

PLATINUM JUBILEE SPECIAL EDITION

Haig News

HAIG HOMES FOR THE
HOUSING  **VETERAN**
COMMUNITY

SUMMER 2022



TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Message from Tim Stockings, **Chief Executive**

Spring is a chance to look ahead to lengthening days and better weather, with the hope that these bring. There are

two important events this year, the 40th anniversary of the Falklands war and the Platinum Jubilee of our Patron, Her Majesty the Queen. They are a chance to reflect on the theme of service, in all its different forms. It's been a difficult two years, so we thought that the best way Haig could help is

to provide a small allowance for every beneficiary to help with the cost of a celebration over the long Bank Holiday weekend in June. We think that Her Majesty would like to know that people have enjoyed the break and perhaps had a bit of a party.

Life is tough right now and we know that it can be a struggle to make ends meet. That's why we took the decision to freeze rents this year.

It's a visible sign of our charitable purpose – we hope that the extra help makes a real difference to you. If you have problems please

contact the Income Team straight away. Also talk to your Housing Manager, they are here to help.

Our ambitious plan of estate improvements is underway. The early results are encouraging and we aim to do more. It will take us time and there is a large backlog of work to address, we'll

keep you informed about our plans and progress, so please keep an eye out for updates.

I am visiting as many estates as I can with colleagues and Trustees. It is a pleasure to meet you and hear your news. A common theme is improving our repairs performance. Please help by letting us know straight away if there are issues, so that we can chase up immediately. It is also obvious to me where self-

help and community spirit have solved problems. There is a limit to what Haig can do, so please think about how you can play your part in making our estates great places to live.

Tim Stockings

April 2022



Tim pictured with Mrs Jane Hylton VEM, during the Haig Housing estate visit to Sunderland in March.



Tim was pleased to show the Shadow Veterans Minister, Stephanie Peacock MP (on the left) around the Morden estate. Local councillor and Merton Armed Forces Champion, Dennis Pearce (right) joined the estate tour.

HIGHLIGHTS OF THIS ISSUE

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HM THE QUEEN'S PLATINUM JUBILEE

We are delighted to dedicate this special edition to our Patron, Her Majesty The Queen on the occasion of her Platinum Jubilee. Her Majesty has been involved with the Trust since June 1949 when, as HRH Princess Elizabeth and accompanied by her husband, the Duke of Edinburgh, she opened our estate (Princess Elizabeth Court) at Greve in the Channel Island of Jersey.

OUR PATRON

Her Majesty has over 600 patronages, many of them – including our own – inherited **from** her father, King George VI, on her Accession.

One of The Queen's key roles is to support and encourage public and voluntary service, often through involvement with charities and other organisations as their Patron. This is a means of recognising the work and achievements of these organisations and the contributions they make to public life, not just in the UK but across the Commonwealth.

Royal Patronage has existed for hundreds of years with the first recorded patronage being King George II's involvement with the Society of Antiquaries, an organisation concerned with architectural and art history, conservation and heraldry.

These Patronages are carefully managed and over the 70 years since her Accession, Her Majesty has regularly sent donations to the Trust from the Privy Purse Charitable Trust and, in turn, the Trust has written to offer Loyal Greetings on auspicious occasions such as this Platinum Jubilee. It's well known that Her Majesty takes a close interest in all her charities so it was particularly fitting to welcome her back to Haig in October 2019 to open the new development of 68 homes on the Morden estate.



Princess Elizabeth opens the Haig Housing estate in Jersey.

HAVE YOU MET THE QUEEN? WE WOULD LOVE TO HEAR YOUR STORIES

We're looking for your stories and photographs about 'The Day I Met The Queen'.

Please send a photograph (let us know if you'd like it returned to you) and a paragraph or two about the occasion to **communications@haighousing.org.uk** or by post to Jubilee 22, Haig Housing Trust, Alban Dobson House, Green Lane, Morden, Surrey, SM4 5NS.



Photo by © Louisa 2019

HAIG CELEBRATES

Her Majesty The Queen will become the first British Monarch to celebrate a Platinum Jubilee and this will be celebrated across 2022 with a central weekend and extended bank holiday on **Thursday 2nd June to Sunday 5th June**.

The four days of celebration will include public events and community activities, as well as National moments of reflection on her years of service. Communities



are encouraged to come together over the weekend for their own Jubilee celebrations.

Hold a Street Party or a Big Lunch



Included with this edition is a **£20 supermarket voucher** which every Haig household will receive, to be used towards holding either a Street Party, Big Lunch or your own event on the Jubilee weekend.

With some 1,500 homes, this will be the Trust's main initiative to assist

in celebrating our Patron's Platinum Jubilee.

Although it will be down to you to decide how to use this voucher we do hope that estates will come together to

organise a celebration event with a special emphasis on bringing your neighbours and other family and friends together and in ensuring this is a memorable event for children and older people in particular, especially those who are less well or disabled or who live on their own.

PLEASE SEND US YOUR PHOTOGRAPHS!

We'll be compiling a special album of photographs to send to HM The Queen and showcasing them on a dedicated Jubilee webpage.

Please send these to **communications@haighousing.org.uk** or by post to Jubilee 22, Haig Housing Trust, Alban Dobson House, Green Lane, Morden, SM4 5NS.



PLATINUM JUBILEE WEEKEND

THURSDAY 2ND JUNE

The Queen's Birthday Parade
(Trooping the Colour)
Platinum Jubilee Beacons

FRIDAY 3RD JUNE

Service of Thanksgiving

SATURDAY 4TH JUNE

The Derby at Epsom Downs
Platinum Party at the Palace

SUNDAY 5TH JUNE

The Big Jubilee Lunch
The Platinum Jubilee Pageant

You can find out more information about the Jubilee weekend here: **www.royal.uk/platinum-jubilee-central-weekend**

Details about other events can be found here where you can also post details about your own event: **www.platinumjubilee.gov.uk/events**



eden project



The Eden Project has put together a really useful set of ideas and resources about organising your own Big Lunch or Street Party: **www.edenprojectcommunities.com/the-big-jubilee-lunch** You can sign up for a downloadable pack.

