

Haig News

SUMMER 2020

HAIG HOUSING'S NEWSLETTER



PLEASE KEEP SAFE!

TRUST NEWS • TENANT NEWS
LOCKDOWN EVENTS • FUNDRAISING
INFORMATION

Introduction



The whole country is facing a situation that few of us have seen before. It has caused an unprecedented change in the way we all live and, for us, the way we look after our charity. I have been hugely grateful to all Haig beneficiaries for their fortitude and resilience during the Covid-19 pandemic. We do understand the hardship that this crisis has brought and the worry, not only for personal and family health, and the necessary isolation, but also for income

and livelihood with much of the Government financial assistance taking time to filter through.

Haig has and will continue to be supportive and understanding to those who need additional assistance and perhaps patience with rent. However, I do urge you, if this affects you, to contact our Income Team as soon as you are able so that they can register your situation and also signpost all assistance that you may be due. You will remain liable for this rent and we want to make sure you fall as little into arrears as possible.

Following Government direction we have needed to reduce all repairs to emergency and some urgent tasks. More positively this restriction is now being loosened and we are able to conduct more repairs in the coming weeks. I am grateful for your patience and also your resilience in coping even when things need attention.

During this lockdown we have marked, where we could, the 75th anniversary of VE Day and

seen also the public support for the marvellous effort of a fellow Veteran Captain Sir Tom Moore in his efforts to support NHS charities; today's front line in the challenge the whole country faces. I hope by the next time I write a forward, this horrid virus will be behind us and we can get back to where we should be. I hope you are all able to enjoy the summer ahead; it will be strange for many but I do know that as Veterans and their families you have approached tougher challenges before and will have the resolution to come through this.

James Richardson
Chief Executive
May 2020

In this issue

- 4/5 Helplines and information
- 6 VE Day 75 Years across the Haig estates
- 9 Help us to help you
- 10 Fundraising for Haig
- 12 Competition page **NEW!** Best Garden competition

- 13 Haig Shop
- 14 Lockdown stories
- 15/16 Updates from Property Services and Income Departments
- 17 **NEW!** Puzzle page

NEW STAFF MEMBERS



Trevor Elliott joined Haig at the end of March as our new Horticultural Services Manager. Trevor has

worked in the land based industry for over 25 years and has been involved in diverse projects from an award winning heritage park restoration to a London Zoo Habitat creation, as well as winning a Best in Show Artisan Garden at the Chelsea Flower Show in 2011. And lots more, but we don't want to embarrass him ...

Trevor will oversee our Grounds Maintenance Team at Morden, and his expertise will be welcomed on horticultural problems and grounds maintenance matters across all the Haig estates.



Congratulations to **Toni Cooper**, who joined us last summer on a short term basis to help with allocations, and has now joined our permanent staff as an Income Officer.

INTRODUCING THE TRUSTEES

Trustees are essential to the running of every charity. Our amazing Trustees believe in Haig and want to help. They receive no payment for their time. We currently have 12 Trustees and we will introduce them to you through these pages. Look to meet with them on future Tenant Roadshows.

Neil White has been a trustee of Haig Housing since 2015 and is currently chair of the Strategy and Development Committee. Neil was a solicitor in the City of London for 40 years, specialising in construction and property development. Latterly, he was also the firm's General Counsel, responsible, amongst other things, for governance and regulatory compliance.



Neil is also a Trustee of the Orpheus Centre, a further education college for young adults with SEND who also have an interest in and an aptitude for the performing arts, and the Shepperd Trust which provides accommodation for elderly ladies who are unable to access local authority or other affordable housing.

Dr Mark Weir has been a trustee of Haig Housing since 2017 and is a member of our Nomination & Remuneration Committee. He is a serving regular Royal Army Medical Corps officer and his current appointment is as the Regional Consultant in Occupational Medicine covering the North East. His main role is as the Medical Advisor to the Trust.



When time permits, he enjoys riding his motorcycles.



In Memoriam

We were shocked and saddened by the sudden loss of our friend and colleague Mark Horton who passed away in hospital on the 28th March as a result of the Covid-19 virus. Mark had been with Haig since 2014 and was our Property Services Manager. He is very much missed and our condolences go to his wife and family. We will gather to pay our respects as soon as restrictions are lifted.





Veterans Welfare Service

The Veterans Welfare Service (VWS) is part of Veterans UK and provides one-to-one support to veterans via a national network of welfare managers across the UK and Republic of Ireland.

Phone the Veterans UK helpline and ask for the Welfare Service, or go to www.gov.uk/guidance/veterans-welfare-service

Freephone (UK only):
0808 1914 2 18

Telephone (overseas):
+44 1253 866 043

Email: veterans-uk@mod.gov.uk

Normal service 8.00 am to 4.00 pm
Monday to Friday

When the helpline is closed, callers will be given the option to be re-routed to The Samaritans 24 hour helpline.

