

# Haig News

WINTER 2020

HAIG HOUSING'S NEWSLETTER



TRUST NEWS • TENANT NEWS • FUNDRAISING • INFORMATION



# Introduction by the Chair of Trustees



When the last Haig Newsletter went to print, the country was beginning to emerge from a two month Covid-19 lockdown and the then Chief Executive signed off with the hope that by now “this horrid virus will be behind us and we can get back to where we should be”. Unfortunately, whatever post-Covid normality will eventually look like still feels some way off, not helped by the shortening days and the chilly winter evenings.

The impact of the pandemic has been felt by all Service charities and many are struggling. Haig is fortunate to have gone into this with strong reserves and robust operations and is able to continue to support veterans and their families in need through these difficult times. Sadly, the Haig

family has not escaped the deadly effects of the virus and we mourn the loss of our Property Services Manager, Mark Horton, as well as a number of beneficiaries. Our thoughts are with their families, particularly during the festive season.

Whilst housing remains at the centre of Haig’s activities, it is first and foremost a charity, with helping veterans and their families in need at its core. Undoubtedly, some tenants will face financial and other pressures arising from the pandemic and its economic aftermath. If you are one of these, please reach out to your Housing Manager or the Income Team so that they can help you get the help and support you need, whether from Haig itself, the government or other agencies and charities.

In the last few months, Haig’s Chief Executive, James Richardson and Operations Director, Rory Ingleby-MacKenzie have retired. Both James and Rory have given many years of service to Haig and leave a strong and vibrant charity to their successors. We wish them all the best in their well-earned retirements. We are delighted to welcome Tim Stockings as Haig’s new Chief Executive. Tim joins Haig after a career in the Royal Navy

and with a wealth of experience in the commercial and charity sectors. I know that Tim is looking forward to getting out to visit as many estates and meet as many tenants as possible, once the current restrictions lift.

The Covid restrictions and regional differences mean that Haig’s staff may not have been as visible to you as previously. They have, however been working tirelessly to support Haig and its beneficiaries in challenging circumstances, and they deserve our thanks for their dedication and hard work.

2020 has undoubtedly been one of unprecedented and unexpected challenges and a year most of us will be glad to put behind us. With effective vaccines expected soon and a growing understanding of how to live with the virus, there is light at the end of the tunnel and we can approach 2021 with cautious optimism. On behalf of Haig’s trustees and staff may I wish you and your families a peaceful and safe festive season.

**David Williams**  
Chairman

## Highlights of this issue

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Front page picture: Remembrance Sunday 2020 at the Peter Walley Memorial Garden, Morden Standard Bearer Chris Parfitt, Morden tenant. Photo by P. Lyster-Todd.



## INTRODUCING OUR NEW CHIEF EXECUTIVE:

### Captain Tim Stockings RN

An engineering honours graduate of Imperial College, London, Tim qualified as a helicopter pilot, passing out top of his class from Britannia Royal Navy College. As a senior officer and advanced warfare specialist, his commands included

the frigate HMS Monmouth and aircraft carrier HMS Ark Royal. He was responsible for the smooth running and security of the Royal Yacht Britannia. After graduating from the MOD Higher Command Course, Tim pursued a 25-year military career leading front line global security operations, lecturing on an international Masters course, advising UK Ministers, leading the coalition team training the Iraqi Navy, mentoring senior officers and supporting UK diplomacy worldwide. He operated on land, at sea and in the air, delivering under extreme pressure in global conflicts. He was decorated by President Obama for outstanding operational leadership.

Since leaving the Navy, Tim has provided cyber security advice and qualified as a senior national incident, counter-terrorist and Olympics 2012 commander. As global Risk Director for Saga shipping, he delivered significant strategic change, and as the Operations

Director at British Antarctic Survey, Tim modernised global strategic delivery and transformed front line leadership in an international team of over 200 people, managing two ships, five aircraft, six polar research stations, engineering, logistics and field services in the most inhospitable environment on Earth. He was programme director for global high-risk projects and led emergency rescue response, including saving an ice station and 52 staff by relocating them 23 kilometres across a collapsing ice shelf.

Most recently, Tim was the Chief Operating Officer of the UK Government Charity Commission, regulating 168,000 charities with an income of c£80bn. He now advises clients internationally on leadership, working with the UK Government as well as globally. He has a Master's Degree in Leadership & Management, a Diploma in Strategic Leadership and qualified as a Chartered Manager.



## Farewell from James Richardson

By the time you read this I will have left Haig Housing Trust where, for the past seven years, I have been proud and enthused to be your Chief Executive. It is now time for me to depart to allow fresh minds to plan the next phase of how Haig develops, but I leave in the knowledge that I have led great change and growth while I was at the helm.

I pay tribute to all the staff at Haig for their hard work in delivering this

growth, as well as tribute to the Board of Trustees, all of whom have joined Haig more recently and give their time, experience and expertise free for the benefit of our charity. I also pay tribute to our beneficiaries who contribute, support, encourage and also understand when some things don't go as well as they should. As I leave, Haig is recruiting my successor and I wish him or her every success in leading this wonderful charity.

As for me, I am retiring to Yorkshire after 42 years of service in the Army and helping Veterans and their families, but I will always have an interest in what Haig does next.

I wish you all the very best of health and enjoyment of your homes, I have been honoured to support you.

