a vibrant and supportive community for our beneficiaries.

"This comprehensive project involved restoring and refurbishing two streets of empty and dilapidated properties in Newton Heath. We have now moved Haig beneficiaries into all the homes and the final DIY SOS BBC TV show will be aired next year.

"In the meanwhile the project has been nominated and won awards including the "Regeneration Project of the Year 2016" award in the RICS North West regional awards. The project progressed to the National awards in October for "UK RICS Regeneration Project of the Year" and received the Highly Commended accolade."





# Property Services

## Is your home damp?

Damp can cause mould on walls and furniture and make window frames rot. Damp cold housing encourages the growth of mould and mites, as mites feed on moulds and can increase the risk of respiratory illnesses in some people. Some damp is caused by condensation.

Heating is a very important tool that allows us to choose a temperature for our home using a thermostat and then keep it at that level. It is crucial that we have this capability in our home in order to ensure that we aren't waking up to a cold room or risking causing ourselves pneumonia during the night.

Mould is a serious problem for anyone who has it in their home and it can have a lot of detrimental effects on our health as well as on our furniture and belongings.

It is important then to be able to avoid the negative effects of not using your heating properly to warm your house, and to ensure you keep it warm enough to stave off mould at all times. At the same time, using heating correctly is also equally as important for being able to reduce the amount of energy that you waste which

will not only decrease your fuel bill, but will also help to minimise your carbon footprint and mean that you're doing your bit for the energy crisis.

### The 'Do's and Don'ts' of using your heating:

#### DO NOT

Leave your heating off until it starts to get to the colder months. If you wait until the winter to turn on your heating then the walls will lose the heat they have stored over that duration. It will then cost a lot more money and take a lot longer to heat the walls back up – at which time they will likely already have begun to attract moisture that will lay the foundations for mould.

#### DO NOT

Try to save money by not heating your home – your health comes first and at the end of the day it will cost more in terms of days off of work, health costs etc if you should make yourself unwell.

#### DO

Turn your heating up around September (or earlier) and put the thermostat at a temperature of no less than 18Celsius.

#### DO NOT

Over-ventilate your house through leaving your windows latched open all day when it is cold as this will cause your walls to lose their heating.

#### DO

Open the windows wide however for around half an hour to an hour in the mornings and then close them leaving just a small gap of around a quarter of an inch (5mm).

#### DO

Mop up any condensation or water that you find collecting on the window glass and sills.

#### DO NOT

Turn your heating on for short durations (less than an hour). This will worsen rather than improve the problem as the air will absorb the water vapour quicker than the walls will be able to heat up.

#### DO

Use the heating for three hours or more at a time whenever you do decide to use it. You should have a timer attached to your heater that allows you to regulate when it automatically turns on and off.

#### DO NOT

Try to quickly warm your house up by turning the thermostat on high. This is a common mistake that fails to recognise how a thermostat actually works. If you turn up the heating very high then your home will continue to get hotter until it reaches that temperature.

#### DO

Get your heating checked regularly and your gas examined.

IF YOU HAVE A PROBLEM PLEASE RING THE MAIN NUMBER 020 8685 5777 AND SELECT OPTION 1 – REPAIRS AND HEATING.





# Coming Home Shop

## Please buy gifts from our shop

[www.coming-home.org.uk/content/shop](http://www.coming-home.org.uk/content/shop)

### *Coming Home Aromatherapy Candles*



Looking for the perfect gift? Try one of our beautifully presented aromatherapy candles, inspired by all our brave heroes in the Armed Forces.

### *Lapel Badges*



Support our heroes by wearing a lapel badge.

### *Coming Home Bears*



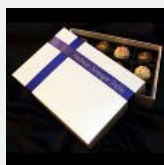
Pocket sized bears perfect to tell someone that you love them!

### *Keyrings*



Liven up your bunch of keys with one of our easily spotted keyrings or trolley coins.

### *Handmade Champagne Truffles*



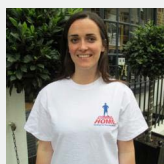
Wonderful hand made Champagne Truffles. Made exclusively for Coming Home.

### *Car Stickers*



Show your support with a Coming Home sticker on your car window.

### *T-shirts and running vests*



Show your support by wearing one of our blue or white cotton T-shirts or running vests.

