

Haig News

SUMMER 2019

HAIG HOUSING'S NEWSLETTER



The opening of Kulbir Thapa House, Morden Saturday 15th June 2019

More information about this special event, and our other development news, on pages 10 and 11 inside

TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Introduction



This summer we have reflected on yet another military anniversary. On the 6th June it was 75 years since D-Day, the invasion of Europe which brought an end to World War II eleven months later. We saw the commemorations and interviews with veterans, who like our beneficiaries gave the best years of their lives in the service of their country and to bring peace.

I always reflect how veterans, many still numb with grief remembering the fallen, recall those times as the

best of times. It may seem quite strange to us looking back but, for the generation who fought in Europe and on the Home Front, victory was uncertain, each day was lived to the full and bonds to friends, family and comrades were the only things they had.

Of course, Haig Housing was supporting many veterans of the Great War while WWII was being fought. The reality of war was brought close to Morden in August 1940 when a young pilot, Sergeant Peter Walley, sacrificed himself to steer his stricken Hurricane fighter away from crashing on the estate. We will be naming a memorial garden after him when we open our newest and latest homes in Morden.

This new housing is essential to Haig. It brings us many more homes for veterans and their families as well as much needed flexibility as to the types of housing we can offer. The shape of need keeps changing, and the new homes include more single bedroom flats along with disabled wheelchair enabled units. We were able to build these homes using

land in Morden and with help from MOD grants using the Veterans' Accommodation Fund. A wonderful charity called Forces Support has assisted with the wheelchair units, and SSAFA will continue to help new families to settle in their new home. We are grateful for their assistance.

You will see more information about these new homes in this Newsletter and we will cover the opening, due in October, in our next edition. In the meantime, I hope you enjoy a very pleasant summer and I hope to meet as many residents as possible when I visit estates throughout the rest of the year.

James Richardson
Chief Executive
June 2019

In this issue

- Page 6 Tenant News
- Page 7 The Not Forgotten Association
- Page 9 Competition: D-Day special
- Page 10 Development update at Morden
- Page 13 Haig Roadshows for 2019
- Page 14 Veteran ID cards

Front page picture:
Procession to Opening of Kulbir Thapa House
Photo credit: www.acutepix.com

Introducing the Morden Grounds Maintenance team

If you live in Morden you may already have met with our hard working team which consists of, from left to right, Martin Hubbard the GM Team Leader, Sam Glithero our Horticultural Services Officer, and brothers Dan and Jonathan Winfield who are our Groundspersons.



Special congratulations to Sam who married his fiancée Hannah on the 25th May.



Leroy John-Lewis joined us this April as an Estate Surveyor covering primarily the Midlands, but extending down to the London area. He is highly experienced as a surveyor and in all aspects of property maintenance and we are delighted to welcome him on board.



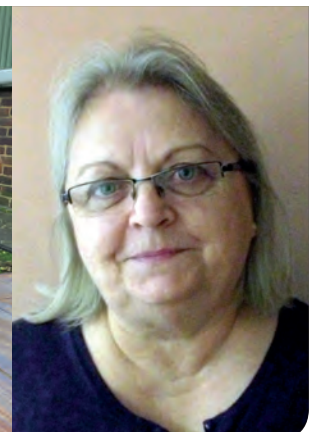
We are also pleased to welcome **Toni Cooper** who has joined us on a short term basis to help our hard pressed Housing Options Team with the allocations of the new homes on the Morden estate.

In Memoriam

Staff at Morden were devastated this year by the death, after a long illness, of our much loved friend and colleague **Diane Allan**. Di joined Haig in 1998 and for 20 years worked in our General Office answering the phone, dealing with visitors and helping to keep Haig ticking over in every way. She is much missed and our condolences go to her family.



Commemorative bench installed at our Morden office in remembrance of Diane



London Marathon 2019

Simon Griffin, who was our Development Officer until May last year, successfully completed the Virgin Money London Marathon on behalf of the Trust on Sunday 28th April.

Simon was our first ever participant in the London Marathon and raised over £2,000 in the process. He had taken part in a number of events during 2018 and into 2019, all of which were aimed at getting fit for the event.

Thank you Simon!



Challenge Events

Do you know someone who might like to raise funds for the Trust by undertaking a *Challenge Event*? Or perhaps you or a member of your family might?