**James Richardson**  
**October 2020**

## NEW STAFF MEMBERS



**Chanise Vassell** has joined our Property Services Department as a Contract & Repairs Officer. She has a great deal of experience having worked in the social housing and construction sector for seven years.



**Michael Quinlivan** is our new Property Services Manager. He has 19 years experience in the housing construction industry and is looking forward to providing a caring and efficient service to beneficiaries.



**Amanda Deakin** has joined us as Deputy Director of Operations, overseeing property allocations and special purchases. Amanda has worked for SSAFA in the past and has excellent knowledge of veteran housing matters.

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## INTRODUCING THE TRUSTEES

Trustees are essential to the running of every charity. Our amazing Trustees give us support and guidance, and receive no payment for their time. You can read about them all on our website but here in print we would like to introduce three Trustees who joined us in 2020.



**Monique Green** serves on our Strategy & Development Committee and is passionate about ensuring the provision of good quality affordable housing and support for the most vulnerable in our society. In her current role, with the Ministry of Housing Communities and Local Government, Monique developed the response to the 'strengthening redress in the housing sector' consultation. She is currently

seconded to the Number 10 Covid-19 taskforce supporting the delivery of policy and strategy for the UK's response to and recovery from Covid-19.



**Sarah Fernandes** has joined the Trust's Nomination & Remuneration Committee. She has twenty years' experience in senior roles within Human Resources and currently works for SSAFA, where she provides leadership and management in the delivery of a HR service in the UK and internationally.

Sarah's expertise lies in change management and structural redesign, project management, employee relations and development, and she champions diversity & inclusion.



**Paul Findlay** who serves on our Audit & Risk Committee, was in the Army from the age of 17. In 2009 he was deployed to Afghanistan and was involved in an IED strike which resulted in the loss of his right leg, and was medically discharged in 2012.

Paul is currently a support officer for Blesma – The Limbless Veterans, and in his spare time enjoys travelling and is an avid football fan. He is also a keen cyclist who was part of a team cycling round all English Premier League stadiums raising £250k for charity, and has been awarded an MBE for charitable service in the 2020 Queen's birthday honours list.



# REMEMBRANCE 2020

Remembrance ceremonies had to be cancelled or curtailed this year because of lockdown and Local Authority regulations surrounding such events. Here at Morden a small number of staff and tenants, including the Corporate Director and his wife, attended to ensure that the appropriate tribute from Haig was observed. A short service took place in the Trust's Memorial Garden and wreaths were laid on behalf of the Mayor of Morden, the Trust, the Royal British Legion, Blesma and the Submarine Service together with several Poppy Crosses.

A wreath was also laid in the Peter Walley Memorial Garden on the Morden Centenary development. Peter Walley was a young Battle of Britain Hurricane pilot who, after an encounter with three Messerschmitt 109 German aces during the Battle of Britain, managed to just clear his out of control plane over the

roofs of houses on the estate rather than crashing and bailing out when he could. His heroic action cost him his life.

Tenant Patrick Hill attended the Portsmouth Act of Remembrance and laid a wreath for Haig. The smaller than usual ceremony was in the company of the Lord Mayor and four VIP senior naval officers.

Chris Young from Warrington, who came third in our Best Garden competition, has shared a picture of his own remembrance area with a permanent display of a silent soldier that he had specially commissioned.

Chris has added the Haig wreath and comments that he can't bear to send used wreaths to landfill and instead recycles them, such that many of his neighbours now have their own wreaths with their own badges on them.



PORTSMOUTH



MORDEN

WARRINGTON



On Monday 19th October as many of us as possible gathered, socially distanced, in the South Close garden area of the Morden estate to celebrate and remember the life of Mark Horton, our Property Services Manager, who sadly passed from Covid-19 in March this year. Also attending were his widow Nazgul, his adopted son Kyle, his brother Glenn and wife Emma.

Mark was in the Royal Navy from 1972 until 1997 and it seemed appropriate to plant an oak tree in his memory in this lovely peaceful garden where it can grow and flourish and remind us of him.

Tributes were read by our outgoing CE James Richardson, David Williams, Chair of Trustees, and Mark's friend and close colleague Pat Horgan,

## SPECIAL TRIBUTE TO OUR OWN HEART OF OAK



Corporate Director. Patrick Lyster-Todd, our Communications Manager, read an excerpt from the official march of the Royal Navy, Heart of Oak:

HEART OF OAK ARE OUR SHIPS,  
HEART OF OAK ARE OUR MEN;  
WE ALWAYS ARE READY,  
STEADY, BOYS, STEADY!  
WE'LL FIGHT AND WE'LL  
CONQUER AGAIN AND AGAIN.

# CORONAVIRUS INFORMATION FOR ALL TENANTS ON THE HAIG WEBSITE

Like many of us, you've probably found the amount of information about the Coronavirus and how it affects you, especially in different parts of the country, quite bewildering.

We have therefore compiled a Daily Coronavirus Update which you can find on our website at **www.haighousing.org.uk** – you will see a small white arrow on the top right of the homepage: click this and then 'Daily Updates' to be taken there.