### *Lanyards*



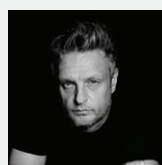
Perfect for your security passes or keeping keys together, show your support with this red, white and blue lanyard

### *Wristbands*



Support our heroes by wearing our smart blue wristband.

### *Beautiful Limited Edition Photographs*



*ideal for presents!*

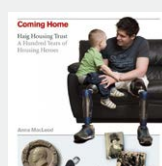
A wide selection of portraits by renowned photographer Alan Hillyer eg Dr John, J B Priestly, Iain Banks.

### *Mugs*



Enjoy your morning cup of tea or coffee with our Coming Home mug.

### *100 Years of Housing Heroes: Commemorative Book*



From the early days of WWI through to the present day, this extraordinary book spotlights the people, anecdotes and history of Haig Housing Trust.

Discounts available when buying in bulk or on a 'sale or return' basis if you are organising an event. Please contact the Coming Home Campaign Team at Haig Housing Trust using our online contact form or by telephoning **020 8685 5787**.

# Staff Training and Development

## Lest we forget

These are the poignant images of the staff trip to Ypres where war graves cover the landscape.

The group visited the historic World War One battlefields and laid a wreath at the Menin Gate Memorial on behalf of the Trustees, staff and beneficiaries of the Trust.

The countryside around Ypres is featured in the famous poem by John McCrae, In Flanders Fields.

The Menin Gate Memorial to the missing is the war memorial in Ypres dedicated to the British and Commonwealth soldiers who were killed in the Ypres Salient of World War One and whose graves are unknown.

The Menin Gate Memorial was designed by Sir Reginald Blomfield and built and maintained by the Commonwealth War Graves Commission, and was unveiled on 24 July 1927.

Its large Hall of Memory contains names on stone panels of 54,395 Commonwealth soldiers who died in the Salient but whose bodies have never been identified or found. On completion of the memorial, it was discovered to be too small to contain all the names as originally planned. An arbitrary cut-off point of 15 August 1917 was chosen and the names of 34,984 UK missing after this date were inscribed on the Tyne Cot Memorial to the Missing instead. The Menin Gate Memorial does not list the names of the missing of New Zealand and Newfoundland soldiers, who are instead honoured on separate memorials.

Haig's Repair Supervisor, Tracy Kay, said: "It was certainly something that has touched me and has left a permanent place in my memory as you cannot really comprehend the enormity and scale involved until you are there directly. Returning for a second visit has enhanced the memories and pictures I had from the first visit two years ago."

Haig Housing CEO James Richardson said: "As a charity specifically focussed on veterans and their families and particularly looking after those returning from conflict it is essential that Haig staff understand what the military, conflict and remembrance is all about. By visiting Ypres, seeing first hand the realities of war and taking part in solemn commemoration it fosters a team spirit and ethos wholly supportive of Haig's mission. In alternate years staff development visits are more local sites, last year visiting the National Memorial Arboretum."

During the trip they also visited the Tyne Cot cemetery, the Langemarck German cemetery and the Zonnebeke and Passchendaele Museum.





# Development News

## Morden development latest



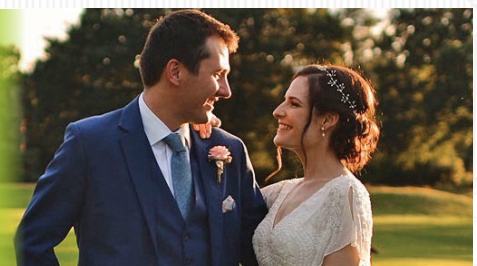
The redevelopment of the former café site is ongoing. The existing buildings have been demolished and the site has been cleared. Foundations for eight one bedroom homes we are building are now being laid. Unfortunately, we are not as far into the build as we would have liked at this stage due to negotiations over the boundary wall with the neighbouring church impacting the schedule.

The café project is the first stage of delivering up to 76 new homes within the Morden estate funded by the Veteran's Accommodation Scheme funding from the Ministry of Defence. The site down the road at Rhodes Moorhouse Court will be able to deliver 68 homes in a mixture of sizes, and we hope to start on site in the new year when full planning permission has been granted.



**Details of both these schemes can be found at [mordenredevelopment.org](http://mordenredevelopment.org)**

Big congratulations to Haig Housing Development Manager Simon Griffin who recently got married to his partner Sarah. Simon said: "Thank you for all the well wishes received from tenants and colleagues alike."