Also visit **www.streetparty.org.uk** for more useful resources.

BEST DECORATED HOUSE OR GARDEN

Send us your photographs of the Platinum Jubilee decorations in your house or garden. The best ones will be featured online and in a future edition of Haig News, and the winning entry will receive a £25 Amazon voucher.

Competitions



- Best decorated Jubilee cake
- Best children's Jubilee costume or outfit
- Best decorated Street Party or Big Lunch

For each entry, and you can make as many as you want, please send us a good photograph (contact details below). Chief Executive, Tim Stockings will be the judge.



Prizes!

Special Jubilee badges, Royal Mint Commemorative coins, Commemorative mugs *and much more*.

70 THIS YEAR?

If you have your 70th birthday this year or another Anniversary, let us know and send us a photograph and you'll get a special Commemorative Jubilee coin.

If you have any questions, please contact us

Email: communications@haighousing.org.uk. Telephone: 020 8685 5777 ask to be put through to Patrick or Jo
Write to us at Jubilee 22, Haig Housing Trust, Alban Dobson House, Green Lane, Morden, SM4 5NS.

Check our website for updates! www.haighousing.org.uk

PERMANENT MARKERS TO CELEBRATE THE PLATINUM JUBILEE

We remember our ambassador Sarah Harding whose generosity in donating her Celebrity Big Brother winnings has enabled us to undertake these Jubilee initiatives.

BENCHES

Haig is commissioning 12 Jubilee benches for estates around the United Kingdom. These will be installed progressively across the year.



ENGRAVED GRANITE FLAGSTONES

The Trust has procured 30 engraved granite Jubilee flagstones that will be installed on estates across the UK. Where there is already an existing Memorial on an estate, we will co-locate them but will otherwise will look to position them securely in a central or prominent area where they will remind residents in future years of this occasion.



OTHER INITIATIVES

We will be carrying out other initiatives to mark the Jubilee including refurbishment of the Trust's main Memorial Garden at the Morden Headquarters, replacing a flagpole in Sheffield and building a small Memorial Garden in Sunderland.

OTHER IDEAS?

While we have limited resources, we remain very open to special requests for similar initiatives but would need to be assured that these had the support of the majority of those on any particular estate.

NEW STAFF MEMBERS

We like you to be able to put faces to names when you call us. It continues to be a very busy time for recruitment and these are just some of the new staff members we have welcomed in the last few months.



Clive Buckley
Grounds Maintenance
Operative

Clive joined Haig as a temp last autumn, and fitted into the team so well that we were delighted to offer him permanent employment.



Bethany Gaughan
HR Manager

We are very happy to welcome Beth to Haig. She has over six years of HR experience, and recently qualified in Human Resource Management, CIPD level 5.



Stewart Grant
Housing Manager

Stewart has worked in Housing Management since 1986, and is committed to delivering the best possible service to residents.



Liz Cann
Office Administrator

Liz is a welcome addition to our office Support Services team with over 30 years' experience in administration and customer service.



Samantha Simpkins
Project Manager

Samantha will be delivering our major works, cyclical maintenance and planned programmes, working with contractors and tenants to achieve optimal outcomes.



Arvin Davit
Estate Surveyor

Arvin joins us with a wealth of Housing Association experience and describes himself as a keen team player who always strives for excellence.



Karen Dowsett
Operations Officer

Karen joined us in November very much enjoys working as part of a team. She has strong administration skills, and will be helping with allocation of the Trust's properties to new tenants.



Mike Robb
Corporate Services
Director

Mike's commercial experience in the construction and house development sector, combined with 16 years in the Royal Navy, will enable him to identify with Haig's aims and objectives.

GOODBYES

Corporate Director **Pat Horgan** left us at the end of March to move to the Isle of Wight. He joined the Trust originally in 2007 and took over as Corporate Director in 2013; a role which supports everything that goes on within the Trust. He worked tirelessly to make sure the Trust ran smoothly, whether in supporting staff or beneficiaries - not always a straightforward task with small groups of homes dotted all over the country. Given the opportunity he loved to meet the people we helped and they enjoyed meeting him. We wish Pat all the very best in the future.



We also say a fond farewell to **Ann Clark** who retired in March after nearly 18 years with the Trust. Ann edited Haig News in recent years and staff and tenants will miss her quick humour and warm nature. We send Ann many good wishes for a very happy retirement.



INTRODUCING THE TRUSTEES

We have two new Haig Housing trustees for you to meet. 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 more about them all on our website.



Karen Connell

Karen has worked in the public sector for over 35 years with experience in the Civil Service, with a registered housing provider and in local authorities.

She has joined Haig Housing

in her first role as a trustee with the intention of using her predominantly social housing landlord experience to serve on the Estates Committee.

Outside of work, Karen is an avid netball supporter having played the sport for a number of years.



Nina Mcwhinney

Nina is a Veteran of the Royal Air Force serving in various locations across the UK and abroad, including a deployment to Iraq in 2006. She now works as a senior leader for a central government housing and support contract.

Since leaving the service, Nina has undertaken multiple roles in the private and public sector supporting some of the most vulnerable people in society; including a Help for Heroes programme developing a welfare support system for

wounded, injured and sick Veterans and their families.

Nina is an active supporter of our Armed Forces and Veteran cohort. Fundamentally her passion is supporting those most vulnerable in society and she wholeheartedly believes that everyone should have the opportunity and means to live safely and sustainably within their own communities.

WE'RE GETTING Out and About!