## Here you will find the following:

- Messages from the Senior Management Team and the Board of Trustees
- Some key points to note in regards to the Trust about rents, repairs & maintenance etc
- Some useful information and key documents about the Coronavirus
- A detailed list of useful links to various Government and Health-related websites which cover many different topics relating to the virus and how various actions may affect you, including information specific to the devolved administrations – ie in Scotland, Wales, Northern Ireland and the Channel Islands
- A list of Helplines

All this information is kept regularly reviewed and whenever we learn of something new for which there is an appropriate link, we will add this.

The links themselves update automatically so you can always be assured that the information they lead to is the latest available.

## GAS SAFETY INSPECTIONS

Whatever conditions the Government imposes, it is still 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.**



# Update from Property Services Department

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 be following 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 major works and complex repairs remain. We will monitor and schedule them in as soon as it is safe to do so.

Stock condition surveys are ongoing and we are reviewing procedures to ensure that risk to all is minimised when undertaking this important work. If your property is selected for a survey, you will receive a letter through the post.

FRAs (fire risk assessments) and EICRs (electrical safety certificates) are ongoing, and are a mandatory safety check. If your property is due either of these safety checks a letter will be sent to you and it is imperative that an appointment is booked in with us as soon as possible.

**Thank you for your patience and understanding at this difficult time**  
Property Services Team

**We want to keep you safe. If you have the virus, or 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.**



Photo by: tubbers / stock.adobe.com

# Update from the Income Team

If you are unable to work because someone at home has tested positive for Covid-19 and you have to self-isolate, you may be able to get some additional financial help from the Government. If you are on a low income and unable to work from home, or you have lost income because of the need to isolate, you can contact your local benefits department to see if you are entitled to an **isolation payment**. They can advise you of the eligibility criteria and how much you may be entitled to claim. For more information contact the benefits department within your Local Authority or go online at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus).

Included with this newsletter is a Contact Information Form which we are asking all tenants to complete

and return in the pre-paid envelope provided. The form is to ensure we have the most up to date contact details should we need to contact you for any reason. Please help us to help you by completing and returning it as soon as possible.

We would like to say a big thank you to all of our tenants who have continued to work with us to ensure that their rent has been paid and that new applications for Local Housing Allowance or Universal Credit have been submitted without delay. Payment of rent ensures that the Trust can continue to provide services to all our tenants to make your homes a better place to live. This year has been very difficult for most of us in some way and we understand the impact that

additional financial pressure can have. We will always do our best to work with you and provide you with advice and support.

**Enjoy the festivities and thanks again.**  
Janet, Lorna and Toni  
Income Team







# Best Garden Competition

**Thank you all for your enthusiasm and we congratulate you all on your amazing gardens. We very much enjoyed looking at the photos and wished you could all win!**

The judging took place in October with Lisa Waterman, Housing Manager for Morden, Trevor Elliott, Horticultural Manager, and Sam Glithero our Horticultural Services Officer. They were joined by a willing volunteer, Mrs Jean Uden, who is a longstanding Morden tenant, and the team socially distanced within our Lawrence Weaver Institute, adjacent to our office. There could be no favouritism, so entries were anonymous and the judges each awarded a maximum of 10 points per entry, with the winning entry scoring an amazing 36 points out of a possible 40.

**First Prize** was awarded to Alan Spencer in Morden, whose beautiful garden (above) was highly praised for its variety, structure and all year round interest, with lots of established perennials and amazing natural dry stone walls. Our congratulations to a very well deserved winner.

**Second Prize** was awarded to Rob and Rachael Pope in Norwich. The judges loved the layout, colours, the use of space with different areas, the shrubs and the quirky garden ornaments, and especially the cute white dog.







**3rd Prize** went to Chris Young in Warrington who was commended for his great variety of colourful plants and his home grown fruit. See also Chris's beautiful memorial area featured on page 5.

Sadly no more prizes to give out, but a special mention goes to Patricia Cleverly in Cardiff who was a close

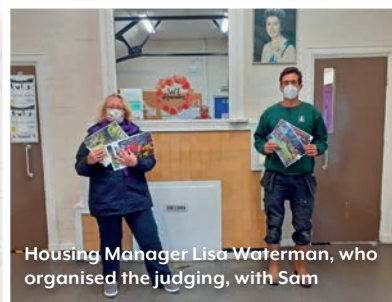
runner up to the winners with her lovely, peaceful garden. There was praise for the 'communal microspace' where two gardens in Edinburgh have been combined by enterprising neighbours Carol, Stephen, Isla and Robert, and in Sunderland, our estate VEM Jane Hylton turned her garden shed into a visual delight.

*Bearing in mind the difficulties faced in this lockdown year, with garden centres closed, the standard of all the gardens was impressive. We can't wait to see what you do next year!*

Meet the judges, socially distanced in our hall. They had a wonderful day looking at all your beautiful gardens and are looking forward to next time.



Mrs Jean Uden with Sam Glithero and Trevor Elliott from the Morden Grounds Maintenance Team



Housing Manager Lisa Waterman, who organised the judging, with Sam

Well done everyone who took part. We shall definitely do this again, so...

**KEEEEEEEEP GARDENING!**

**Check out our Christmas Pet photo competition on page 16!  
Hurry if you want to enter!**



CARDIFF



EDINBURGH



SUNDERLAND



## Newsletter Competition

We have three new prizes for you and all you have to do is write or email to tell us the name of the item you would like to win. If there is more than one application your name will be put into a draw.