A Challenge Event is a fundraising event designed to raise money for and awareness about the Trust. They generally fall into two categories:

1. Those that are put on by professional organisers such as the London Marathon or the Great North Run where the Trust can either apply for or buy places. Many of these events are sports based – running, cycling, swimming and so forth and take place across the UK. These events can cost a lot to

organise and publicise so there is normally an entry fee which the Trust would pay as well as provide other support. In return the participant agrees to fundraise to an agreed target.

We currently have two remaining places available to take part in London's Royal Parks Half Marathon on Sunday 13th October, each with a fundraising target of £500 - but would need to register anyone interested by 23 August 2019.

2. The second sort of challenge event is less structured and can be organised by individuals or small groups. These include locally organised parties or sports matches,

bring and buy events, a treasure hunt, car wash – the list is endless. The Trust has a list of such ideas plus guidance on 'do's' and 'don'ts' and can also assist with some merchandise, flyers and similar help.

If you are interested in either of these, or know someone else who would be, then we'd love to hear from you! Please either email fundraising@haighousing.org.uk or telephone 020 8685 5777 and ask for Fundraising. Apart from becoming one of the proud owners of one of our new 'Team Haig' volunteer polo-shirts we would also be happy to include a short feature of your challenge event in the Trust's next newsletter.

How do you get to be A BEEFEATER



Yeoman Warders, or Beefeaters, have been guarding the Tower of London since the 15th century. Have you ever thought of becoming one?

There are fairly strict rules on eligibility. Any candidate must have served for at least 22 years in the Armed Forces, be

a former warrant officer or senior non commissioned, and also hold the Long Service and Good Conduct medals. Other work experience can also be useful, and today's Yeoman Warders come from a broad range of career backgrounds.

The Tower is interested in diversifying its workforce. The first female Yeoman Warder was appointed in 2006 and recent job vacancies have made it clear that applications from Black, Asian and Minority Ethnic candidates would be welcomed, as BAME groups are currently under represented in the workforce.

An interest in history and royal genealogy will obviously be helpful. Yeoman

Warders have to enjoy meeting people, learn 900 years of the history and be able to make it come to life when giving the famous tours of the Tower. They have many different duties including security, welcoming visitors, and ceremonial duties such as the Ceremony of the Keys.

If you are eligible to apply you can do so via the Historic Royal Palaces website www.hrp.org.uk, About us, Work for us, Our roles, Front of House, Yeoman Warders. Those who are successful will live with their families in lodgings inside the fortress, where they even have their own pub within the Tower walls.

Do you live in the Portsmouth area?



AGAMEMNON
Housing Association

The Agamemnon Housing Association runs 256 sheltered flats for the over 60's in the Portsmouth area (including Gosport, Cosham, Waterlooville and Southsea) and will give priority to Veterans and their surviving partners or relatives.

The flats are self-contained and based in courts with a landscaped garden and parking areas and, normally, with a resident scheme manager or warden. Communal facilities are also provided including a comfortable lounge (and adjoining kitchen), laundry room, hairdressing room (for visiting hairdressers), an en-suite guestroom (at a very reasonable hire fee) and a full programme of social events.

Pets (except assistance dogs and small caged birds) are not allowed but these flats might well be more suitable for some Haig beneficiaries who would appreciate the additional services and support that Agamemnon provide. For more details visit their website at www.agamemnonha.org where an application form can be found, telephone them at 02392 387080 or email enquiries@agamemnonha.org.

Flight Lieutenant Kenneth Souter RAF



We are delighted to share with you this historic picture from Mr Souter's collection, from the early RAF days, which shows him in a Lancaster, and hope to bring you more information about his fascinating career in a future edition of the newsletter.

We would like to offer our warmest congratulations to Morden resident Mr Kenneth Souter, who celebrated his 100th birthday on the 12th June 2019 in the company of his wife Birgit, sons Robin and Christian, and some special visitors arranged by Haig for the occasion.



Group Captain Del Rowland RAF, The Mayor of Merton Janice Howard, Flt Lt Kenneth Souter, Robin Souter, Christian Souter, Brigadier James Richardson MBE

Mr Souter moved into our estate in Morden, with his wife Birgit and two of his sons who were then at university, in May 1995. He had a distinguished career in the RAF, serving in 43 Squadron Fighter Squadron (flying Hurricanes) in 1940, then in 73 Squadron from 1941-1943 in the Western Desert, and various other squadrons in the UK until 1946. He then spent four years working within civil aviation before returning to the RAF and 83 Bomber Squadron, amongst others. He served as the Chief Pilot in Charge during the making of the famous 1955 film *The Dam Busters* before voluntarily retiring from the RAF in 1958 to return to a career in civil aviation.