More help and support for Service leavers and their families

Defence Transition Services (DTS) is run by Veterans UK. It exists to provide information and support for those Service leavers and their families who are most likely to face challenges as they leave the armed forces and adjust to civilian life. Go to www.gov.uk/guidance/help-and-support-for-service-leavers-and-their-families.

Combat Stress is the UK's leading mental health charity for veterans offering free treatment and support to ex-Servicemen and women of the UK Armed Forces. Their website is www.combatstress.org.uk. Call them on 0800 138 1619, text them on 07537 404 719 or email helpline@combatstress.org.uk.

The Veterans' Gateway is for any ex-Service personnel and their families looking for advice or support – whatever they're deal-

ing with. They provide the first point of contact to a network of military and non-military partner organisations to help you find exactly what you need, when you need it - whether you're in the UK or overseas. For 24-hour support go to call 0808 802 1212 or go to www.veteransgateway.org.uk/

Big White Wall offers online mental wellbeing support 24/7 where you can share your concerns with others who feel like you. It's safe, anonymous and has Wall Guides (counsellors) available 24/7. This service is free to veterans. Go to www.bigwhitewall.com.

The Confederation of Service Charities (Cobseo) represents the whole serving and veterans community and promotes the welfare and general interests of the armed forces community. Go to www.cobseo.org for more information.

Photo: © Bumble Dee / stock.adobe.com

**PLEASE CHECK OUR WEBSITE
FOR MORE HELPLINES AND INFORMATION**

Rainbow by Charlotte Clark

National Health Service

Medical assistance for everyone is as follows and of course if you have an emergency don't hesitate to call **999**.

- **England:** The NHS 111 service is for when you need medical help fast but it's not a 999 emergency, or contact www.nhs.uk
- **Scotland:** contact www.scot.nhs.uk or call 111
- **Wales:** contact <https://111.wales.nhs.uk> or call 0845 46 47
- **Northern Ireland:** contact <https://www.nidirect.gov.uk> - telephone contact details are available from the website



HOW THE COVID-19 PANDEMIC IS AFFECTING US

ALBAN DOBSON HOUSE

The office at Morden remains closed to visitors and at the time of writing almost all staff are working from home. This will be adjusted according to government guidance and some staff will be returning but observing social distancing restrictions.

REPAIRS & MAINTENANCE

Please only report emergency and very urgent repairs issues to us by telephone to 020 8685 5777, choosing Option 1, or by email to enquiries@haighousing.org.uk. Calls may take longer to answer; please be patient as we will get to all calls in turn. The daily bulletin on our website www.haighousing.org.uk will update you when less urgent repairs and maintenance issues can be reported.

Our contractors are working a reduced service with some unavoidable delays. We will continue working on empty properties. You will be given clear instructions in advance if you need to remain in a different room when our contractor visits; all will wear disposable gloves to prevent possible contamination of any surfaces they touch. We will always respond in an emergency. Our out of hours service remains fully available for emergency or very urgent repairs only but please listen carefully to any pre-recorded messages.

Please see more information from our Property Services Department on Page 16.

IF YOU SELF-ISOLATE

If you self-isolate after being instructed to do so or are following Government guidelines then please inform us without delay by telephone or email so that we can advise any contractor who may need to visit you.

HOUSING MANAGER VISITS

At the time of writing these are suspended until further notice however they will resume as soon as things improve. Please keep checking our website for updates.

SOCIAL DISTANCING

All Haig staff will be employing social distancing with you if any face to face contact is necessary, this means they will stay 2 metres away and refrain from any direct contact. It is Government advice that you should do the same and we encourage you to follow this advice.

PARKING

You should note that normal parking enforcement continues. Morden permits have been extended to 31st August 2020 and permits in other areas will be reissued as they become due.

PLEASE BE A GOOD NEIGHBOUR

Be aware of elderly or infirm neighbours, especially if they live on their own. We do not recommend unnecessary contact but do suggest that you keep in touch by telephone and help with shopping where you can. If you have serious concerns then telephone 999 in an emergency. Read on Page 15 how the wonderful Harriet has been helping elderly and isolating neighbours in Morden.

Also consider how your activities may impact on those around you. If you would like to play music loudly, please wear headphones, as there may be a key worker trying to get some rest, or people working from home in these difficult circumstances.

If you are a parent, try to make sure that play activities don't disturb your neighbours. If you are a neighbour hearing children, please understand that this is a difficult time for everyone and children may become restless when forced to stay indoors.