The first two items celebrate our fellow Service charity SSAFA, (the Soldiers, Sailors Airmen and Families Association, which provides lifelong

From the summer edition, the commemorative cover of special 75th Anniversary of D-Day stamps and £2 coin were won by Liz Bentley in Liverpool, while the set of stamps marking the Centenary of the ending of the Great War franked Cenotaph, Whitehall, together with £2 coin, have been won by Mary Maher in Harrow.

support to serving men and women, and veterans, from the British Armed Forces and their families. Choose from (1) cufflinks, and (2) an Emma Bridgewater boxed mug.

Item (3) is one of a series of special WW2 poppy pins, in which each

poppy has an exclusive dedication to a named member of the Armed Forces who gave his life. This one commemorates Ali Zaman of the 1st Punjab Regiment who died in 1942 at the age of 25.



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

## BRIDGE RECRUITMENT FUNDRAISING FOR HAIG

Haig Housing is Bridge Recruitment's charity of the year but sadly fundraising has been almost

impossible in lockdown, so they are carrying this forward into 2021. We are so grateful for their efforts. They write as follows:

A new member joined the team at Bridge Recruitment in May this year. The only difference

between him and the rest of the team was that he had a cold wet nose, four legs and a tail!!!

Our Springer Spaniel Puppy was eight weeks old and the cutest little bundle of joy we could have ever hoped for. So we thought we would hold a dog naming draw to raise some money for Haig Housing during the pandemic. We sold 40 tickets at £2.50 per ticket with different names and the winning ticket holder was treated to lunch. We will be adding £100 to the events running total for Haig Housing for the rest of this year and next.

ARCHIE was the winning name and here he is. He is the most adorable little chap and has settled into the

team so well. We look forward to him being in the office on a regular basis as he brings us smiles and joy whenever he is here.

Thank you to everyone who took part in our first fundraising event for Haig Housing. We will add the £100 to the events running total for the rest of this year and next.

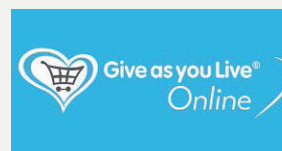


If you would like to fundraise for Haig when it is safe and events can be held again, contact **Kellie King** on **020 8685 5786** for help and advice.

## You can also fundraise for Haig while shopping online!

Shop online at [www.smile.amazon.co.uk](http://www.smile.amazon.co.uk), choose Haig Housing Trust as your charity, and Amazon will donate 0.5% of the price of eligible purchases at no cost to you. It really is so easy.

Another way to raise funds is to sign up with [www.giveasyoulive.com](http://www.giveasyoulive.com) and select Haig Housing Trust as your charity. Through the Give as you Live website, choose from hundreds of online retailers and hit the Shop Now button. Anything you buy will generate a donation of between 1-3% of the purchase price for Haig Housing.





# 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](http://www.haighousing.org.uk/donation/fundraising-shop)

For multiple orders please email us at [communications@haighousing.org.uk](mailto: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**







# Reviewing Some Eventful Years

As one Chief Executive leaves and another joins us, it seems a good time to look back at some of the events in recent years during which Haig Housing not only raised its profile and became generally better known, but also received generous funding to increase its housing stock and help more beneficiaries.



Staff field trip to Belgium 2014

Back in 2013 the then CE Peter Besgrove had taken the decision that the café on the Morden site should be redeveloped, as successive tenants had failed to make it a viable proposition. Works on this were already planned from reserve funds when Brigadier James Richardson joined us and soon after, in 2014, the Trust was hugely fortunate to tender for and be awarded substantial funding from the Veterans Accommodation Fund.

This enabled us to fund the café redevelopment, which we called Parry Court, the new Centenary Development in Morden and also the purchase of new properties in Hamilton and Colchester, and for a Veteran's Pathway in Aldershot.

Also in 2014, through a connection with General Dannatt, at that time the Constable of the Tower and Patron of our Coming Home fundraising initiative,

Haig was chosen to be one of the Service charities that benefited from the amazing art installation by Paul Cummins MBE at the Tower of London. 'Blood Swept Lands and Seas of Red' was made up of 888,246 handmade red ceramic poppies, one to represent every life lost at the Front during the First World War. This enormous artistic project was embraced by millions across the globe, and Haig staff and tenants were

Haig staff Janet, Julie, Lisa and James plant poppies at the Tower of London





among the thousands of volunteers who 'planted' the poppies and made it all possible.

It sometimes surprises tenants that the staff of an ex-Service charity are not ex-Service themselves. When James joined and realised that the majority of Haig's staff were civilians, he organised the first of several staff field trips to Belgium, taking in Ypres, the Menin Gate and the battlefields, cemeteries and memorials to educate us about the Great War and help our understanding of the sacrifices made and debt owed to Service people.

This was appreciated by all and as one staff member said at the time "was a truly humbling and thought-provoking experience".

In 2015, in a collaboration between Haig Housing, Walking with the Wounded, Manchester City Council and the BBC, Nick Knowles presented a two part DIY SOS Big Build in which eight dilapidated homes in Canada Street that Manchester CC had donated to Haig were transformed into adapted homes and a WWTW Advice & Therapy Centre. Princes William and Harry also came along to help.



Often referred to as Veteran's Village, the DIY SOS team made a further programme there in 2017 when they returned to convert the last of our properties.