The NFA Buckingham Palace Garden Party 2019

On the 23rd May this year my wife Melinda and I were honoured to be amongst the 3,000 guests from 152 military organisations, charities and care homes to be invited to the Not Forgotten Association Garden Party at Buckingham Palace. In glorious sunshine we were welcomed on to the immaculate lawn where afternoon tea was served. The event lasts about three hours and you can choose to wander around the beautiful grounds or chat and mingle amongst the varied guests that include WWII veterans, Chelsea Pensioners, Yeomen and celebrities from sport, screen and entertainment. This year the event was held in the presence of HRH The Duchess of Gloucester and the music was provided by The Band of The Royal Armoured Corp.

Chris Parfitt (Morden)



Haig tenant Graeme Somerville (from Haslemere) with actress Sue Pollard



Chris and Melinda Parfitt



NFA Concert party in Morden



Merton Residents welcomed Mickie Driver and his Concert team back for the Not Forgotten Association's Springtime Variety Show on Friday 26th April, featuring musical duo Adante, the Swingtime Sweethearts and, of course, Mickie Driver himself, with Jackie Simmonds. The tenants were

wonderfully entertained, singing along to a good variety of music, and one lucky fellow got to sing and dance with the Sweethearts as a semi star of the show.

It was a lovely afternoon with tea and biscuits, and we would encourage all

residents to keep an eye out for these events as they are a great way to socialise and be entertained for a few hours for free.

The Not Forgotten Association

You may qualify to attend special NFA events:

Are you a Veteran suffering from a disability or illness?

The Not Forgotten Association has the aim of putting the fun, enthusiasm, energy and enjoyment into the lives of those who served their country and are now suffering disability, and they regularly offer us tickets for events across the country such as:

- Annual Garden Party at Buckingham Palace
- Annual Solent Boat Trip
- Christmas Party at St James' Palace
- Track Day at Brands Hatch
- Trooping the Colour in London
- Variety Concerts and Afternoon Tea (regional)
- Christmas Luncheons (regional, eg Solihull, Cobham)



IF YOU WOULD LIKE TO BE INVITED TO FUTURE EVENTS

Please complete the form enclosed with this newsletter, and return it to us in the prepaid envelope. Or you can email us on communications@haighousing.org.uk giving your name and address and quoting 'Not Forgotten Association'. We will then put you on a mailing list to be notified whenever tickets are made available.

- Please bear in mind that to attend a function you will have to provide confirmation that you are a qualifying Veteran, i.e. with a disability or medical condition.
- You may attend with an escort/carer but this will use up an additional ticket.
- Priority will always be given to those who have not attended another event in that or the previous year.



WAYS TO REMEMBER

Mrs Dawn Emery, from Sheffield, sent us four lovely poppies she has crocheted, pictured right. She was interested to learn that, while the red poppy is the most well known symbol of remembrance, there are other coloured poppies that each have different meanings.

The red poppy, of course, was inspired by the fields of poppies that grew where many of the battles were fought. It is connected to the Royal British Legion, a charity created by veterans of the Great War, and they represent remembrance and hope.

A white poppy remembers those who have died in conflict, while emphasising the lasting commitment to peace. It is officially associated with the Peace Pledge Union.

A purple poppy is worn by those wanting to remember the animal victims of war, and is officially associated with the Animal Aid Charity.

A black poppy remembers the African, Black and Caribbean communities who contributed in any way to the war effort, and is officially associated with BlackPoppyRose.

“TO LIVE IN HEARTS WE LEAVE BEHIND IS NOT TO DIE.” – Thomas Campbell

Competition D-DAY SPECIAL

To win any of these items please send your name and address, and the prize you would like to claim (PEN, TOMMY or COIN) to communications@haighousing.org.uk, or by post to:

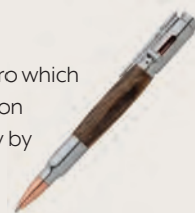
**Newsletter Competition,
Communications
& Fundraising,
Haigh Housing,
Alban Dobson House,
Green Lane,
Morden SM4 5NS**

We are still looking for a home for the special hand-made biro which features a chrome and copper bullet 'knib', chrome bolt action mechanism and a polished driftwood body, so please apply by email or post as detailed below.

Also we still have the very special 11" high 'There But Not There'; Tommy to be claimed, which comes in a presentation box. These very special figures commemorate the fallen and have been created by veterans working for Royal British Legion Industries.