Ashtead
Sunderland & Newcastle
Cardiff & Swansea
Farnborough & Aldershot

10 February
21/22 March
28/29 April
16 May

Birmingham & Sutton Coldfield
Portsmouth & Southsea
Grimsby & Hull
TBC

28/29 June
25/26 July
19 September
17 October

And we are thrilled that more of the team are now able to get out to visit our estates. Chief Executive, Tim Stockings has a programme of estate visits accompanied by Trustees, members of the Property Services Department and other members of the team.

VISIT TO NEWCASTLE AND SUNDERLAND



Luiise with Paul Barron on our Newcastle estate.



L-R: Michael Marven, Housing Manager, David Waggott, Senior Surveyor, Tim Stockings, Michael Quinlivan, Property Services Manager and Luiise Locke, Trustee.

The Girl with a Dream and a **BIG VOICE**

Maurillia's voice rang out as the sunshine warmed us in the Peter Walley Garden in Morden for Remembrance Day last November. Our annual commemoration, still socially distanced, was lifted as Maurillia Simpson, a former Lance Corporal, led us in the National Anthem.

Maurillia was seven years old, growing up in on the island of Trinidad, when she woke up one morning and told her Mum about her dream of becoming a soldier in the British Army and living where the Queen lived.

She recalls with a laugh that her Mum's response was 'just get to school'.

She fulfilled her dream when she moved to the UK to live with her Aunt. Seeing the advert on TV for the British Army to "Be the best you can" she found the Army recruitment office and signed up.

LIFE IN THE ARMY

She loved driving and communicating with people and joined the Royal Logistics Corps. Being a black woman in the British Army wasn't always easy and her strong faith, her tenacity and positivity were the assets that kept her on track.

Completely new to the traditions and structures of the Army and coming from a Caribbean island - where your neighbourhood is your family - to the individualistic culture of the army was tough. She needed a personal survival mechanism. Singing, which she learnt by ear back home in Trinidad, was her solace. She sang to survive.

She served 13 years in the Army, completing three tours of Iraq and survived mortar, rocket and gun



attacks as well as being buried under a blast wall during night-time missions.

During pre-deployment training for Afghanistan in 2010, Maurillia was hit by a driver who jumped a red light as she rode back to barracks on her bicycle. She was left with serious injuries to her back and her left leg needed realignment surgery.

The next few years were Maurillia's hardest. After being medically discharged from the Army, she



had no permanent home. She had a series of operations and spent recovery time staying on sofas and even sleeping in her car. Facing the lowest point in her life, she reached out to TILS (now Op Courage) which gave her much needed therapy and support to help with her PTSD.

Eventually, after months sorting out Universal Credit arrears caused by

an administrative error, Maurillia found a home with Haig Housing.

OLYMPIC ATHLETE

Maurillia is full of surprises. During the time she was homeless and recuperating from multiple operations, she trained as a Paralympic athlete. Scouted by a coach at a volleyball tournament, she was invited to try for Team GB and was selected as a reserve for the 2012 Paralympic sitting volleyball team

A Gold and Silver medal winner (in discus and shotput) at the 2014 Invictus Games, she was proud to represent Great Britain in the 2016 Paralympics in volleyball.

This woman is impressive. She has a trophy cabinet full of her medals, photos, trophies and other memorabilia - there are awards too for powerlifting and basketball. She competed at the highest level of sport without having a stable home. 'I needed a focus,' she recalls. 'it was my moment, my time, I was gonna do it.' Even more impressive when her housing situation was precarious, her physical recovery was slow and her mental health was shaky.

Her highlight was meeting Prince Harry at the Invictus Games, when he said to her that he appreciated her time in service. This meant the world to her.



REFLECTIONS ABOUT HOME

From her cosy living room looking out over a sunny communal garden, surrounded by photographs of her Army career and a plethora of sporting medals, photographs and trophies, Maurillia is able to reflect on the meaning of home. 'Housing, having a home, it has a direct effect on mental and physical health.'

She's focusing now on her singing, is taking lessons and has met with music industry professionals. She discovered

www.soldiersartsacademy.org which is a platform through which serving and ex-serving military personnel and their families can participate in the creative and performing arts, using their skills and experiences to engage audiences.

If sheer determination is all it takes, Maurillia will succeed in whatever she does. And with her amazing voice..... ***just watch this space!***



Op COURAGE is an NHS mental health specialist service in England designed to help serving personnel due to leave the military, reservists, Armed Forces Veterans and their families.

It does not matter how long ago you left the Armed Forces. You can contact Op COURAGE even if you left many years ago.

www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/

Or speak to your GP and tell them you served in the Armed Forces.

Urgent NHS help with your mental health if you live in Northern Ireland, Scotland or Wales

Northern Ireland: Veterans can access dedicated support through the Northern Ireland Veterans' Support Office www.nivso.org.uk

Scotland: veterans can access veteran-led mental health, and welfare support through Veterans First Point www.veteransfirstpoint.org.uk part of NHS Scotland. This includes guidance from experienced Peer Support Workers.

Wales: Through the Welsh Government the NHS has a Veteran Therapist in each Local Health Board. www.veteranswales.co.uk



The Soldier's Arts Academy CIC is a platform through which serving and ex-serving military personnel and their families can participate in the creative and performing arts, using their skills and experiences to engage audiences.

www.soldiersartsacademy.org/

Do you have an interesting story to tell? If you would like us to share it please contact communications@haighousing.org.uk



WREATHS FOR REMEMBRANCE DAY

If you would like to lay a wreath on behalf of Haig Housing on Remembrance Sunday 2022 please contact communications@haighousing.org.uk and we will arrange for one to be sent to you.

Take up the challenge for Haig in 2022

Challenge events help raise money for the Trust – if there is a challenge you'd like to take on please let us know. We have places on these events.



London-Essex Ride 100 Cycle event

This takes place on Sunday 29th May, not surprisingly in London and Essex. We are looking for cyclists to take part and to raise £500 in this annual event – last held pre-Covid in Surrey.