## Top tips on how to prepare your garden for winter

Your crops have been harvested, and the exuberant summer colour has faded from your borders – but don't be fooled into thinking that it's all over until next spring. Autumn is a busy time in the garden,

clearing away the decaying vegetation of the summer and preparing the garden for the cold winter months ahead. Let the big clear up begin!

### *Remove Greenhouse Shading*

By September, the days become shorter, and light is increasingly valuable resource.

Removing the shade paint in your greenhouse will maximise the sunlight available to your plants. A bit of scrubbing with some hot water will bring the glass up sparkling clean. Pay attention to any gutters where trapped leaves will prevent rain water escaping from the roof of your greenhouse. Use this opportunity to replace any broken or damaged glass too.

### *Spring clean your greenhouse in autumn*

Since you are already cleaning the outside of the greenhouse, it makes sense to tackle the inside as well to help reduce overwintering pests and

diseases. Remove the plants before sweeping out any plant debris. Disinfect the greenhouse paths and staging, and the inside of the glass too. Use a hot solution of garden disinfectant such as Jeyes Fluid. You will need to ventilate your greenhouse well over the next couple of days to dry it thoroughly.

Throughout the quiet winter months make an effort to wash out pots and seed trays in preparation for the spring sowing and planting. Don't forget that you can still sow plenty of vegetables to grow in winter.

### *Tidy Borders*

Dig up annuals and add them to the compost heap. You can replant your beds with winter bedding such as pansies, bellis daisies and wallflowers for a colourful display next spring.

Autumn provides an ideal opportunity to move poorly placed plants, and divide overcrowded perennials while the soil is still warm. Cut back faded perennials to 5cm above ground level, but don't be too tidy - some perennials have attractive seed heads that look wonderful covered in autumn dew, and provide handsome winter silhouettes. They will also provide shelter for overwintering insects. Once your borders are clean and tidy, spread a

thick layer of compost, bark chips or well rotted manure across them. Don't worry about digging it in - let the worms do the hard work for you.