THANK YOU FOR YOUR CO-OPERATION AND UNDERSTANDING

Our Communications Team has posted advice, information and helplines on everything from health to finances on our website www.haighousing.org.uk

VE DAY 75 YEARS – ACROSS

Kirsty and Sean Blake and their family in Alexander Godley Close, Ashted celebrated with tea and scones, and the children enjoyed learning all about VE Day. Congratulations to Sean and Kirsty who were celebrating their 10th wedding anniversary on the same day. They also tell us they enjoy catching up with neighbours on the Thursday night 'clap', when everyone brings out their pots, pans and whistles. Kirsty says 'It's so lovely as it's bringing all of our street out together'.



The Tilcock family celebrated with a picnic outside their flat in Albert Dugdale House, Morden.



Charlotte Winter of Haig Close, Isle of Wight has sent us this photograph of most of the residents out celebrating VE Day, and reports that a good time was had by all.



CROSS THE HAIG ESTATES



Martin Vance of Castle of Mey House, Haslemere, sent these photos of his neighbours enjoying the day. Left to right are John the estate VEM, Helen Squires, and Nick & Christine who are the longest standing residents at Castle of Mey. Many tenants are self-isolating and Christine says *'John has been fantastic – he is doing extra shopping if people can't get online deliveries, and we are all helping each other with online shopping and sharing delivery slots in true military style.'*

Liz and Bill Redstone, of Beauclerk Green, Winchfield, celebrated VE day over afternoon tea with their neighbours. Mrs Redstone says *'It looks as though we still have a while to go before we can return to something like normality. Although the world will never be the same, I hope we can return to a kinder more thoughtful place where folk have more time for one another.'* Amen to that.



Alan Spencer, in Morden, not only decorated his house but also got creative with some MDF panels he found in his shed, with stunning results.



VE DAY 75 YEARS – ACROSS THE HAIG ESTATES



Pat Dukes of Purcells Close, Ashted, sent in the patriotic photographs above, while Housing Manager Lisa Waterman snapped similar scenes, below, on the Morden estate.



WE CAN ONLY PRINT WHAT YOU SEND US,
SO CAN WE SAY AGAIN HOW MUCH WE
WELCOME YOUR ACCOUNTS AND PHOTOS
OF EVENTS AND CELEBRATIONS, BOTH
NATIONAL AND PERSONAL, FROM ALL OVER
THE COUNTRY. PLEASE KEEP THEM COMING
AND WE WILL FEATURE AS MANY AS WE
CAN IN THE NEXT NEWSLETTER.

HELPING US TO HELP YOU

Financial Support

We have dedicated teams to support people through tough times. We can help you access any financial support you are entitled to and come up with a plan to manage your rent payments. Please get in touch with us as soon as you think you may have difficulties. If you can't pay your rent but don't talk to us we might not be able to help and your tenancy could be at risk in the future.

Please also see the message from the Income Team on page 17.

Keeping us informed

During the current restrictions visits by our Housing Managers, Surveyors and Agents to our estates are very limited, and hence we are dependent on our VEMs and residents informing us of issues / concerns where you live. You can do so by telephoning our switchboard on 020 8685 5777 or by emailing enquiries@haighousing.org.uk.

Tenant Roadshows

We are very sorry that all Roadshows are postponed due to current restrictions, and we will reschedule these as soon as it is safe to do so.

In the meantime if you have questions to ask us about any aspect of our service then please write in, and if we think it could be used to inform residents generally then it will be published in a future newsletter.

Wreaths for Remembrance Day

If you would like to lay a wreath on behalf of Haig on Remembrance Sunday please contact us on communications@haighousing.org.uk and we will arrange for one to be sent to you.



GULF WAR FUND

30 years ago, Haig Homes established a fund especially to support the charitable needs of Gulf War veterans who fought in the war and were awarded the Gulf Medal 1990-91.

The Trustees have now asked that Haig close this fund and disburse the remaining funds to qualifying beneficiaries of the Trust.

We have contacted those beneficiaries we think may qualify, but in case we missed you we

now invite you to contact Haig via enquiries@haighousing.org.uk.

You should provide evidence of your service in the Gulf and award of the medal. No other evidence will be accepted. Your name and service number should be visible on any photographs you provide.

The fund is not large and Haig has a sizeable number of veterans, so please don't get your hopes too high.



TV LICENCE FEES

In case you are not already aware, the BBC has delayed TV Licence fee changes for the over-75s until August in light of the coronavirus situation. Free TV licences were due to be scrapped on the 1st June, but that has been put back to the 1st August. Low income households where one person receives pension credit will still be eligible for a free licence.





George Grant

George Grant, CEO and founder of Housing Technology, has raised money for Haig Housing through his interest in motorsport, having discovered the Coming Home charity thanks to a singer on Waterloo station entertaining the crowds with Vera Lyn classics to support the charity.

