

HaigNews

WINTER 2022

HAIG VETERAN
HOUSING LTD.



TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Message from Tim Stockings, **Chief Executive**

It is fair to say that we have lived through a truly memorable year, one that has seen us celebrate the amazing 70 year reign of our Patron, closely followed by her passing. We celebrate her life, reign and service in a special supplement. We very much hope that King Charles III will continue the long Royal association that Haig has enjoyed.

Also in this issue we report back on our visits. I've tried to see as many of you as I can, especially those areas that we may not have reached for a while. The programme continues next year, it's always great to be welcomed into your homes and to see life on our 'front line'.

I am struck by how a positive approach can make all the difference in making a success of living in a Haig home. Time and again I come across residents who have overcome incredible hurdles to really flourish and make the most of life. The people with the most difficult conditions are often the most optimistic – I think there's a lesson for us all.

I've written before about building communities and being good neighbours. That message has come through loud and clear on my recent visits. As a landlord, Haig cannot fix everything that is wrong in the world.



ESTATE VISIT TO CARDIFF

Left to right. Tim Stockings; David Waggott, Senior Surveyor; Laura King, Housing Manager; Tony Plank, VEM with his wife, Gail and trustees Ian Vere Nicholl and Andrew Weir.

There are limits to what Repairs and Maintenance can do. We are trying to improve our performance but we need you to play your part. It is obvious that those who look after their homes and gardens get on much better. Our Housing Managers will be taking a keen interest in supporting you to do that.

We are investing an extra £10M to develop the sustainability of the Trust

and improve the energy efficiency of our homes over the next five years. That is on top of the £5M we already spend on maintenance every year. So you can see we really are 'putting our money where our mouth is' to make your homes better places to live.

Have a great festive break.

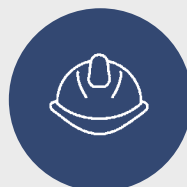
Tim



HIGHLIGHTS



We froze rents for 2022/23 to help with increases in the cost of living.



We have an ambitious upgrade and maintenance programme.



Sustainability is a key focus for the Trust.



We had 868 applications for our homes in 2021/22.



Tim's travels

As Chief Executive, Tim is keen to visit Haig estates and meet beneficiaries. In 2022, he's continued his travels across the UK accompanied by Trustees of Haig Housing and members of the Haig Team.

Tim and the team have enjoyed meeting you and have particularly appreciated hearing your stories and seeing your homes.

So, what have we learned?

- **You are pleased to see us.** We have been given a very warm welcome and have been invited into many of your homes or enjoyed a chat on doorsteps
- **Community is important.** A strong community spirit and helpful neighbours makes a happier environment and being part of a Veterans community is important to you
- **If repairs are done on time you are much happier.** We hear your feedback about repairs and communications and hope you are seeing improvements
- **Outstanding repairs are frustrating.** We very much understand your frustrations and are working on resolving these
- **You are interested in becoming more environmentally sustainable.** Which is in everyone's interest both for your fuel bills and for the planet
- **You enjoy a good party!** You really appreciated the supermarket vouchers sent to help you celebrate the Platinum Jubilee



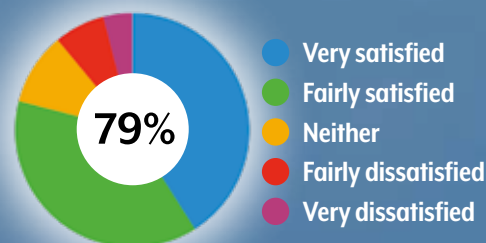
Tim with trustee Nina McWhinney (on his right) and estate surveyor, Deanne Robson.

2022 TENANT SURVEY

Earlier this year we asked you about how happy you are with the way Haig Housing delivers key services and maintains your homes. The Tenant Survey, conducted in in August and September, has provided us with valuable data about what's important to you.

We will be looking closely at the results to understand how to improve our services and will keep you updated

A very big thank you to all of you who completed the survey.



We are very pleased to know that **79%** of those who responded are Very Satisfied or Fairly Satisfied.



We aim to improve your satisfaction and are looking very closely at the reasons why **11%** of respondents are Fairly Dissatisfied or Very Dissatisfied.

KEY SATISFACTION MEASURES

76% Homes are well maintained and safe

77% Rents are value for money

82% Satisfaction with estate as a place to live

80% Haig treats us fairly and with respect

Sustainability and Haig Housing Trust

NET ZERO? WHAT DOES IT MEAN?

Net zero for the country as a whole simply means that the amount of carbon/greenhouse gases emitted by the UK minus any 'offsets' (e.g. carbon absorption through mass tree planting) or 'capture' (deployment of carbon capture technologies) equals zero, or better.

REACHING NET ZERO IN THE UK

In 2019, the UK Government and the devolved administrations committed to the Net Zero target as recommended by the Climate Change Committee (CCC).