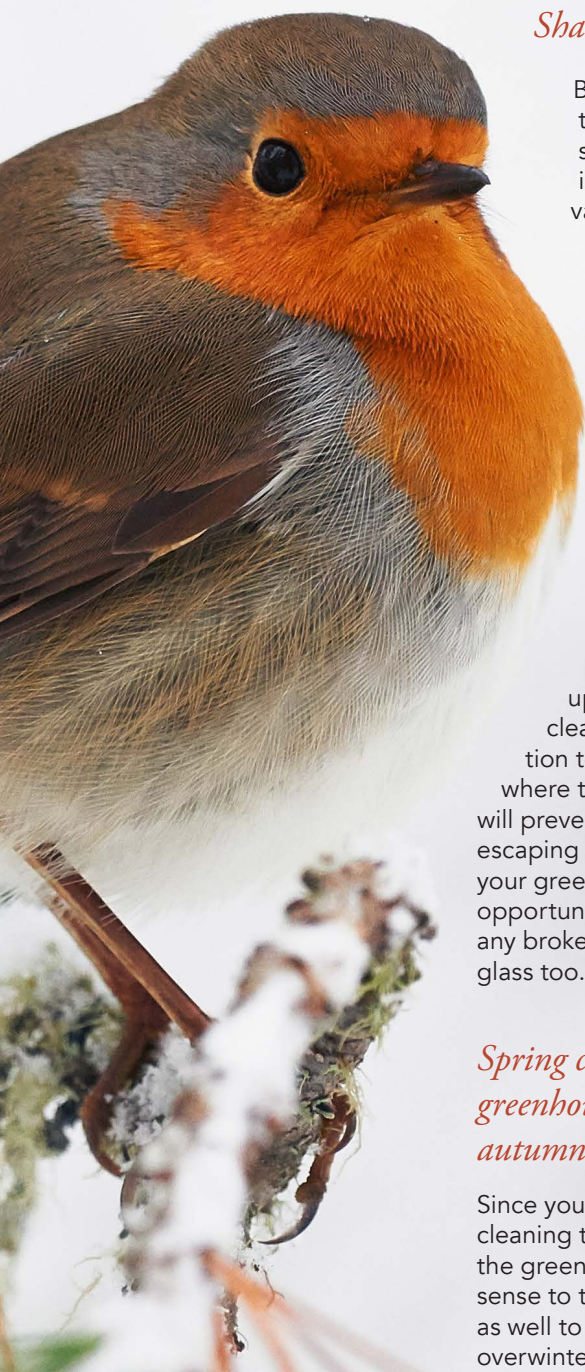
### *Lawn maintenance*

If your lawn looks slightly worse for wear then autumn is the perfect time to revitalise it. Remove thatch (old grass clippings) and moss using a spring tined rake and add it to the compost heap. If you have large amounts of moss then you may want to use a moss killer first. In areas that receive a lot of wear (such as paths and play areas) the soil can become compacted. Improve drainage and aeration by making deep holes with the prongs of a garden fork every 10cm across the entire area.

A sandy top dressing can be brushed in afterwards, followed by an application of autumn lawn feed to prepare your lawn for the cold winter months. Autumn is a great time to lay new turf too, giving it plenty of time to establish before next summer.

### *Make leaf mould*

Leafmould adds structure and organic matter to your soil. Most leaves from deciduous trees and shrubs will rot down to make lovely leaf compost in a couple of years, although some leaves will take longer than others.





Oak, alder, beech and hornbeam rot fairly quickly while sycamore, walnut, horse chestnut and sweet chestnut may take a little longer. Shredding the leaves first will help to speed things up. Evergreens are best shredded and added to the compost heap as they are very slow to decompose.

Construct a large bin out of wire mesh in a sheltered spot to collect your leaves in, or if space is limited simply use plastic bin liners with holes punch through the sides to let in the air. Fill the leaf bin/ bags with leaves and sprinkle with water. Tie the tops of bags and give them a good shake before stacking them out of sight and forgetting them for 2 years. If you are using a leaf bin you will need to remember to dampen the leaves occasionally if they become too dry. Once the leaves reach a crumbly texture they can be spread as a mulch throughout your borders.

### *Plant evergreens*

Evergreens form the backbone of the garden, providing structure and year round interest, so the more evergreens in your garden, the better it will look in winter! With warm soil and cooler conditions, autumn is the perfect time to fill those gaps in your borders. Sarcococca and Daphne will bring glossy green leaves and beautifully fragrant flowers in the depths of winter while the rest of your garden is dormant. For an elegant larger shrub try spring flowering Camel-

lias or Fatsia for its large architectural foliage.

For a more formal look, why not invest in some box or yew topiary. Lonicera nitida, Bay and Holly can also be clipped into formal shapes and make excellent evergreen hedges too.

### *Lift tender species*

Make sure that you lift those tender species such as Begonias, Dahlias, and Cannas before the first frosts threaten. Cut back the stems and gently lift the tubers/rhizomes from the ground. Clean the soil from them and store them in trays of dry compost or sand, with just the top of crown visible. The trays can be kept in a cool, frost free place over winter until they can be replanted when the spring arrives. In very mild areas it may be possible to protect tender species without lifting them. Simply cover the crowns with a thick blanket of mulch.

### *Net ponds*

Decomposing leaves can turn your pond water foul and block filters on pumps. Save effort later on by catching leaves before they fall into your pond. Simply spread a fine meshed net across the pond and pin it down with bricks. The leaves can be added straight to the compost heap or collected up to make leaf mould.

### *Maintain garden equipment*

Before you store your lawn mower at the back of the shed, it is well worth sending it for a service to ensure that it is in perfect condition when you need it next spring. Shears and

secateurs need sharpening - you can do this yourself or send them away if you prefer. Spades, forks and other tools will benefit from a good wash. Dry them thoroughly and oil the metal parts to prevent rust. Wooden handles can be cleaned and protected with linseed oil.

## **OFCOM has seen the light**

### **New number for power cuts**

**Anyone caught with a power cut will now be able to dial 105 to get help and advice, the telephone regulator, Ofcom, has announced.**

The new service, developed by the energy industry will provide a single helpline number for householders anywhere in Britain to report a power cut or safety concern or get information during a blackout.

Currently, consumers are supposed to contact their local electricity network operator if there is a problem. However many do not realise and contact their energy firm instead, or do not readily know the 11-digit contact number for the local operator.

Ofcom said because electricity was regarded in UK law as one of the "essentials of life", and because potential callers could be stuck in the dark, it was appropriate for the service to have an easy-to-remember three-digit number.