Not only does George sell Coming Home memorabilia to his colleagues in the paddock, he helps raise awareness by displaying the logo on his race car in the BRSCC's Mazda MX5 series which is livestreamed to thousands of viewers.

"I would sell umbrellas, wrist bands, that type of thing. People would also approach me, put a fiver in my hand as a donation and let me know it was a great thing I was doing. It's an honour and privilege to help such a fantastic cause, which I shall carry on doing," George said.



"It dawned on me that I should look into Haig Housing because my business, Housing Technology, provides technology, news and information to the housing sector. Listening to the singer at Waterloo reminded me of my dad, he served in the Second World War and was awarded the Légion d'Honneur. It seemed right to support injured ex-Service people in their quest for finding homes with the right housing for their needs."

We want to thank George for his efforts over the years, raising nearly £3,000 for Haig Housing Trust, and wish him the best of luck with his future racing endeavours.

Photos ©JonEisey2017SuperCupDon-2

BRIDGE RECRUITMENT

Haig is delighted to have been chosen by Bridge Recruitment UK Limited as their charity of the year. They write as follows:

"We are proud to have selected Haig Housing as our dedicated Charity for 2020. We have been assisting Haig with their recruitment requirements for a number of years and have developed a strong working connection with the team.

During 2020, we were hoping to organise a number of fundraising events for contributions to the Charity. Unfortunately, current circumstances have hindered this somewhat and we have had

to rethink what we can do to support them in the way we would like. With this in mind, we have decided to extend our support into next year in the hope that we will once again be able to arrange future events.

Next year is our 21st Anniversary and we will, hopefully, be holding many celebratory events such as Charity Golf Days and Quizzes. There is even talk of some of the team taking part in the London Half Marathon on October 11th this year, if it goes ahead!!

We are also expecting the arrival of a new Bridge Puppy at the end of May and will be holding a 'Guess the Name

Competition' for £2.00 a ticket. The winner will receive a prize, with all proceeds going to Haig Housing. We will report in later in the year once things have got back to a 'new normal'."

We are grateful to Bridge for their support and will bring you a photo of the puppy in our next newsletter!



If you would like to fundraise for Haig when it is safe and events can be held again, contact Kellie King on **020 8685 5786** for help and advice.



ARMED FORCES DAY

Armed Forces Day is the annual day when the nation can show its support for the men and women who make up the Armed Forces community: from currently serving personnel to Service families, Veterans, reservists and cadets. It always takes place on the last Saturday of June, which in 2020 is Saturday 27th. There is also a special Reserve Day which takes place on the preceding Wednesday.

The celebrations normally start on the preceding Monday when the

special Armed Forces Day flag is raised on buildings and famous landmarks around the country. Each year a town or city is chosen to host the national event with similar events taking place in many other towns, boroughs, villages and cities. Scarborough was to have hosted the event this year but, due to the coronavirus outbreak, has had to cancel this, with most other outdoor events marking the day having to follow suit.

In 2020 celebrate from home!

Following the cancellation of this year's events, there's still much you can do to show your support for our Armed Forces on 27th June - from the safety of your own home:

Hold a special family lunch, party or tea with bunting and a theme of dark blue (Navy), red (Army) and light blue (Royal Air Force). Or you can use purple to denote Tri-Service too. If you have a Veteran in your household then get them to suggest some special dishes for the day. For instance, in the Navy 'Cheesy-Hammy-Eggy' is a popular dish - fried egg on sliced ham on toast with melted cheese on top! Or use chocolate and green food colouring to make your own 'camo' food! Even a rich

stew and green veg counts!

If you personally know someone in the Armed Forces send them a message or give them a call to thank them for helping to keep the UK safe.

Salute Our Forces - Pay tribute to the British Armed Forces community by posting a photo or video of yourself or your friends and colleagues saluting on Twitter (@ArmedForcesDay), Facebook <https://www.facebook.com/armedforcesday>, on Instagram

using the hashtag #SaluteOurForces or by emailing it to armed-forcesdayuk@gmail.com. Your photo may be used on the official website or social media channels (terms and conditions can be found on the website here: <https://www.armedforcesday.org.uk/terms-conditions>)

Get involved online - Join the Armed Forces Day Facebook or Twitter pages to keep up to date

Best Garden Competition

With the warmer weather arriving, those of us isolating at home have probably been making the most of the opportunity to get the garden in order.

We would love to hear from you with your photographs of your garden (or even your window boxes) to be

submitted to our editorial panel by 31st August.

There will be three prizes of £150, £100 and £50 in garden vouchers for the gardens that impress us the most, and we will publish as many pictures as we have space for in the next edition of the newsletter.