For this edition, in addition to the above we are offering a D-Day 75 Anniversary Proof Five Pound coin. Around 156,000 Allied troops landed in Normandy on the first day of the D-Day liberation. Now, 75 years on, a selection of special coins have been released to commemorate their bravery and heroism.

Issued by Guernsey, this will be supplied in a leatherette box with a numbered Certificate of Authenticity. The Reverse features a Cromwell MK IV tank, Airspeed Horsa glider and Royal Navy Landing Craft, while the Obverse has the effigy of Queen Elizabeth II by Ian Rank-Broadley FRBS.



Haig Housing Shop

We have some new items for you which can be ordered through our website (www.haighousing.org.uk/donation/fundraising-shop) with instant payment through PayPal.

Postage and packing costs are as indicated for each individual item. For multiple orders please email us at communications@haighousing.org.uk or telephone **020 8685 5786** and we can let you know what the combined postage cost will be.



Trolley token
£3 including p&p



Pin Badge
£2.50 including p&p



Oyster card holder
£3 including p&p



Key ring
£3 including p&p



T-shirt in white (S, M, L or XL)
£3 plus £2 p&p



Wristband (adult or child)
£1 including p&p



Umbrella
Small £3, Large £5 plus £3.50 p&p



100 Years of Housing Heroes

From the early days of the Great War through to the present day, this fabulous book spotlights the people, anecdotes and history of Haig Housing Trust

£5 plus £4 p&p



Queen & Country Limited Edition

If you are a fan of the portrait and fashion photographer Rankin you won't want to miss this beautiful limited edition book of some of our beneficiaries and supporters who served their Queen and Country

£25 plus £4 p&p

The Long Walk Home

A high gloss, hardback book commemorating our amazing event that took place in November 2018. 100 Veterans, 100 Years, 100 Miles. Their journey from the Menin Gate Belgium to the Cenotaph in London. For anyone who would like to have a spectacular memento of this epic adventure, or just to show your support for all the Haig tenants and supporters who took part.

Hardback £30 + £4 p&p, Softback £10 + £4 p&p



Development Update

We are really excited about the new homes being built at Morden. The opportunity arose back in 2014 for applications to be made to the MOD's £40m Veterans Accommodation Fund, provided by the fines levied on banks following the LIBOR rate scandal. Haig was successful in its bid and the homes now nearing completion represent a massive 20% of all social housing stock built in the last year.

The first block to be completed is Kulbir Thapa House, which honours the Gurkha soldiers in the British Army and the significant role played by the Nepalese people in our local community. You can read about the opening ceremony on the opposite page.

Cyril Barton House, pictured left, is now nearing completion. It has been named after a RAF bomber pilot who

received the Victoria Cross in WW2, and consists of 1, 2 and 3 bedroom flats set over three storeys, with communal gardens to the rear and balconies on the upper levels.

Albert Dugdale House has been named after one of the men who worked tirelessly to avert further disaster following a massive TNT explosion at a munitions factory in Kent in 1916. It is a mix of 1, 2 and 3

bedroom flats, and also includes a maisonette and a large communal garden.

A detached bungalow, specially adapted for wheelchair users, is named after Jack Cornwell, who joined the Royal Navy in WW1 when he was only 15. He was killed at the Battle of Jutland at the age of 16 and honoured with a VC. We have also named a detached 3 bedroom house after Odette Sansom, who was awarded the George Cross for her courageous work as a SOE operative in WW2.

Not all the homes are named after war heroes. Maxi Martin Court, a mix of flats and houses, has been named in remembrance of a local Councillor who worked tirelessly in Merton for many years to support the Armed Forces and our veteran community. A commemorative formal opening has been arranged for the 26th July which will be attended by Maxi's son and local councillors.



Also we are especially delighted, in our centenary year, to have been granted permission to name Queen Elizabeth Terrace (below) after our patron, HM The Queen. This is a mix of 3 and 4 bedroom houses with private gardens, and six flats, and should be completed by August. We will bring you more news about all the homes in the next Newsletter.



Kulbir Thapa House Open Day

15th June 2019

The estate at Morden has become home to a significant number of Gurkhas and their families during the last decade. Kulbir Thapa House commemorates Rifleman Kulbir Thapa Magar VC from the 3rd Queen Alexandra's Own Gurkha Rifles who on the 25th September 1915 in France rescued three men from behind enemy lines, whilst wounded himself, and was the first Nepalese Gurkha recipient of the Victoria Cross for gallantry.