The helpline will connect callers, wherever they are based, to the appropriate network operator. Only numbers that begin 10- or 11- can be designated as three-digit numbers for new services.

Some are already in use, such as 101 for non-emergency calls to the police and the NHS's 111 number. A further 13 three-digit numbers are now available for future allocation.

During the severe storms that affected the UK in the winter of 2013, electricity supplies to 750,000 homes were disrupted, and in December 2013, 800,000 calls were made about the problems.

Jonathan Oxley, Ofcom's group competition director, said: "The new helpline will provide clear value to members of the public, often in difficult and stressful situations where it may be hard for a caller to look up a long number.

"Three-digit numbers are memorable and quick to dial, and we are pleased to make available the new number, 105."

# Housing Maintenance News

Dear **Tenants** and **Residents**

During the past two years, the Trust has been changing the way it carries out its maintenance programmes and has also been working to improve its day to day repair service in terms of reliability and quality.

In the past we relied on dozens of smaller, local contractors and this may have had a familiar feel for many residents but, for the Trust, this presented management difficulties in terms of consistency and efficiency, particularly during holiday periods or bad weather when some of those contractors could not respond.

In recent years we have moved towards the use of larger contractors with greater capacity to cover more of our estates. In the case of heating services, other than in some of the outlying areas where local services still apply, this has resulted in working closely with 'All England' and 'British' Gas with feedback remaining positive.

In the case of day to day or 'responsive' repairs over the past 18 months, we have been mainly issuing work to two maintenance contractors 'Mitie PLC' and 'Turners FM', although we have continued to use 'Leaves' in Morden.

As with gas, the main contractors do not cover all areas but for most, if you have requested a repair during this period you may have already experienced their service and since both companies also use our old contractors where they can meet agreed standards, you may well continue to see familiar faces despite the change in the Main contractor.

You may also have had an MOT carried out to your property as we have asked both companies to gather data for the Trust and to make recommendations on items such as replacement kitchen, bathrooms and windows, from what they have found on each estate.

The data and information from these reports and from our own technical and housing staff continues to be collated so that we can create and publish a 5-year programme of planned works over the next few months.

I am sorry if some of you were given the impression by our contractors that these MOT's were the start of such an improvement project for your particular property. This was never the intention as we needed to collect enough information first but I do expect that many of you will be included in the published programme to come.

Regards and please continue to return satisfaction forms when you receive a service as this is invaluable in helping us to further improve the service.

**Pat Horgan**

Corporate Director

Haig Housing, Green Lane, Morden

Surrey SM4 5NS

Tel: 020 8685 5777

[www.haighousing.org.uk](http://www.haighousing.org.uk)



# Haig Housing Commemorates



## Armed Forces Day in Merton

Crowds turned out for Merton's Armed Forces Day parade to honour the work and bravery of the UK's armed forces.

For the first time in the history of the parade in Merton, the borough's mayor, Councillor Brenda Fraser, and the Queen's Deputy Lieutenant, Clare Whelan OBE, inspected the parade before it processed through Morden to St Lawrence's Church for a special service.

Members of the Gurkha community, invited guests and school-children from local schools in the area also took part.

Mayor of Merton Councillor Brenda Fraser said: "Our Armed Forces Parade was a fitting way in which to pay tribute to the men and women who work so hard in often very challenging circumstances. It was a wonderful occasion and it was good to see many people

turn out to see the parade pass through Morden." Councillor Denis Pearce, who led the organisation of the parade, said: "It was a wonderful occasion and I was proud to see Merton turning out to support our armed forces. They have a challenging job to do and we owe them so much."

## The Not Forgotten



Sergeant James Davies and his wife Joanna enjoyed an unforgettable day at the Buckingham Palace garden party.

The Royals attending the garden party were the Duke of York Prince Andrew and his daughters, Princesses Beatrice and Eugenie.

It was a highly emotional event with many brave individuals in attendance, their friends, family and carers.

Sergeant James Davies said: "We were well looked after with teams of staff determined to ensure we had enough strawberries and cream, sandwiches, tea and coffee. We had an opportunity to walk around the whole garden and found some amazing historical features. The day finished with a retreat parade, not a bugler in sight but an impressive musical event none the less, finishing with Sunset.

"Thanks to the Haig Housing team and the Not Forgotten Association for an amazing day, and giving my wife and I the opportunity of a life time."