Please submit photographs by email, or post to the address below. If you are entering by post don't forget to include your name and address and a SAE if you would like the photographs returned.

Photo: © dambuster / stock.adobe.com

Newsletter Competition

We have even more prizes for you this time, and all you have to do to win is to send us your name, address and the number of the item you would like eg PRIZE 4. A draw will be held on the 31st August and the items posted out to the winners.

All competition entries to communications@haighousing.org.uk or by post to: Communications & Fundraising Department, Haig Housing, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS

1



A beautiful handmade Arketa ball-point pen in chrome and wood, in its own presentation case.

2



A limited edition commemorative cover that includes a set of the special stamps issued to mark the 75th Anniversary of D-Day, together with an uncirculated copy of the £2 coin issued by the Royal Mint.

3



An uncirculated D-Day £2 coin from the Royal Mint together with a copy of Portsmouth City Council's 'D-Day in Photographs'

4



A limited edition commemorative cover, franked Cenotaph, Whitehall that includes a set of the special stamps issued to mark the Centenary of the ending of The Great War together with an uncirculated copy of the £2 coin issued by the Royal Mint.

Last time we promised to let you know about the Commonwealth War Graves Commission **Eyes On, Hands Off** initiative for maintaining graves and war memorials. Due to current restrictions this is on hold at present but we will update you with an article in a future Newsletter.



Haig Housing Shop

We have some new items for you which can be ordered through our website, with instant payment through PayPal. Postage and packing costs are as indicated for each individual item.

Go to www.haighousing.org.uk/donation/fundraising-shop

For multiple orders please email us at communications@haighousing.org.uk or telephone **020 8685 5786** and we can give you a cost for the combined postage.



USB stick (16gb)	£5.50+£1 p&p
Pin badge	£2.50 inc p&p
Car decal sticker	£1.00 inc p&p
Card holder	£1.00 inc p&p
Trolley token	£2.50 inc p&p
Ball point pen	£1.00 inc p&p
Umbrella (sm)	£3.00+£3.50 p&p
Umbrella (lg)	£5.00+£3.50 p&p
Key ring	£2.50 inc p&p



BOOKS



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

Fans of the popular portrait and fashion photographer Rankin won't want to miss this beautiful limited edition book with portraits of some of our beneficiaries and supporters who served their Queen and Country.

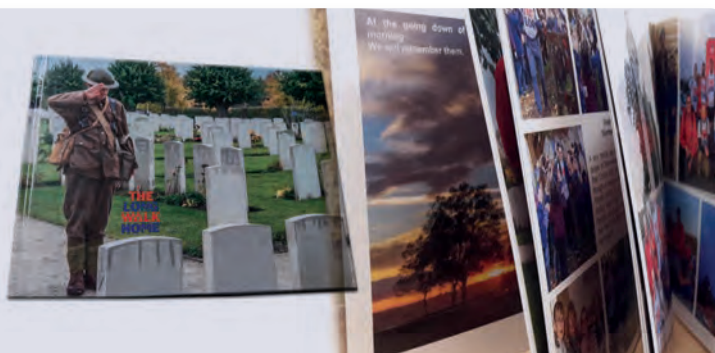
£10 plus £4 p&p

The Long Walk Home

100 Veterans : 100 Years : 100 Miles

Commemorating our amazing event in November 2018, which was to walk from the Menin Gate, Belgium, to the Cenotaph in London. For anyone who would like a memento of this epic adventure, or to show your support for the Haig tenants, staff and supporters who took part.

Hardback £10, Softback £5, both plus £4 p&p



LOCKDOWN STORIES



Chris Young, VEM for Warrington, and his wife are having to shield because of medical conditions, but in the second week of lockdown they were contacted by some voluntary groups who helped both them and their elderly neighbour.

The volunteers dropped off basic essentials, did shopping, and collected medications from the pharmacy, while Mr & Mrs Young were able to order items for the neighbours pets online. Normally independent, they have found the whole experience quite overwhelming, and want to thank the amazing volunteers and donors who give up their time and resources to help.

Billy and Rebecca Stanton recently moved into the Morden estate with their 6 year old daughter Darcey. They took over an allotment just before lockdown started which needed a lot of work, as the picture below shows. Mrs Stanton says:

"The allotment has been a blessing in disguise at a time where things have been difficult for everyone. For us it has meant juggling home schooling and navigating the challenges of working from home. The allotment has given us a project and has meant we have had an opportunity for precious family time outside of what has become our temporary new office and school. It has also meant that we have been able to meet (social-distancing in place) with other members of our Haig community, we perhaps might not have otherwise."