Reaching net-zero greenhouse gas (GHG) emissions requires extensive changes across the economy, changes which are unprecedented in scale. Large scale transitions have been achieved successfully in the UK before – some tenants may remember the natural gas switchover in the 1970s or more recently, the switch to digital broadcasting in the 2000s.

The government has legislated for the UK to reach net zero carbon emissions by 2050

Housing providers have a key part to play in the road to net zero and Haig Housing is committed to taking the action needed to reduce our negative impact on the environment.

Did you know?
Around 26% of the UK's carbon emissions come from our homes

Source: ons.gov.uk

SO WHAT DOES THIS MEAN FOR HAIG HOUSING TRUST?

We are building our capability towards net zero. Dan Gatenby is our Sustainability Manager and he'll be working closely with our surveyors in the Property Services department to achieve this.

We have split sustainability into four areas, these are:

- Sustainable homes
- Sustainable communities
- Sustainable standards
- Sustainable business

Our overall aims are to make all Haig properties warmer and more energy efficient which will



Meet our new Sustainability Manager, Dan Gatenby

If you have any questions about Sustainability and Haig's plans please drop Dan an email (daniel.gatenby@haighousing.org.uk) or call 020 8685 5777.

make it more affordable for you to heat your home and to ensure our operations are net zero by 2050.



WHAT IS HAIG DOING?

- Developing plans for better insulated, more efficient homes largely through retrofit and the use of technologies such as solar panels.
- Measuring the EPC rating of each of our properties so that we have a base to work from.
- Investigating various sources of Government funding to support this.
- Talking to organisations which can help us on the journey to net zero.

SOCIAL HOUSING DECARBONISATION FUND

The Government in England has, after successful lobbying by Haig, allowed Charities to apply for funding under the **Social Housing Decarbonisation Fund (SHDF) Wave 2.1**

This funding aims to improve the energy performance of homes in England with the target of achieving EPC (Energy Performance Certificate) band C.

We are working in partnership with E.ON, and have submitted a bid, applying for £2.5M as part of a wider Haig-funded £10M programme to improve over 700 homes in England.

We will find out if we are successful in March 2023 and plan to deliver the improvements April 2024- April 2026.



Department for
Business, Energy
& Industrial Strategy



DO I NEED TO DO ANYTHING?

Please keep an eye out for our webinars which Dan will be running to give you more information and introduce you to the work that our partner, E.On is doing.

Also, please look out for letters from us about surveys which we may need to do in your home. We'll be starting these surveys early in 2023.

IS THIS THE SAME FOR DEVOLVED NATIONS?

Net zero legislation differs in England, Wales, Scotland, Northern Ireland and in Jersey.

Currently there is no funding allocated for properties outside England but instead, funding focuses on resident's personal circumstances.

We'll develop our plans for our properties in Swansea, Cardiff, Edinburgh, Glasgow, Hamilton, Belfast and Jersey accordingly.



To enable us to monitor and measure improvements to your homes we've teamed up with aico to roll out a programme of home sensors which will monitor temperature, humidity and air quality. These are unobtrusive and will help us combat damp and help you improve the air quality in your home.

NEW STAFF MEMBERS

We've welcomed some new members to the Haig team



Steven Potts
Estate Surveyor

Steve brings a wealth of experience from his 38 years working in social housing. On one of Steve's regular trips to Malta he once got chatting to Billy Connolly.



Daniel Gatenby
Sustainability Manager

After 17 years in the Royal Navy as a Warfare Officer, Dan is leading Haig's Sustainability initiative. He's a long-time Man City fan and a keen cyclist.



Bryn Passey
Compliance Manager

Bryn quickly fitted into the Haig team as Compliance Manager and immediately signed up to run the Royal Parks Half Marathon to raise funds for the Trust.



Sarah Hookins
Operations Officer

As our new Operations Officer, Sarah brings her strong administration skills to our Housing Options team. Out of work she enjoys walking Ares, her American Bulldog.



Richard Day
Grounds Maintenance Operative

Richard joined our Grounds Maintenance Team in the summer and brings with him a wealth of experience from his previous role as team leader at a gardening firm.



Aisha Wright
Corporate Services Coordinator

Aisha has worked in the supported housing sector for 12 years and joins the Corporate Service team dealing with Complaints, HR and data protection.



Abid Mustafa
Estate Surveyor

Abid has 22 years' experience working in social housing in many roles, most recently as Head of Property Services. He's a keen follower of politics and as an A-level student once interviewed Tony Blair.



Scott Black
Regional Manager Scotland

Scott brings over 30 years' experience in housing to our Scotland tenants. He enjoys scuba diving and skiing. He also ran 13 half marathons in a one year.



Rajee Kuriparan
Finance Assistant

Rajee joins our Finance team with over 13 years' experience in Finance. She'll be dealing with invoices, bank reconciliation and staff expenses. Outside of work she is passionate about cooking South Asian food.