Royal Parks London Half Marathon

This annual event takes place in Central London on Sunday 9th October. We are looking for runners to make up a team who would help us by fundraising £500 each in this popular annual event.

We will cover registration costs, branded clothing and marketing support for all events. Contact our fundraising team on **020 8685 5777** for help and advice or email fundraising@haighousing.org.uk.

IF YOU HAVE ANY OTHER FUNDRAISING IDEAS FOR THE TRUST, PLEASE LET US KNOW.

Visit to Haig Housing Scotland estate by Veterans Minister



Mr and Mrs Thomson meet Mr Keith Brown, Major Willie Nicol and Luise Locke.



Mr Mark McDermott welcomes Luise Locke, Major Willie Nicol and The Cabinet Secretary.



Mr Brown plants a tree in the new Queen's Platinum Jubilee Garden.

Our Edinburgh estate was delighted to host a visit by Cabinet Secretary, Mr Keith Brown MSP Veterans Minister. He took the opportunity to visit beneficiaries in three of our homes. The residents talked about their background and experience living in Haig properties and spoke highly of the HHT service and quality of accommodation.

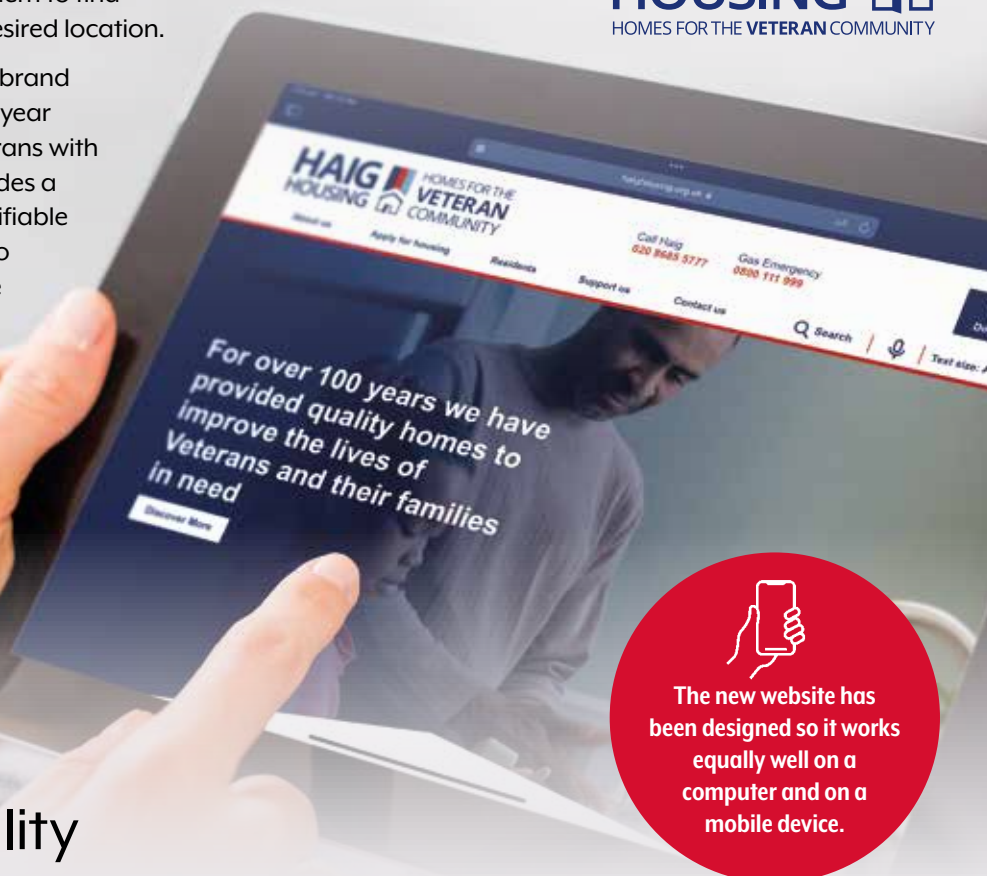
Accompanying Mr Brown were Luise Locke, Chair of the Scotland Committee & HHT Trustee, Major Willie Nicol – Scotland Committee Member, Mary Forgie – Scotland Committee Member (Tenants Representative & Beneficiary), William Lindsay, HHT Housing Director and Simon Giles, Regional Manager (Scotland).



A refreshed look for **Haig Housing**

The new website www.haighousing.org.uk gives us a great platform to provide information and help to our tenants. For those who are looking for housing, the enhanced property search functionality makes it easier for them to find properties in their desired location.

Haig Housing's new brand reflects a proud 100-year history helping Veterans with housing and it provides a unique, clearly identifiable brand for the Trust to forge a path into the future.



Accessibility

It's important for all new websites to be completely accessible for all users. Our new website includes these features:

- The ability to change the font size of the text used on the web pages
- Keyboard only operation for all pages
- Speech search functionality
- Colour-blind users – font and background colour combinations have been checked
- Audio image descriptions

FUTURE PLANS

We've got lots of plans to enhance the website so that it becomes a really useful tool.

When the technology is ready, there will be a Tenants Portal where you will be able to access your rent statements and log repairs.

Don't forget we're on social media too!

If you use Social Media please follow us and help us share our news and stories.



HaigHousingTrust



@HaigHousing



Haig Housing



@HaigHousingTrust

ARE YOUR CONTACT DETAILS UP TO DATE?

As we move forward in a digital world, please be aware that we will contact you via Email. **Therefore it is important that we have the correct email address for you as we will ONLY use and respond to the Email we hold on file for you.** Please check the details we hold for you when you next contact the office or speak to your Housing Manager.