The experience was made all the better as the weather became glorious; being outside was the best place to be. Darcey was the main decider on what we were going to grow – carrots, pink cucumber, sweetcorn and potatoes – but her favourite by far has to be the pumpkins. All we can now do is wait to see, and hope we have some produce to show."

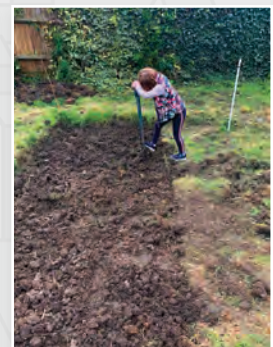


Image © Zineko / stock.adobe.com





22 year old **Harriet Myers**, who lives with her parents on the Morden estate, has been helping elderly tenants since the start of the lockdown. She produced a flyer offering to help with food and errands for anyone who was self-isolating and in need of assistance, and delivered it around the estate.

Since then, despite being at work most days and having to run errands mainly in the evenings, Harriet has become invaluable to some of our older and more vulnerable residents. While still carefully distancing,

she has made friends and been company for them.

One of her grateful neighbours, Mrs Pope, says “*she makes a big difference, she helps me with my shopping, bread, milk, potatoes, she won’t take anything for her time. I really appreciate her, she’s a very nice girl and very pleasant.*”

Thank you Harriet, we think you are amazing.

It’s important to have something positive coming out of these difficult times. Please write in and let us know how you have kept busy during lockdown, how you have helped neighbours or been helped, how you have clapped for carers, looked after your children, taken up new hobbies, and celebrated family occasions while socially distancing.

We will feature as many of your stories as possible in the next newsletter.

**Last year we dealt with
14,877 pension enquiries
from our Members.**

Job done.

Independent, not-for-profit

Independence is vital to our work. We are funded entirely by subscriptions from our membership – now almost **60,000** strong. Any surplus we make goes toward funding our free-to-attend Roadshows at bases throughout the UK and overseas, and our outreach programme at CTP Employment Fairs.

Visit: forcespensionsociety.org/join-now

Annual membership for you and your spouse /partner costs just **£40**. From the moment you join us you will not only have access to our Pension Advisory Team but also a wide range of membership benefits from discounts on new cars, white goods, outdoor clothing & equipment to a range of insurances (including travel), low-cost money transfers and a good deal more.

Each year, as our membership grows, our Pension Advisory Team deals with more enquiries, including those relating to pensions already in payment and pension entitlements from previous service.

We also hold governments to account wherever we identify injustices in the system, help the military community understand how to make better pension choices and provide a voice where it matters on the MoD and Public Sector Pension Boards.



IT PAYS TO UNDERSTAND YOUR PENSION

Forces Pension Society, 68 South Lambeth Rd, Vauxhall, London, SW8 1RL T: 020 7820 9988 E: memsec@forpen.co.uk www.forcespensionsociety.org



PROPERTY MAINTENANCE

We are grateful to the many tenants who have been in touch recognising the difficulties in carrying out repairs at this time, and would like to assure you that whatever restrictions are in place on account of Covid-19 we will always carry out emergency and urgent repairs within your home. Our contractors will wear the necessary protective equipment and will follow social distancing rules, according to the current government guidelines, to minimise any risk to you.

There will inevitably be a backlog of non-essential work once the restrictions are lifted, and we will work with

our contractors to schedule outstanding repairs just as soon as it is safe. In the meantime we are concentrating on external works, communal areas and preparing empty properties for letting.

Some outstanding major works and more complex repairs remain, and letters were sent out on the 14th April to those of you affected by the delays. Again we will monitor these works and schedule them in as soon as it is safe to do so.

We anticipate the stock survey visits will resume during July and are reviewing procedures to ensure that risk to all

is minimised when undertaking these important surveys. If your property is selected for a survey, you will receive a letter through the post.

We want to keep you safe. If you have the virus, are shielding or self-isolating, then no work will be carried out in your home unless it is to remedy a direct risk to your safety, and that of your family. Please let us know if this applies to you.

GAS SAFETY INSPECTIONS

Especially during this difficult time when we are all at home more often, it is important to carry out the statutory annual inspections to ensure the gas appliances in your home are safe. At the same time we fully understand you may be anxious about letting the contractor into your home.

If you are self-isolating you should inform the Trust, or your gas contractor, who will rearrange the safety check to take place after your isolation has ended.

If you are shielding, we will need to balance the risk according to the age of your appliances, the previous maintenance history and the date of the last inspection. If we think you may be at risk and an inspection is essential, we will ask you to make careful arrangements to avoid any face to face contact with the contractor, for example when answering the door.

Our contractors are up to date with the latest guidance on how to work safely and will wear appropriate PPE such

as gloves, foot coverings and a mask. They will also carry sanitiser to clean the areas they work in.