Parry Court in Morden opened in December 2017, and around this time Haig started planning a national event to commemorate the centenary of the ending of the First World War. We asked 100 veterans to join us to walk 100 miles from the Menin Gate in Ypres to the Cenotaph in Whitehall, arriving for the Service of Remembrance on Sunday 11th November 2018. Haig staff, tenants and veterans all took part, Kent residents offered accommodation, and some lifelong friendships were forged. If you would like to read more about this adventure,

see our Books section on page 11.

More recently, in November 2019, Haig was honoured when HM the Queen, our Patron, agreed to open the Centenary Development, where Queen Elizabeth Terrace is named after her.

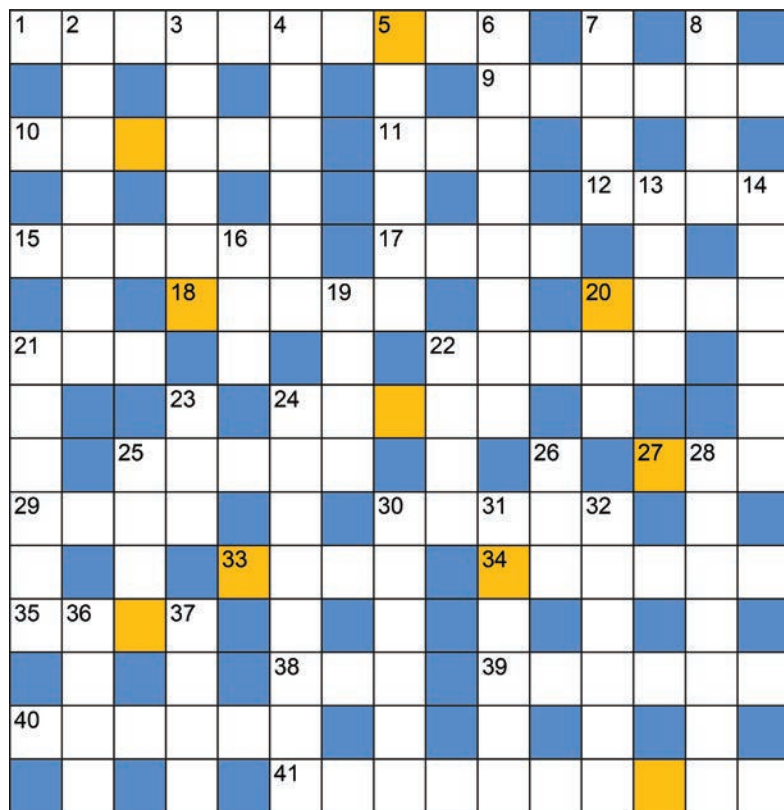
We should also mention and thank Forces Support who gave us funding to

adapt seven wheelchair homes in the Centenary Development, as well as the enhanced landscaping, and Colchester Borough Council which provided funding for seven affordable homes for ex-Service families in Colchester, including Stuart Giles, whose story you can read overleaf on page 15.





## QUICK CROSSWORD



### Across

- 1 A person who engages in a contest (10)
- 9 Banished from the country (6)
- 10 You might go here for medical treatment (6)
- 11 Nothing (3)
- 12 An item of soft sweet food (4)
- 15 Move unsteadily or hesitantly (6)
- 17 Archaic term for until (4)
- 18 As in stilettos, or kitten (5)
- 19 A male admirer (4)
- 21 Cunning and deceitful (3)
- 22 Contrive not to meet (5)
- 24 Get out of work or a duty (5)
- 25 A person to whom money is paid (5)
- 27 Someone who excels at an activity (3)
- 29 Unpleasant, unattractive (4)
- 30 Demolish (5)
- 33 A landlocked country in West Africa (4)
- 34 Methodically (6)
- 35 A compact mass (4)
- 38 A heavy heat retaining stove (3)
- 39 Citrus fruit (5)
- 40 Smallest number (6)
- 41 At risk (10)

### Down

- 2 Large bag with handles (7)
- 3 Measurement (length)
- 4 Additional performance (6)
- 5 Exceptionally intelligent (6)
- 6 In proportion to (8)
- 7 Chemical element of atomic number 30 (4)
- 8 A sudden movement (4)
- 13 Imitated (4)
- 14 Relating to horses (6)
- 16 Proverbially slippery (3)
- 20 Patch of colour on a bird's throat (3)
- 21 Something that continues the story (6)
- 22 Assert to be the case (4)
- 23 A bird of the crow family (3)
- 24 By itself (8)
- 25 Small edible fruit (4)
- 26 Brittle transparent crystalline solid (3)
- 28 Fourth most populous city in Germany (7)
- 30 Magician, sorcerer (6)
- 31 To urge someone to do something (6)
- 32 Japanese martial art (6)
- 36 Secondhand (4)
- 37 Sneaky look (4)

## BIRDS WORD SEARCH

P	J	C	K	R	A	L	Y	K	S
D	R	A	W	B	N	O	P	R	T
R	O	B	I	N	J	L	W	O	H
I	L	L	D	A	E	O	T	W	M
B	R	M	Y	T	R	E	H	S	A
K	E	S	T	R	E	L	R	W	G
C	H	R	A	L	P	G	U	L	P
A	T	P	N	E	R	W	S	B	I
L	S	D	R	I	O	T	H	R	E
B	J	A	R	P	K	W	A	H	T

Can you find the following birds in the grid?