Kulbir Thapa House consists of 1 and 2 bedroom flats with access to a communal garden to the rear. A commemorative formal opening took place on the 15th June 2019, attended by representatives of the Brigade of Gurkhas, The Gurkha Welfare Trust, the Armed Forces Community Champion and the SW London Gurkha Association. The ribbon was cut by Haig Trustee Mr David Williams together with Major Mani Rai of the Gurkha Brigade.

There was a large turnout of the Morden Nepalese community, Haig staff, visitors and supporters, with the event starting at 11am and the formal opening at 12 noon followed by traditional Nepalese food and entertainment at the Lawrence Weaver Institute.



Photos by www.creativepix.com



Forces Support



Veterans Charity Forces Support has generously provided specialist disabled adaptations for seven wheelchair adapted homes on the new development being completed this summer on the Trust's Morden estate. In addition, they have funded external storage facilities for mobility scooters as well as landscaping the main part of the development, including the provision of a special memorial garden.

The Trust's estates have always, where possible, been built to provide a calming and peaceful green outlook, often laid to grass and trees, fit for those who may have experienced the worst of armed conflict that service for their country sometimes necessitates.

Forces Support is a sister charity to the Trust whose aims are, firstly, to provide relief and support to families of Service personnel killed on active duty and, secondly, for the relief of former Service personnel and their families who are suffering financial hardship. Their generous support has enabled Haig Housing to provide a level of additional enhancements that might not otherwise have been possible.



Mobility scooter storage



Adjustable height worktop for wheelchair access

Colchester Acquisition Programme

The Trust has now taken possession of seven new properties in Colchester, assisted by £450,000 from Colchester Borough Council's 'Right to Buy' scheme with the remaining 70% of the purchase costs provided by the Trust.

Obtained on the open market and built to exceptionally high

standards, this partnership arrangement provides the Council with nomination rights for ex-service personnel or their bereaved spouses.

This is Haig Housing's first development in Colchester which is Britain's oldest recorded town and one with a rich military history. The first permanent military garrison

there was established following the Roman Conquest of Britain and it remains an important garrison town to this day, being both home to the Army's 16th Air Assault Brigade as well as having a significant Army Reserve presence.



Colchester



Haig Roadshows *for 2019*

Our Harrow road show on the 11th April 2019 was well received. James Richardson (Chief Executive) and Pat Horgan (Corporate Director) met with tenants in a local hall and also carried out a home visit. A further road show was held at Ashted, Surrey on the 30th May, and as we go to press a visit will be taking place to Sunderland and Newcastle. Please note the proposed dates for the rest of the year, for which we are still firming up arrangements:

Most road shows are held in the early evening at around 6pm so those of you who work during the day have a chance to attend. You will be sent a letter confirming the date and giving full details closer to the time.

This is your chance to talk to members of our team, ask questions and find out what is going on, and we look forward to meeting with as many of you as possible.

| | |
|-----------------|---|
| 11TH/12TH JULY | LEEDS/SHEFFIELD |
| 24/25TH JULY | LIVERPOOL, WARRINGTON AND MANCHESTER |
| 11TH SEPTEMBER | KINGS LYNN, NORWICH |
| 12TH SEPTEMBER | BURY ST EDMUNDS (AND POSSIBLY COLCHESTER/ST ALBANS) |
| 2ND OCTOBER | SUTTON COLDFIELD |
| 3RD OCTOBER | BIRMINGHAM |
| 23/24TH OCTOBER | SALISBURY, WIMBORNE AND LYMINGTON |
| NOVEMBER (TBC) | LONDON AREA |

The Additional Home Assistance Scheme (AHAS)

In certain circumstances the Trust may be able to help tenants who are over 70 years of age and who have limited mobility with garden maintenance or the decoration of their homes.



DECORATING WORKS – tenants may apply to have one room in their home decorated every three years providing they have not claimed the normal decoration allowance in that period



GARDEN MAINTENANCE – help might include such activities as cutting hedges and mowing grass during the growing season



MINOR ADAPTATIONS – items such as handrails may be possible in certain circumstances

You are likely to qualify if you have reached your 70th birthday, or have a disability which physically prevents you from carrying out garden maintenance or home decorating. Help may be refused if you have an able-bodied person living with you, or alternative support close by, or are in breach of your tenancy agreement (e.g. in arrears).

The AHAS replaces the former Less Able Assistance scheme. For full details please check out the policy leaflet on our website www.haighousing.org.uk. If you would like to apply please download the application form from the website or ask us to post one to you.

Veteran ID Cards

The recently announced HM Armed Forces Veteran ID card began to be rolled out in February 2019, initially to Service leavers.