TENANT STORY

Back home to Bognor Regis

Steve and Yvonne moved into our Bognor Regis property last year. It's a homecoming for them as they have encountered more than their fair share of life's difficulties. Veterans' charity, SSAFA, and Haig Housing collaborated to help and support them.

Steve joined the Royal Artillery in 1977. Following tours of Germany and Northern Ireland, he completed the Commando course and served in the Falklands as part of 29 Commando. After a stint as a physical training instructor, he left the Army in 1993 as a Bombardier.

Steve and Yvonne met in 1984 in Bognor Regis where they have family connections. Like a lot of us back then, they started chatting in the street and then the pub. They married in 1986 in the Garrison Church, Larkhill.

Steve and Yvonne are a lovely couple, cheerful and there for each other. Yvonne is someone you'd want on your side, supporting Steve with a smile despite her own health problems. She's what Army wives are made of – the strong stuff.

After Steve left the Army, the couple settled down to civilian life. That's when an investment in a shared ownership property turned bad and they were left high and dry, both by the housing association and the insurance company. They faced the real prospect of losing their home. Their difficulties were further compounded by Steve's increasing ill-health and by wider family problems.

At her wits end, Yvonne was sent home from work to sort out their housing situation. She spent hours searching for a solution to their housing needs, becoming increasingly despondent until she had a brainwave: she Googled



“They faced the real prospect of losing their home. Their difficulties were further compounded by Steve’s increasing ill-health ...”

‘military housing’.

Haig Housing came up and were able to offer them a house in Worcester.

They had to downsize somewhat from a larger house into the two-bedroom property, but they were happy to be housed on the small Gheluveld estate which overlooks parkland. Yvonne had to stay behind to look after her dad so Steve and their youngest son moved their belongings into the new house.

‘It was like something out of Men Behaving Badly,’ Yvonne recalls with a laugh. ‘The sofa was at an angle in the living room with the TV plonked in front of it, the kitchen was a state, nothing was straight!’ Steve chuckled and told me, ‘but we survived okay.’

It would be lovely to end this story here leaving Steve and Yvonne happy and settled in their new home. That wasn't to be. There were problems with their new home that meant Steve and Yvonne had to temporarily move into another house on the estate.

They made the most of life in Worcester with Steve as a hugely popular member of Bransford Golf Club. But life can be cruel. Steve suffered a major health event after he collapsed when an aneurysm burst in his neck – a ruptured



Steve and Yvonne's lives are made easier with their new wet room.



aorta. He was in a critical condition but that wasn't going to stop him.

A SPARK OF HOPE

With Steve recovering, the couple moved back into their home but it wasn't appropriate for Steve's health needs and there were still some problems.

In the back of their minds was a long-held wish to live in Bognor Regis. But as there is only one Haig property in that town, that wasn't very likely.

And then they finally had a lucky break. That property became vacant and Steve and Yvonne were able to make preparations to move back to Bognor Regis. 'It was fate,' says Yvonne.

VETERANS' CHARITIES WORKING TOGETHER

Coordinated by Housing Manager, Laura King, SSAFA volunteers, Anne and David, had first worked with

Steve and Yvonne to get them new carpets for the Worcester house.

SSAFA once again stepped up and Anne and David worked tirelessly to help them organise the move to Bognor Regis, arranging funding for new carpets for the house. They were then transferred under the care of SSAFA in Chichester who continue to help the couple.

The house needed extensive work before they could move in as Steve now increasingly needs a wheelchair. They also received help from the Queen Mary Roehampton Trust fund managed by Haig Housing to fund a wet room.

There's a way to go, but they are thrilled to be back in Bognor. Yvonne can spend more time with her family and walk on the beach. Steve plans to continue with his woodcarving hobby.

STEVE'S HOBBY – *wood carving*

We've featured Steve in Haig News before - A Hidden Talent

And Steve hopes to get back to his hobby of wood carving which he originally took it up to overcome the stresses of PTSD after one of Yvonne's friends asked him to make a fairy house. Each piece takes a huge amount of time due to intricate details.



Whatever challenges they are facing, members of the Armed Forces Community can rely on SSAFA

SSAFA helps the armed forces community in a

number of ways, focus is on providing direct support to individuals in need of physical or emotional care.

Addiction, relationship breakdown, debt, homelessness, post-traumatic stress, depression and disability are all issues that can affect our members of our Armed Forces community. Many of these problems only become apparent when an individual has to leave their life in the Forces and join 'Civvy Street'. SSAFA is committed to helping our brave men and women overcome these problems, and rebuild their lives. www.ssafa.org.uk

In receipt of a War Pension Scheme or Armed Forces Compensation Scheme pension or payment?

If you are and are in need of any additional support in your home such as physical aids, adaptations, the fitting of a walk-in shower or anything else that would assist in your daily living, then the Trust has some funding that may assist for those eligible. Please discuss with your Housing Manager who will liaise with the Trust's Fundraising Team.

Do you have an interesting story to tell? If you would like us to share it please contact communications@haighousing.org.uk

TRIFORCES RECRUITMENT



Triforces Recruitment provides organisations with unique Military employment strategies/ placements within the civilian workplace.

Everytime a skilled candidate is successfully placed, they donate 20% of fees to partnered charities to support those in need.