WREN    BLACKBIRD    SKYLARK    KESTREL  
ROBIN    SPARROW    HAWK    GULL  
MAGPIE    THRUSH    OWL    JAY

Only 11 are there. Which one is missing? (answer on page 19)



The letters in the gold squares spell the location of one of Haig's estates. Email [communications@haighousing.org.uk](mailto:communications@haighousing.org.uk) with the name of the estate by the end of January to go in the draw for a Haig memory stick.





**Stuart Giles has moved into one of Haig's newly acquired homes in Colchester, and has been talking to Haig about his experience and how the Armed Forces Covenant helped him.**



Stuart comes from Colchester and served his country for 22 years with two tours in Afghanistan and one in Iraq. He has been awarded the Military Cross for saving two colleagues' lives in active fire fights in Afghanistan. But when war injuries including hip, back and knee problems meant Stuart could no longer serve his beloved Parachute regiment, and was discharged from the army aged just 39 in 2019, he and his family faced the prospect of homelessness despite his service for Queen and Country. Stuart applied to the council for housing but was told he was on a six month waiting list, despite having to be out of military housing in 56 days. Stuart and his wife Clare, who works in the barracks at

Colchester, looked into private rentals, but with an uncertain wage because he was planning to train and work as a driving instructor, the prices were too high. Moving out of the area wasn't an option because his eldest son, Joshua, was going into his GCSE year and his younger son Ronnie was settled with school and friends.

*"I've served in war zones where bullets were flying" says Stuart, "but nothing was as terrifying and anxiety inducing as the prospect of being homeless".*

Fortunately for Stuart, Colchester Borough Council has signed up to the Armed Forces Covenant and makes a big effort to work closely with ex-Service charities including Haig. When Stuart applied to us, things moved quickly. Haig has 25 homes in Colchester and within three weeks the family went from looking at homelessness or temporary

housing to having a three bedroom home they can stay in for life, bordering onto the barracks where Stuart served for the majority of his career.

"The timescale in which Haig jumped into action was incredible" says Stuart. "I had a leaving date from the Army of the 30th July

and, despite only contacting Haig the first week of July, I had housing arranged and we moved in on the 19th July. It was staggeringly efficient. The team at Haig helped me with forms to make sure they were filled in correctly as my case was so time critical."

While Stuart says the Military Covenant worked for him, he would like to see it expanded to include NHS and emergency workers too. He says "Anyone who has left the Armed Forces will tell you it can take a huge toll on your mental health. Assimilating back onto Civvy Street was always going to be difficult and the prospect of temporary or no housing was a debilitating position to be in. Things could have turned out so differently."

Where Colchester leads, the rest of the UK is set to follow. For the first time ever, the 2021 census plans to ask if people are veterans, and the sooner they are identified the sooner they can be helped. For Stuart, as he begins the rest of his life out of the Army, he will never be able to thank Haig Housing and Colchester Borough Council enough. "The work Haig does is incredible", he says. "I'm not sure where we'd be as a family without them, but since finding them, I've told plenty of service colleagues about them".

And the good news is that Stuart now runs his own business. He tells us "since leaving the Army, due to the considerable help given to me by Help for Heroes and the very affordable rent by Haig Housing, I have been able to set up my own driving school Clear Pass School of Motoring." We wish Stuart and his family every success.





**W**hen Housing Manager Michael Marven visited our Sheffield estate recently he noticed a group of people walking about waving their arms and pointing. Intrigued, he approached them. They were from a historical group and told him that there used to be a WWI airfield located there, together with a POW camp. It appeared that our properties were built on what used to be the Women's Auxiliary Army Corp camp.

We have much more information about this in our fascinating book 'A Hundred Years of Housing Heroes', (see Books on page 11) which recounts how students from Sheffield School of Art volunteered at Wharncliffe war hospital at Middlewood to help with the rehabilitation of amputee Servicemen. Mrs Annie Bindon Carter helped them stencil onto fabric by tying paintbrushes to their stumps, and this grew into the successful enterprise Painted Fabrics Ltd whose patron was Princess Mary – the only daughter of King George V, and the aunt of our present Queen Elizabeth.

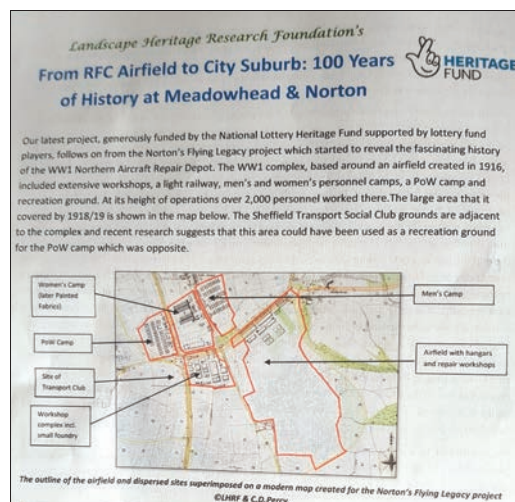
After the Great War, the company converted the Women's Auxiliary Army Corp camp at Meadowhead into workshops for screen and block printing, and the huts were replaced by homes for the workers in conjunction with the newly formed Douglas Haig Memorial Homes, becoming amongst the very

earliest Haig properties to be built, in 1929. Earl Haig had been a frequent visitor and supporter of Mrs Carter and the Servicemen she was helping.