# Aged Veterans Counselling



## Listening - Talking - Helping

The Aged Veterans Counselling service provides free counselling to any UK veteran born before 1st January 1950.

They also offer counselling to the carers and relatives of veterans. They are run by veterans' charities and are funded by the Aged Veterans Fund.

The purpose of the Aged Veterans Counselling service is to provide free and confidential counselling to UK veterans born before 1st January 1950. They can provide counselling to help veterans, their carers and immediate family cope with a variety of issues including depression, anxiety, loneliness, bereavement or anything that is causing a sense of isolation, loss or social exclusion.



### HOW TO ACCESS COUNSELLING SUPPORT:

Many veterans will be offered counselling by a veterans charity. Alternatively, a veteran or their family or carer can apply for counselling directly. There are two ways to apply for counselling:

#### ONLINE:

The easiest way to apply for free counselling support is to complete a simple online application form that can be found at: **[www.agedveteranscounselling.org.uk](http://www.agedveteranscounselling.org.uk)**

#### PHONE:

Alternatively, please phone, 24 hours a day on: **0300 0120 247**  
They can take your application over the phone, or if you prefer they can post you an application form to fill out in your own time.



# Supporters Fundraising

## Aiming to raise £1 for each life lost on Day One of the Battle of the Somme

Alan Spencer and his band of 'Old Contemptibles', hand cycled the Battlefields, Cemeteries and Monuments to commemorate the 100th Anniversary of the Battle of the Somme.

Travelling over 250 miles in five days, they hoped to raise £20,000 - just £1 for every life lost on that fateful first day of the Battle.



Alan is disabled physically and mentally and therefore hand-cycling is a massive undertaking for him. His support team were all mainly 50+ ex-Servicemen and novice cyclists, mostly all residents or having a family connection with the Morden estate. This demanding challenge started at Ypres where they laid a wreath at the evening ceremony at the Menin Gate on June 26 and they then travelled through the Belgian countryside to Tyne Cot Cemetery near Passchendaele, then headed south into France and Flanders following the British, Commonwealth and French trench lines to Mons and the battlefields of the Somme area, reaching Thiepval Memorial to the Missing on 1st July.

Each person had a family connection to those who served in the First World War and they paid their respects to them en route as well as laying wreaths at the British, Commonwealth, French and German national cemeteries or memorials.

Alan Spencer said: "I would like first to thank the Residents & Staff of Haig Homes (Morden) who have always supported and donated very generously towards the challenges I have undertaken to raise funds for Coming Home.

"This year's "Old & Bold" challenge was to hand cycle & cycle the battlefields of France & Flanders through many places which have become engraved in history such as Messines, Neuve Chappelle, Loos, Arras, Vimy Ridge and Cambrai, to name but a few. We were glad we chose to cycle the trench lines instead of keeping to the main roads.



"We travelled through so many places on our Challenge and saw some very moving sites that everyone was touched in



all different ways and there was great banter laughter and camaraderie between our little group of old ex-Servicemen and although the days cycling were very long and gruelling in many places there was always someone there to give encourage & support to each other and keep up moral.

A big thanks to my brother-in-law Dave Heath Ex RAOC who I have dragged on all these challenges and really am very grateful for his support. I also have to thank the rest of the team Dave Stonnell, Vic Willmott Mark, Michael, Craig, Auckland, Bijou Streatha, Harry Spencer, Alistair Snowden for working so hard getting donations & sponsorship; a real team effort for Coming Home (HHT).

"We would like to thank BOEING, G4S, P&O, WESTWAY COACHES and RAPID READYMIX for covering all our costs before and during our challenge."

If you like to help reach their target in any small way please donate to Coming Home.

# Haig Christmas Opening Times

## Friday 23rd December the office will be closed.

The office will additionally be closed on the following days in accordance with the official bank holidays:

**Monday 26th December – Boxing Day**

**Tuesday 27th December – Bank Holiday**

**Monday 2nd January – Bank Holiday**

The office will be open as normal on Wednesday 28th, Thursday 29th and Friday 30th December.

## 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 Housing, 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**

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Do you want to comment on or contribute to the newsletter? If so, contact Ian Edmondson, Haig Housing Newsletter Editor, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS. Tel 020 8685 5777  
Email [ian.eggmedia@gmail.com](mailto:ian.eggmedia@gmail.com) **Deadline for contributions 18/3/17**

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