In some cases following gas safety checks and new boiler installations it is necessary for an audit visit to take place in which case you will be informed and similar safety measures will be put in place.

If you smell gas, or if you have concerns about the safety of your appliances, you should call the gas emergency service provider on 0800 111 999 and switch off all gas appliances until a registered gas engineer has attended and advised you that they are safe to use.

GROUNDS MAINTENANCE

The current position with our Grounds Maintenance contractors is that they are still working, using social distancing, usually with one operative per van. The gardens that can't be maintained at the moment are back gardens where the team would have to go through the property to gain access. We welcome your feedback and would ask for your patience while we get everything back on track.

**WE APPRECIATE
YOUR PATIENCE AND
UNDERSTANDING
AT THIS DIFFICULT TIME**

INCOME DEPARTMENT UPDATE

We recognise that during these difficult times some households will have difficulty in paying their rent. If you find yourself on a reduced salary, or without any income at all due to the current situation, you should apply for help through the Government's benefits system. At the same time please let the Income Team know so that we can help and support you.

As a housing charity we rely on our rental income so that we can continue our efforts to assist our beneficiaries and maintain your homes. Please see below some information that you may find helpful.

Applying for Universal Credit:

- If you apply for Universal Credit, Haig Housing Trust must be shown as a **PRIVATE LANDLORD** on the application.
- If you apply for Universal Credit, remember to show the rent and service charges separately.
- Universal Credit is paid each calendar month and not every four weeks.
- Universal Credit will be paid directly to you, so you must then pay the rent to us.
- If you have rent arrears, Universal Credit can be paid directly to Haig Housing.
- A benefits calculator can be found on gov.uk and it can help you calculate the benefits you may be entitled to depending on your income.
- If you have been furloughed and the government pays 80% of your salary, your employer may be able to pay you the additional 20%.
- If you have been furloughed and your employer can't pay you the 20% top up, you can apply for Universal Credit.



Your rent is due monthly, however Local Housing Allowance (formerly Housing Benefit) is paid every four weeks. If you or your benefits are paid 4 weekly, then your payments will be made on different days of the month and will not take into account any 5 week months.

If you or your benefits are paid calendar monthly, you will always be paid on the same day each month and it will take into account the months that have 5 weeks.

You always need to use your unique rent account reference number when making rent payments. You can find this on any letter we have sent you and also on your rent statements

Are you self employed? There is a scheme available to help those who are self employed and unable to work, or on reduced hours, called the "Self Employed Support Scheme".

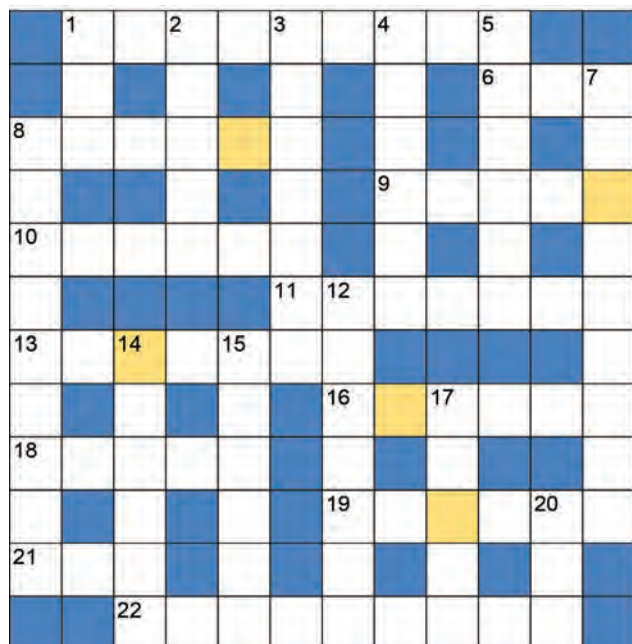
Further benefits advice and information can be found at gov.uk



Please remember, if you find yourself having problems, don't hesitate to call us on **020 8685 5777** so we can give as much help and advice as possible to get you through this difficult time.

Janet, Lorna and Toni
the Income Team

QUICK CROSSWORD



Across

- 1 Birthplace of our namesake Field Marshall Earl Haig (9)
- 6 Back in time from the present (3)
- 8 A unit of length used to measure large distances in space (6)
- 9 Famous for his diaries (5)
- 10 You may have eaten this cake at Easter (6)
- 11 Geographic region that includes Australasia (7)
- 13 Make bigger (7)
- 16 To leave the tracks (6)
- 18 A nocturnal lizard found in warm climates (5)
- 19 In the song, nine of these danced at Christmas (6)
- 21 Regret (3)
- 22 An uncommon term for polygons with nine sides (9)