Aside from providing a tangible link to time spent serving in the forces, this will also help Veterans gain specialist support and services by providing easy verification of Service to the NHS, local authorities and Service charities.

All other Veterans will be able to apply for a new ID card by the end of 2019, and we hope to include details of how to go about this in the Winter edition of Haig News.

The new ID card is one of three that will be available to Service leavers.

Veterans are now also able to keep their military IDs (MOD Form 90) and they can also apply for a Defence Privilege Card which provides access to a range of discounts on various products and services.



The card costs £4.99 and can be obtained online at www.defencediscountservice.co.uk/newuser or by post. If you don't have internet access then please call our Communications Team on 020 8685 5777 and ask for an application form to be posted to you.



DIY around the house and home

Please can we remind you that you must ask the Trust for permission before carrying out improvements to your house, outside area or garden.

Around the exterior of your home and garden, or a shared area you use, you need to get Haig's permission before putting up structures such as a satellite dish, wall mounted laundry dryer, shed, fencing, greenhouse, pond, decking, garage, pigeon loft or aviary.

Please also remember that the majority of tenants are responsible for the maintenance

and repair of garden sheds, as some don't fall under the repairing obligations of the Trust.

You also need to seek the relevant permission before carrying out any tree maintenance or removal.

If you are unsure about an improvement you are considering, please ask – our permission will not be unreasonably withheld. It is also a good idea to read through your Tenancy Agreement from time to time to refresh your memory as to your obligations, and ours.

CAR PARKING POLICY

We appreciate that many of our estates were built over 70 years ago when car ownership was rare, with the result that in most areas there is insufficient car parking to accommodate the vehicles used by residents and their visitors. This is an ongoing problem that causes many complaints and neighbour disputes, and sadly there is little we can do about the situation except to ask for your continued understanding and co-operation.

To ensure we have a consistent and fair approach to parking management we have recently updated our Car Parking Policy, the basics of which are listed here for your information:

PARKING MANAGEMENT:

- Vehicles should be roadworthy, insured and taxed. Vehicles with a SORN declaration are not permitted on Haig land.
- Commercial vehicles over 5cwt, trailers, boats and caravans are not permitted except with written permission from the Trust, and alternative arrangements must be made if permission is not granted.
- The Trust is at liberty to remove vehicles that are causing an obstruction to access by emergency or refuse collection vehicles.
- The Trust has the right to introduce parking enforcements but only after consultation with residents and notification of the commencement date.

PARKING ENFORCEMENT:

- Where necessary, Haig will install signs to display parking information.
- Where a permit based system is enforced, payment for a permit allows the permit holder to park within a designated parking area. Parking is permitted where space is available and on a first come first served basis.
- Where a licence based system is in place, an agreement will be signed permitting a vehicle to be parked in a specified allocated parking space. It will also be necessary to display a parking permit.
- No vehicles may be parked outside of designated parking spaces or garages.

- If the Trust uses a parking contractor, it permits the contractor to serve a Parking Charge Notice when parking guidelines have been contravened.

ELIGIBILITY:

Each household may apply. The Trust will require to see evidence of a full UK drivers licence and that the car is roadworthy and taxed. Applications may be declined if the household is in breach of tenancy conditions, or where there are insufficient car parking spaces.

ALLOCATION:

- In general, whatever system is being used, households are usually entitled to apply for one permit for each household, although additional permits may be issued where there is capacity.
- Blue Badge holders will be allowed to park free of charge.
- A permit may be issued to a fulltime carer where a space is available, otherwise carers or support agencies may park using the household permit, providing the household has no other car parked at the time.
- Temporary parking permit booklets may be issued at a cost decided by the Trust
- Staff and contractors may be allocated a parking permit or dispensation for official business and can park in visitor or non-designated bays where available.

This is a summary of the Policy which is available to read on our website, or contact us if you would like to be sent a copy.

Here's how you can help to avoid the 'SUMMER TIME BLUES'



CHILDREN AT PLAY

Children love to play outside in summer, but at the same time we have to ask that consideration be given to neighbours.

If you have a private garden, please encourage your children to play there. We don't designate quiet areas on estates but it is generally recognised that areas around the fronts of the houses should not be used for children's activities nor, for safety reasons, should they play where cars are parked.