Haig Housing Trust recently received a welcome donation from Triforces and look forward to continuing to build our relationship with this organisation.

www.triforcesrecruitment.co.uk

Careers page www.careers-page.com/triforcesrecruitment



Building Heroes is a charity dedicated to service leavers, Veterans, reservists and military families. They provide training courses in a broad range of trade skills and employment support.

www.buildingheroes.org.uk/courses

OTHER USEFUL WEBSITES

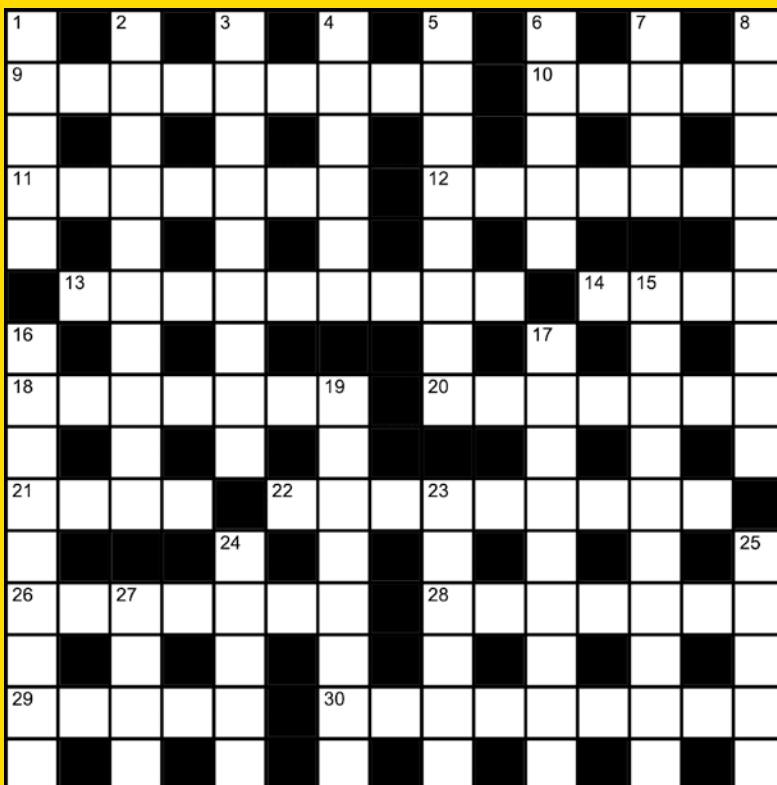
The Forces Employment Charity
www.rfea.org.uk

Veteran Employment
Transition Support www.veteranemployment.co.uk

Royal British Legion Industries
www.rbli.co.uk

The Poppy Factory – supporting
Veterans with health conditions
into work www.poppyfactory.org/are-you-looking-for-work

QUICK CROSSWORD



Across

- | | |
|-------------------------------|----------------------------------|
| 9 Playwright (9) | 20 Surgical knife (7) |
| 10 Moor a boat (3,2) | 21 A great deal (4) |
| 11 Altar location (7) | 22 Armstrong, Davis or Baker (9) |
| 12 Fast, musically (7) | 26 Obstruction (7) |
| 13 Runner (9) | 28 Books of maps (7) |
| 14 Herald or courier (4) | 29 Young hooter (5) |
| 18 Animal family grouping (7) | 30 Abbreviated (9) |

Down

- | | |
|---------------------------------------|----------------------|
| 1 Decree (5) | 15 Disagreeable (10) |
| 2 Executives (10) | 16 Psalter (5,4) |
| 3 Biting or caustic (9) | 17 Sputnik (9) |
| 4 Fiddle (6) | 19 Astonishment (8) |
| 5 Rice or vegetable makers (8) | 23 Lea (6) |
| 6 The Roman Empire's home country (5) | 24 Threescore (5) |
| 7 Large mass of floating ice (4) | 25 Stage whisper (5) |
| 8 As thumbs are (9) | 27 Depend (4) |

Solution in Winter edition of Haig News



FIRE SAFETY IN THE HOME

Your safety remains our top priority so please take the time to check your home for fire risk. There are some basic fire safety measures you can take at home to prevent an accidental fire and all the chaos and distress this can bring. The top causes of fires are the following:

COOKING

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

ELECTRICAL EQUIPMENT

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

SMOKING

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



IF THE FIRE ALARM GOES OFF!

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

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

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

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

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

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

ARE YOU INSURED?

It is vital that you insure your possessions. Your contents insurance policy must ensure you are covered for theft, vandalism, damage by fire or water and should cover contents, including your personal possessions and the interior decor.

Many policies provide cover for replacement locks/keys, cash kept at home, frozen food and tenants' liability.

This last one is very helpful for tenants, as it can cover the cost of repair to your landlords' fixtures and fittings if they're damaged accidentally.

You can usually choose from levels of cover, depending on how much you have to protect. Take some time thinking about how much it would cost to replace everything in your home, including furniture, carpets and wall coverings.

Barbeques and Bonfires

We all enjoy outdoor cooking but please enjoy your barbeques safely. Use suitable equipment and never leave a lit barbeque unattended.

Please can we remind tenants that the burning of garden waste or any other rubbish in the vicinity of a property (i.e. in the garden) presents a considerable fire risk and is inconsiderate to neighbours.

Income Team Update

We can see that life is getting tougher for us all. As the energy price cap rises, alongside National Insurance contributions and an anticipated increase in inflation, many people will struggle.

At Haig Housing, we're trying to do as much as we can to help and you will be aware of the **rent**

freeze for April 2022 to March 2023. This is in place for all tenants.

Janet, Lorna and Toni from the Income Team are here to help if you are struggling. They speak to tenants every day and understand difficulties faced and can point you in right direction to get help.

We have noticed that there has been an increase in the number of people getting into difficulties with their rent. If you are **served a notice**, please do not ignore it and contact the Income Team who will be able to support you, discuss your options and help you to make the necessary arrangements.

HERE TO HELP

020 8685 5777 (option 2)
incomes@haighousing.org.uk

If you are claiming Universal Credit, please make sure that you state that you are a Veteran in your journal. This is to ensure that you get picked up by the Armed Forces Champion and relevant people in the DWP.

LEGAL DOCUMENTS. PLEASE REMEMBER TO KEEP TENANCY AGREEMENTS AND RENT INCREASE NOTICES IN A SAFE PLACE AS THEY ARE LEGAL DOCUMENTS.