Annie Bindon Carter was awarded an MBE in 1926 to recognise her work for disabled soldiers and sailors, and Painted Fabrics thrived until it was suspended in 1939 at the onset of WW2, when the workshops were taken over for production of aircraft parts. Although it re-opened in 1950, the fabrics had sadly become unfashionable, and the company was wound up in 1959.

It is interesting to see from the Heritage Fund map that there were green fields all around the area at this time! The early properties consisting of ten houses

and four flats were named Ogden Place after the Ogden family of Liverpool who made a generous donation, and were opened by Princess Mary in November 1929. Haig added a further six houses on the adjacent main road, Meadowhead, in 1952.



# Christmas

## PET COMPETITION!

'Tis the season to be jolly! Do you know what could make it even better? Cute photos of your pet celebrating the coming Christmas festivities. We would love you to send in your cute pet pics and you could win 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> prize for you and your pet (surprise pet related gifts for the winners).

### Here's what you need to know to enter your pet's photograph:

1. Upload or attach your pet's picture to an email. Only one photo per entry
2. Please include your pet's name and the owner's name
3. The photographs should be in JPEG format
4. The deadline to enter is 12 midnight on the 23rd December 2020
5. Winning photographs will be displayed on the website throughout January 2021 and will also be featured on our Facebook account @HaighHousingTrust, and our Twitter and Instagram accounts @HaighHousing

Send pics to [communications@haighhousing.org.uk](mailto:communications@haighhousing.org.uk) and make us all smile with your gorgeous pets!



# A MESSAGE TO HAIG TENANTS FROM CRIMESTOPPERS

Crimestoppers are proud to be working in partnership with Haig Housing, who have recently joined our Community Ambassadors Programme.

Crimestoppers is an independent charity helping communities to Speak Up and Stay Safe. We believe everyone has the right to feel safe from crime, wherever they live and have kept our vital guarantee of anonymity since we were formed in the 1980s.

**Every day over a thousand people trust us to pass on their information about crime via our 24-hour UK Contact Centre on freephone 0800 555 1111 or by filling in our simple and secure non-traceable online form at [Crimestoppers-uk.org](https://crimestoppers-uk.org).**

Anyone can contact **Crimestoppers** anonymously with information they may have about crime or criminal activity. For online, computer IP addresses are never traced so no-one will ever know you contacted us. We are not able to identify telephone numbers, calls are never recorded, we are not able to trace telephone calls and our telephone number will never show up on an itemised telephone bill.

After receiving a call or a completed anonymous online form, we create a report that brings together all the information, making sure it doesn't contain any information that could even remotely identify who has contacted us. This report is then sent to the relevant law enforcement body, which could be your local police force or an agency such as the UK Border Agency or HM Revenue & Customs.

We exist because a significant proportion of the population are

unable, or simply refuse, to talk to the authorities. However, with Crimestoppers, we offer hope. Our charitable status remains an essential ingredient as it gives people much needed confidence in their hour of need to trust our unique service.

Information we receive anonymously and pass on helps families of murder victims see justice, ensures domestic abuse and modern slavery victims are safeguarded and protected, and has stopped terrorism and acid attacks.

We know our service really does make a difference. Since Crimestoppers began, it has received over 2.2 million actionable calls, resulting in more than 151,000 arrests and charges, over £139 million worth of stolen goods have been recovered and over £367 million worth of illegal drugs have been seized.

We are supported by hundreds of fantastic volunteers across the UK who make a huge difference by spreading the word about Crimestoppers at a local level.

**We have supported millions of people to speak up about crime, passing on vital crime information that may never have been heard without our charity's unique anonymous service. Please remember, you always have options when it comes to reporting crime and if you feel unable to speak to police, then Crimestoppers is here to help.**

If you have information about a crime, talk to us 100% anonymously.

**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.

[crimestoppers-uk.org](https://crimestoppers-uk.org)

Our charity is here for you, online and over the phone, 24/7, 365 days a year.





## Mental health issues

have been high on the agenda this year as the entire world has struggled to cope with the shock, stress and worry caused by the coronavirus pandemic. There's a lot of information out there, including the NHS website [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters).

However for any number of our veteran tenants, taking care of their mental health is not a new thing. PTSD is a common problem and it seemed the

right time to gain more understanding of this by asking our fellow veterans charity Combat Stress to explain how it affects individuals, their lives and especially their families.

The interesting article Combat Stress have written especially for us is too long for these pages so we have made it available on our website [www.haighousing.org.uk/uploads/admin/CS\\_mentalhealth.pdf](http://www.haighousing.org.uk/uploads/admin/CS_mentalhealth.pdf). If you would like to understand what causes post traumatic stress disorder in veterans,

what coping mechanisms sufferers use, how to recognise it in others and what can be done to help, we recommend you take a look.

It isn't easy, but PTSD is treatable and if you or someone in your family need helps we would strongly encourage you to start by calling the Combat Stress 24-hour Helpline on 0800 323 4444.



## PEST INFESTATIONS



The Trust often receives requests for assistance with pest infestations such as mice or wasps, however under normal circumstances it is the tenant's responsibility to take action to eradicate them. For any problem within your home and garden you should contact an approved pest control company, or in most cases Local Authorities can help and almost all will offer reduced rates for customers on qualifying benefits.