Down

- 1 Epoch (3)
- 2 Norwegian playwright who died in 1906 (5)
- 3 An accumulation of uncompleted work (7)
- 4 Small wave on the surface of water (6)
- 5 Come about (6)
- 7 Impediments, hurdles to overcome (9)
- 8 Someone other than the driver (9)
- 12 In French and some other languages, a symbol under a letter to show it has a special sound (7)
- 14 Tree and fruit native to south-eastern China (6)
- 15 Start to operate a business again (6)
- 17 Sporting event for cowboys (5)
- 20 Goddess of the dawn in Greek mythology (3)

The letters in the yellow squares form the name of a Haig estate. Email your answer to ann.clark@haighousing.org.uk by 31st August to go in a draw to win a Haig 16gb USB stick

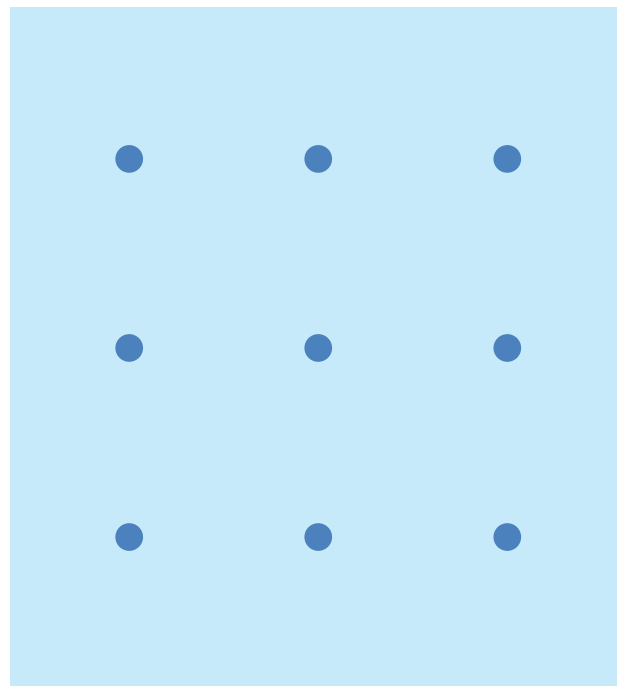
FLORAL WORD SEARCH



Are you able to find all ten flowers in this grid?

POPPY, FREESIA, ORCHID, ROSE, DAFFODIL, HYACINTH, TULIP, LILY, ANEMONE, CARNATION

NINE DOTS PUZZLE



Can you join all nine dots with four straight lines, without taking your pencil off the paper?

ALL ANSWERS IN THE WINTER NEWSLETTER

HAIG CHRISTMAS CARDS



If you have a photo of a wintry or festive scene featuring your estate and would like us to consider it as our next Christmas card, please send it to **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 photo or artwork is chosen to be the next Haig Christmas card you will receive a £25 shopping voucher of your choice plus a pack of ten Haig Christmas cards featuring your design for your personal use.

Photo © ianglizz / stock.adobe.com

Lockdown Humour

For those of you struggling with your diet while in lockdown, here's the final word on nutrition and health:

1. The Japanese eat very little fat and suffer fewer heart attacks than Brits
2. The Mexicans eat a lot of fat and suffer fewer heart attacks than Brits
3. The Chinese drink very little red wine and suffer fewer heart attacks than Brits
4. The Italians drink a lot of red wine and suffer fewer heart attacks than Brits
5. The Germans drink a lot of beer and eat lots of sausages and fats and suffer fewer heart attacks than Brits

Conclusion:

Eat and drink what you like. Instead, avoid speaking English, as this is apparently what kills you.

Photo © BRAVO / stock.adobe.com

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 £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.

Applications are welcome from anyone who qualifies. Priority has to be given to persons born in Yorkshire or Croydon, or resident

there at the commencement of their Service during which the incapacity was acquired, but demand is currently low so don't let that put you off applying.

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.

Please let us know about the commemorations, celebrations, anniversaries and fundraising happening in your area and we will do our best to include your news in our next issue.

We are also hoping more Haig residents will share their life stories in future editions, and if that could be you, please email **ann.clark@haighousing.org.uk**, telephone **020 8685 5777**.

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.

Except where stated all images in this newsletter have either been released into the public domain with the right to use these or granted for use under the MOD Consent Licence or Open Government Licence.

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**

This newspaper is printed using recycled paper. Published by Haig Housing Trust © 2020. Printed by Amberwood Graphics – 01929 554482.

Deadline for all submissions for the Winter 2020 newsletter: 12th November 2020

Charity Registration No.1125556. Scottish Charity Registration Number SC040058

Charitable Limited Company Registered in England and Wales No.6593129

www.haighousing.org.uk



THE NOT FORGOTTEN