Don't Wait Seek Advice Get Help



Photo by: danielle / stock.adobe.com

USEFUL INFORMATION:

BENEFIT CALCULATOR

These will help you find out what you are entitled to
www.gov.uk/benefits-calculators
www.entitledto.co.uk/

COUNCIL TAX

If you are in band A-D don't forget to claim your £150 back.
If you don't receive this please check with your Local Authority as there is a separate pot of financial support.

PENSIONS

Pensions Service: 0800 99 12340
Pensions Credits: www.gov.uk/pension-credit
Universal Credit: www.gov.uk/universal-credit

DISCRETIONARY HOUSING PAYMENTS

If you are in receipt of partial benefits you may be able to get additional help with your rent. Applications to be made to your local council through the benefits department.

www.gov.uk/government/publications/claiming-discretionary-housing-payments/claiming-discretionary-housing-payments

DEBT ADVICE

For free debt advice and help, contact any of the organisations below

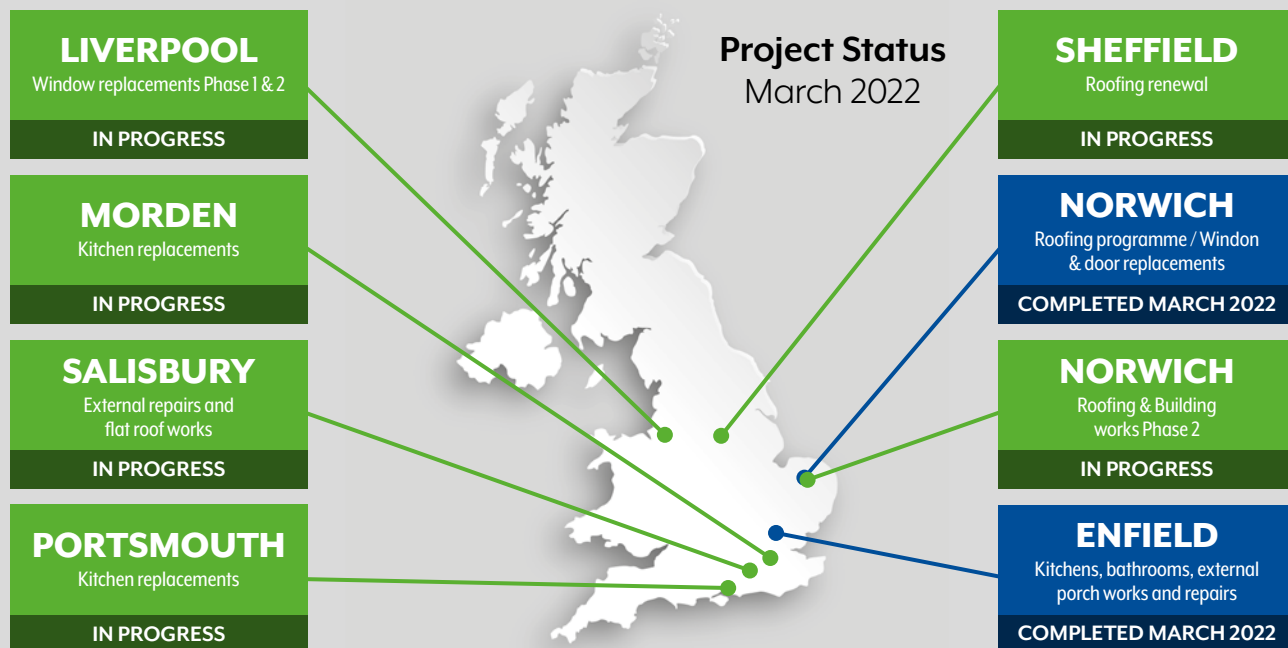
- National Debtline: 0808 808 4000
www.nationaldebtline.org
- StepChange Debt Charity: 0800 138 1111
www.stepchange.org
- Citizens Advice: www.citizensadvice.org.uk.
In Wales call: 08444 77 20 20
England call: 08444 111 444
- Citizens Advice Scotland: www.cas.org.uk
0808 800 9060
- Debt Arrangement Scheme (Scotland): 0300 200 2770
www.dasscotland.gov.uk – Government-backed scheme to pay debts.



PROPERTY UPDATE

Our ambitious plan for estate improvement is underway and we are very pleased to report completion of projects in Enfield and Norwich. We have several projects in progress and many more planned for the year ahead. Our continual programme of Stock

Condition surveys will provide us with the accurate information needed to prioritise future investment improvement works to properties across the country. We'll keep you updated on progress and on any plans which may affect you.



COMPLETED PROJECTS



ENFIELD

Kitchen and Bathroom replacements with external porch works and repairs.



NORWICH

Roof replacements & Window and Door replacement.



PROJECTS IN PROGRESS

Norwich	Roofing and building works Phase 2
Sheffield	Roofing renewal works
Salisbury	External repairs and flat roof works
Portsmouth	Kitchen replacements
Morden	Kitchen replacements
Liverpool	Window replacements

"I just wanted to say how pleased we are with our new windows and door. The workman that been here are such a pleasure to have in our home, polite, professional, and super clean. They have finished everything to a high standard." – Norwich resident

PLANNED WORKS

APRIL 2022 – MARCH 2023

We have an exciting and extensive programme of works proposed including:

- Cyclical External redecoration – ongoing programme to cover many estates across the country over the next few years
- Continuation of kitchen and bathroom replacements
- Roof renewals – 3 estates
- External brickwork repairs, repointing, porch replacements and chimney works – 3 estates



FALKLANDS 40th

Lasting 74 days, the Falklands War was the first military action since the Second World War that utilised all elements of the Armed Forces, with 255 British personnel losing their lives.

We are commemorating this Anniversary sharing a story of a 'Tale of Home' – a new story-telling initiative – and with a Virtual 90km Challenge with fellow Veterans charity Hidden Warriors CIC.