There are some exceptions to this where the landlord will arrange to carry out the works and meet the costs, such as if the infestation exists within a communal area, or

has happened because we knew about a defect but did not carry out the appropriate repair.

The Trust may also help with blocking the access point to the area where an infestation has taken place to prevent further problems, and if you need this, please ask your Pest Control Contractor to identify the exact place and give us as much notice as possible to arrange the works.

If you are unsure as to whether a pest problem is your responsibility, please contact the Property Services Team or your Housing Manager for advice. Unfortunately we don't have an approved contractor for pest control and won't be able to make contractor recommendations.

Photo by: toroak / stock.adobe.com

## When things go wrong ...

**You can make an Official Complaint if you feel let down by Haig's action or lack of action, or by the standard of a Trust service or a policy.**

The first thing to do is call us, or email, and ask for a complaint form to be sent to you. Alternatively you can download one from our website [www.haighousing.org.uk](http://www.haighousing.org.uk). Fill it out and return it to our postal address, or scan it and send to [enquiries@haighousing.org.uk](mailto:enquiries@haighousing.org.uk).

If you prefer to send us a letter or email, mark it clearly as an 'official complaint' and address it to Corporate Services Department, or [enquiries@haighousing.org.uk](mailto:enquiries@haighousing.org.uk). As well

as describing what has gone wrong, please tell us exactly what you want us to do to put things right for you. This helps us to investigate your complaint properly.

Please give us as much information as possible when describing your complaint; include dates, names of staff involved, and any details that will help us investigate the matter.

We will always acknowledge your official complaint, so if you haven't heard from us within ten days please call us to make sure we received it. In our acknowledgement we will set a response date and, if the investigation takes longer than this, we will let you know.

**The Complaint Procedure doesn't apply to complaints about neighbours, which should be reported to your Housing Manager and managed via our Antisocial Behaviour or Neighbour Dispute Policies, or to criminal acts which should be reported to the police.**



Photo by: tangesteeber / stock.adobe.com



## CAN WE HELP YOU? Financial aid for beneficiaries



The Mrs Willie James Charity can be used to buy items, services or facilities that you need but cannot afford. All

tenants who qualify as beneficiaries of Haig Housing are eligible for assistance. You will be asked to provide proof that you do not have the resources to purchase the item or service yourself.

This charity can help not just with white goods, but any necessary small items as furniture, payment for dental work or new glasses; items to improve quality of life or medical conditions such as a rising chair or television; courses or equipment to help with a return to work; respite care; occasional expenses, etc.

Mrs William James, born Evelyn Forbes (1868-1929) founded the Housing Association for Officers' Families

(HAOF) in 1916. On the merger of the Association with Haig Homes in 1995, the Mrs Willie James Charity was created as a memorial to her.



If you would like to apply please contact Shirley Skinner for an application form on 020 8685 5777 or by email [shirley.skinner@haighousing.org.uk](mailto:shirley.skinner@haighousing.org.uk).

## We know Christmas is an expensive and difficult time! Help is out there!

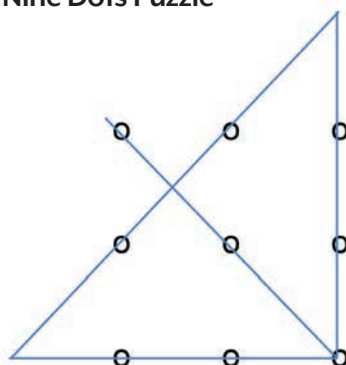
The Veterans Charity is a rapid action force for veterans and their families. They can give you support and help with buying food, paying bills. They can help and support with small grants and financial and welfare needs support. Contact them on [www.veteranscharity.org.uk](http://www.veteranscharity.org.uk).

Joining Forces is a partnership between AgeUK and SSAFA, which provides welfare support to Veterans born before 1950, families and carers. Find out more by looking online at [www.ageuk.org.uk/information-advice/joining-forces](http://www.ageuk.org.uk/information-advice/joining-forces).

These and other helplines are listed on our website [www.haighousing.org.uk](http://www.haighousing.org.uk)

## ANSWERS TO SUMMER 2020 PUZZLES

### Nine Dots Puzzle



To join all nine dots with four straight lines you needed to start in the corner and think outside the box!

### Quick Crossword

	E	D	I	N	B	U	R	G	H		
	R		B		A		I		A	G	O
P	A	R	S	E	C		P		P		B
A			E		K		P	E	P	Y	S
S	I	M	N	E	L		L		E		T
S					O	C	E	A	N	I	A
E	N	L	A	R	G	E					C
N		Y		E		D	E	R	A	I	L
G	E	C	K	O		I	O				E
E		H		P		L	A	D	I	E	S
R	U	E		E		L	E		O		
		E	N	N	E	A	G	O	N	S	

### Floral Word Search



P14 wordsearch answer: GULL





# CHRISTMAS CLOSING

We will be closed on Christmas Day 25th December and the Boxing Day Bank Holiday on Monday 28th December, as well as New Years' Day Friday 1st January 2021 (and also 4th January 2021 in Scotland)

## 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 Friday from 9am to 5pm. 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



/HaigHousingTrust



## 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.

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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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## Deadline for all submissions for the Summer 2021 newsletter: 14th May 2021

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THE NOT FORGOTTEN