Even if you have no children living with you, you may have children who visit, and we would please ask that children (and young adults) refrain from doing the following in communal areas on Haig estates:

- **using cycles, skateboards, rollerblades or scooters**
- **playing football, cricket, tennis, rugby, golf etc**
- **climbing trees or damaging shrubs, trees, plants, or signs**
- **shouting, screaming or making excessive noise**
- **playing on footpaths or near doorways, drives or windows, which can upset and intimidate other residents**

Photo by: Dmitry Lobanov / stock.adobe.com

OUTSIDE FUN

Hopefully you will get the weather to enjoy being outside. But to avoid your fun becoming a nuisance for your neighbours, please follow these helpful tips:

- **BBQs are great, but please keep outside noise down to a minimum to avoid causing a nuisance to your neighbours.**
- **Not everyone appreciates a smoky environment, so if you are going to light a BBQ or an outdoor fire it is considerate to warn your neighbours in advance so they are able to shut their windows and bring their washing in.**
- **Please clear rubbish away carefully afterwards, especially any hot charcoal that might burn children or animals**
- **Nobody wants to hear your music, no matter how good you think it is. Please make sure you keep the audio volume to a minimum, especially as your neighbours are also likely to have doors and windows open.**



Photo by: LoloStock / stock.adobe.com

Remember, summer fun is for everyone to enjoy, so please do your bit to ensure what you are enjoying is not annoying.

THANK YOU SO MUCH FOR YOUR HELP AND CONSIDERATION

FIRE SAFETY IN THE HOME

There are some basic fire safety measures you can take at home to prevent an accidental fire and all the chaos and distress this can bring. The top causes of fires are the following:

COOKING

- never leave cooking unattended
- turn off hobs and ovens when you have finished cooking
- keep flammable items such as tea towels and oven gloves away from the cooker
- keep oven and grill pans free from a build-up of oils and grease, which can easily catch fire
- never throw water onto an oil-based fire

ELECTRICAL EQUIPMENT

- never overload electrical sockets
- never leave electrical appliances such as dishwashers or washing machines running overnight or when you leave the house

SMOKING

- never smoke in bed or when you are feeling drowsy or tired
- always stub cigarettes out fully in an ashtray



Photo by ntkyrol / stock.adobe.com

IF THE FIRE ALARM GOES OFF!

Haig provides all tenants with a smoke detector to each level of their home, and these will be checked regularly by our gas contractor and by your Housing Manager. If a smoke detector is missing or has stopped working, please let us know.

Smoke detectors go off when they think there's a fire, but sometimes other things can cause it, like burning food when you are cooking, steam from cooking, cigarette smoke or aerosol sprays.

If you know for sure that something you have done has made the alarm go off and that there is no fire, please don't call the Fire Brigade. Turn on the extractor fan or open a door or window, and the alarm will stop when the air becomes clear. If you have any difficulty call us on 020 8685 5777, to talk to Repairs or the Out of Hours service.

If there is a fire, you need to act quickly to alert everyone in the house by shouting and getting them together and safely outside.

- Don't delay to save valuables or look for pets.
- Close any doors you can to slow the spread of the fire.
- If there is smoke, crawl on the floor where the air is cleaner, as smoke is poisonous and can kill you.

Once you are out, call the Fire Service on 999, which is a free call. Give the full address, tell them what is on fire, let them know if anyone is trapped. Find somewhere safe to wait and don't go back inside until you are told it is safe.

Our full leaflet on Fire Safety is available in the Tenant Handbook section of the Haig website, or contact us if you would like to be posted a copy.

UNIVERSAL CREDIT

What is it

Universal Credit is a payment to help with your living costs, which you may be able to get if you're on a low income or out of work. It is paid monthly, or twice a month for some people in Scotland. It will replace the following benefits:

- **Child Tax Credit**
- **Housing Benefit**
- **Income Support**
- **Working Tax Credit**
- **Income-based Jobseeker's Allowance (JSA)**
- **Income-related Employment and Support Allowance (ESA)**

If you are already receiving any of these benefits, you can't claim Universal Credit at the same time. It is being introduced in stages across the UK and you don't need to do anything until you hear from the Department for Work and Pensions.

You also can't claim Universal Credit if you are currently receiving the severe disability premium, or if you got it within the last month and are still eligible. If you have a change of circumstances that affects the severe disability premium or your other benefits, report it to the DWP and they will tell you what to do next.

What will you get

Universal Credit payments are made up of a standard allowance which is currently £317.82 for a single person over 25, or £498.89 for a couple where either person is 25 or over (these figures are based on someone not working).

In addition extra payments may be made, for example if you have children, a disability or health condition which prevents you from working, or need help paying your rent. The total amount is paid into your account on a monthly basis and it usually takes around 5 weeks to receive the first payment.