JOHN SHEPPARD'S 'TALE OF HOME'

Home is where there's a shelf that needs fixing, bills to pay, kids' toys down the back of the settee. It's where you wake up tired and go to sleep exhausted. It's where there's never quite enough money at the end of the week and just a bit too much shouting.

I missed it all.

'Dig a trench, laddo,' the Sergeant told me. 'Along the shoreline. And there's no popping back for a brew, so kit up with everything you need. Weapons first.' He was a sour-faced bugger, but he knew what he was talking about. 'Keep the boys dry and busy. Don't give them time to think about their mams, don't let them whine.'

We spent a week cold, wet and hungry, digging a trench that kept filling up with water no matter how much we reinforced it. Where we'd raised up the sleeping quarters to keep us dry, we just watched water

ooze through the walls, soaking into our kit and our bones. All the brains of the head shed and not one of them had worked out that the Falkland Islands are pretty much all made of peat. Soft, moist and bloody unstable. All my cajoling and cheery banter couldn't hide the fact that this hadn't been in the plan. We'd trained for a war, we knew what we were doing but everything had still been rushed. No time for rehearsals, double-checks or for a lingering cwtch with the wife before we deployed.

Back then, there was no GORE-TEX to keep out the rain and our resupply chain was compromised: we'd lost helicopter after helicopter to the weather. We weren't just fighting the Argentinians, we'd now got trench foot and creeping starvation to slow us up. And there's no trees, no natural features, nothing to hide behind on the islands. Great place to stage the biggest amphibious

landing since World War Two, wasn't it? By the end of that week, the lads had all had enough, and I was running out of ways to keep them focussed. I was the grand age of twenty-two, with more gob than skill so I had to try something a bit less conventional, I had to remind them of home...



John Sheppard, or Taff Shepp to his mates, left Wales at the age of 17 for basic training in Aldershot. He has served in 5 Inf Brigade, working with the Gurkhas and Paras, and was deployed as part of the Falklands Task Force. He ended his army career as a Corporal with 66 Squadron RCT in Tidworth before moving out into the world of private security.

WE'VE ALL GOT STORIES TO TELL – WHAT'S YOURS?



Dr Bev Morris, is a writer and mentor who has been working with Veterans, families and serving personnel for 30 years, listening to their stories and supporting them to write about their experiences.

We're now launching a project for you to tell Bev your Tales of Home.

What does 'home' mean to you?

What tales do you have about being at home, missing home, not knowing where home is?

In this 40th Anniversary year of the Falklands Conflict, Bev would like to hear your stories about what home means to you and what it means to your family and friends when you're not home.

We are interested in all tales,

about any aspect of military life, anywhere, anytime

If you would like to get in touch please send an email to communications@haighousing.org.uk or you can write to us: **Tales of Home, Haig Housing Trust, Alban Dobson House, Green Lane, Morden, Surrey, SM4 5NS.**



FALKLANDS 40th VIRTUAL CHALLENGE



Hidden Warriors CIC provides supportive assistance to families (children and partners) of the UK Armed Forces Veterans Community and on a case-by-case basis helps non-Veteran families.

We are taking part in a virtual challenge to cover 90km between 2 April -14 June. This is the distance covered by the Royal Marines and members of the Parachute Regiment in three days carrying 80lb (36kg) loads.



Simply register by buying a special T-shirt – these cost £30 (plus £4.99 P&P) www.tailoredbranding.shop/hidden-warriors

Or make a donation directly to www.gofund.me/d55dc5d6 or use the QR code.



There's still time to sign up!

The Not Forgotten (TNF)

Are you a Veteran suffering from a disability or illness? You may qualify to attend special TNF (previously The Not Forgotten Association) events.



THE NOT FORGOTTEN

The Not Forgotten regularly offer us tickets for events across the country. In the past we have received invitations to a variety of occasions including their Annual Garden Party at Buckingham Palace, tickets to Wimbledon, track days at Brands Hatch plus regional concerts and Christmas lunches/afternoon teas.

If you would like to be invited to future events

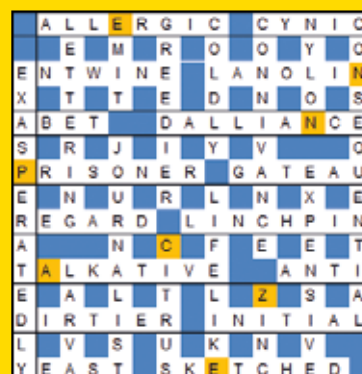
Some of you may remember that we asked a few years ago if you would like to be included on a list to be invited to such events. It's time to update this so please complete the enclosed form and return it to us in the prepaid envelope. Or you can email us communications@haighousing.org.uk giving your name and address and quoting 'The Not Forgotten'. We will then update your details on our mailing list to be notified whenever tickets are made available. Please still do this even if you have been on a previous mailing list.

Help With Buying Basics – The Mrs Willie James Charity

The Charity helps tenants of Haig Housing by providing items, services or facilities they need but cannot otherwise afford. All tenants who qualify as beneficiaries of Haig Housing are eligible for assistance. Applicants should be able to demonstrate that they do not have the resources to provide the item or service themselves.

A wide range of assistance may be given with such necessary small items as furniture and white goods, payment for detail 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.

If you would like to apply please contact Shirley Skinner for an application form **020 8685 5777**
shirley.skinner@haighousing.org.uk



PUZZLE SOLUTIONS

CROSSWORD SOLUTION
SUMMER 2021

The Haig estate to find was
PENZANCE

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 Fridays 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.



HaigHousingTrust



@HaigHousing



Haig Housing



@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 **jo.hawkins@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 **BRILLE** 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 Jo Hawkins, Haig News, Alban Dobson House, Green Lane, Morden SM4 5NS, telephone 020 8685 5777, email jo.hawkins@haighousing.org.uk

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THE NOT FORGOTTEN