This is a very brief summary of what is available. To find out more or to claim you should go to the official GOV.UK website <https://www.gov.uk/how-to-claim-universal-credit> where you will find full information including an online benefits calculator.



Eligibility

You may be able to get Universal Credit if:

- **You're on a low income or out of work**
- **You're 18 or over**
- **You or your partner are under Pension Credit qualifying age**
- **You and your partner have £16,000 or less in savings**
- **You live in the UK**

Please note if you live with your partner, their income and savings will be taken into account, even if they are not eligible for Universal Credit.



Researchers from Ulster University are carrying out a survey as part of an evaluation of the Veterans' Gateway, and would like any Veterans who served in the British Armed Forces, and the partner/spouse of veterans, to complete an online survey. It doesn't matter whether or not you have used the Veterans Gateway before, they are looking for both those who have and those who haven't to participate.

Evaluation of the Veterans' Gateway - veterans and partner/spouse survey.

If you would like to participate please follow this link:

https://ulsterhealth.eu.qualtrics.com/jfe/form/SV_1zgFL5NLzORbnKd

Christmas Cards



If you've recently taken a photograph of a wintry or festive scene featuring your estate that might be suitable to be used as a Christmas card, please send it to us at communications@haighousing.org.uk. Original paintings and drawings with a Christmas theme would equally be welcome from any budding artists in the family!

If your artwork is chosen to be the next Haig Christmas card you will receive a £25 shopping voucher of your choice plus a pack of 10 Haig Christmas cards featuring your design for your personal use.

Humour In Uniform

Shortly after joining the Army, I was in line with some other inductees when the sergeant stepped forward with that day's assignments.

He handed several tasks out and then asked, *'Does anyone here have experience with radio communications?'*

A long-time ham radio operator, shouted, *'I do!'*

'Good,' he said. *'You can dig the hole for the new telephone pole.'*



THE CHARLES WRAY IN MEMORIAM 'PENSION FUND'

This is a small charity, managed by Haig, in which grants are made to eligible persons for an amount currently of £500 per annum payable in two instalments, June and December, for a period of three years, after which another application has to be made. Trustees cannot guarantee that future renewals will be granted. The value of future pensions may vary depending on the current value of the fund.

The following qualify as applicants for grants:

1. Persons who are members or former members of any rank and rating of the Armed Forces, or the Merchant Navy or Fishing Fleets, and served in such forces in any war or on active service,

and

2. Who are suffering from any physical nervous or mental incapacity or disablement attributable to or aggravated by such service.

Priority will be given to persons born in Yorkshire or Croydon, or resident there at the commencement of their Service

during which the incapacity was acquired.

Please contact us on 020 8685 5777 or enquiries@haighousing.org.uk for full Pension Fund details and an application form.

Applicants don't have to be tenants of Haig Housing so please pass this information on this to anyone you know who might be eligible.

HOW TO CONTACT HAIG

Our postal address is **Haig Housing, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS.**

Our telephone number is **020 8685 5777**. This number is staffed Monday to Thursdays from 9am to 5pm and on Fridays from 9am to 4pm. Outside these times and on Bank Holidays the number will automatically transfer, after a short delay, to our Emergency Maintenance Operator. Please note if you have a **GAS EMERGENCY** you should phone **0800 111 999**.

Our email address is **enquiries@haighousing.org.uk**. You can also contact us on social media, but should note that we may not be able to reply outside working hours.



/haighousing



/ComingHomeOrg



/ComingHomeOrg



This is your newsletter. Please help us to make it relevant to you.

We get accused of writing too much about Morden, and at the moment we make no excuses as we are so excited about the new development here. But we rely on you to send us information about what's happening where you live so please send us news and photographs about your events, anniversaries, celebrations and fundraising that we can share through these pages. Your Housing Manager will be happy to help.

We welcome your ideas so please also send suggestions for items, articles and information you would like to see included in future issues.

Is English not your first language?

If you need any Haig official information translated or need a translator for any verbal communication with Haig Housing then please contact our Head Office to arrange this.

Do you have a visual impairment?

If you need copies of any Haig information in **LARGE PRINT** or **BRAILLE** then please contact our Head Office.

PRODUCTION

Produced by Haig Housing with contributions from beneficiaries, Veterans, staff and supporters. Thanks to all of you.

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If you want to comment on this edition or contribute to the next newsletter please contact Ann Clark, Haig News, Alban Dobson House, Green Lane, Morden SM4 5NS, telephone 020 8685 5777, email ann.clark@haighousing.org.uk

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