FOND FAREWELLS

Many Haig tenants will have had the pleasure of dealing with **Kelly West** in the front office. Kelly has worked at Haig Housing for 23 years and has been a calm and friendly voice at the end of the telephone. Haig staff will miss Kelly tremendously and wish her all the very best in her new role with the NHS.

One of Kelly's proudest moments was being introduced to Her Majesty The Queen during the opening of the new development in Morden in 2019.



Norwich

Both staff and tenants in Norwich said a sad goodbye to our agent, **Ian Lonsdale**. Ian has represented Haig in the Norwich area for 20 years and said *"I have received some amazingly kind messages from a number of the residents which have left me most humbled."* Ian is the Deputy Lord Lieutenant for the County of Norfolk and laid a wreath on behalf of Haig Housing at the Remembrance event held at the War Memorial Bungalows, Mousehold.



New Community Fund

We are delighted to announce a brand new fund for tenants for small projects to improve your estate as a place to live.

Perhaps you would like to add a flower bed to a communal area or set up a community activity like a coffee morning. The **Haig Community Fund** is available for you, as tenants, to be able to enhance your local community and make our estates even better places to live.

HOW IT WORKS

Bids for up to £1000 will be considered. Up to 10 bids each year will be approved by the Community Fund Panel (CFP) with two tranches of applications closing on **31 March** and **30 September**.

Projects proposed will need to benefit a sufficient

number of residents on the estate, be properly costed and have a measurable outcome. We are happy to look at all proposals as long as they are organised and maintained by the residents and deliver something that Haig Housing would not normally provide.

Applications can be made online or by post to Housing Managers who are there to assist and advise you. They will then pass these on to the CFP to make a decision. They will look for ideas that will have the maximum benefit to residents and can both evidence **and demonstrate maximum impact**. **Additional local fundraising is a great way to show commitment to the project.**

Full details about this, including the form to use can be found on the website www.haighousing.org.uk/residents/community-fund

Decorating Allowance

We give every Haig beneficiary an allowance of £100 per year for decorating*. This is available on the first anniversary of your tenancy start date, after which your annual allowance is added each April and will accumulate to a maximum of £300.

Please apply in writing either by email to finance@haighousing.org.uk or call 0208 685 5777 and speak

to our Finance team who will send a form to you.

Once your rent account has been checked to make sure that you are in credit you will be sent a voucher to spend at B&Q.

If you want to use your own decorator, the Trust will pay you an equivalent allowance on receipt of a copy of the decorator's invoice (we will not pay the decorator directly).

More information is on our website and in the Residents section of the Tenants Handbook.

**Your rent account must be in credit for a period of six months, there must have been no other breaches of your Tenancy Agreement for six months and you must have no other monies owed to the Trust. This is not available to non-beneficiaries or market-let tenants.*



HM THE QUEEN'S PLATINUM JUBILEE

From Carlisle to Cardiff, Portsmouth to Sheffield, our estates celebrated our Patron's Platinum Jubilee.



ENFIELD



CARLISLE



JUBILEE CROWNS, SHEFFIELD



PORTSMOUTH

We really enjoyed seeing photographs of some great parties. Fantastic fancy dress, brilliant barbeques, acres of bunting and flags, fabulously decorated houses... oh, and the cakes – they looked good enough to eat! We are glad you used the supermarket vouchers for a get-together or simply to enjoy a treat for the weekend.

Here's a reminder of some of the celebrations.



LIVERPOOL

COMPETITION WINNERS

Just a reminder about the competition winners...

Best decorated Jubilee cake:

Mr & Mrs Young, Warrington

Mr Arjun Bahadur Gurung, Harrow

Best decorated house or garden:

Mr Whicker & Mr Carstairs,

Highland Road, Portsmouth

The party at Ogden Close,

Liverpool

Jubilee costume or outfit

(children):

The Golightly's, Carlisle

Athea Elaine Tyler-Poole,

Birmingham

Jubilee costume or outfit (adults):

Abbeydale Road, Sheffield for their

Jubilee crowns



Benches, Plaques and Coins

In addition to assisting with estate parties during the Platinum Jubilee weekend, the Trust has installed 14 metal benches across a number of its estates – 11 Platinum Jubilee benches and 3 Armed Forces ones. On many of our other estates we are also installing granite plaques as a permanent marker of the Platinum Jubilee. We hope that current residents will enjoy these and it will enable future generations to appreciate the significance of 2022.

These Jubilee benches and plaques were made possible through the generosity of our late Ambassador, Sarah Harding, who donated her Celebrity Big Brother cheque for £50,000 to the Trust.

We were also able to buy a number of the Royal Mint's commemorative Platinum Jubilee coins which will undoubtedly become collectors' items in the future, using these as prizes and to recognise other special activities and occasions.



Stewart Buswell, VEM Wheelers Lane, Birmingham is delighted with the new Jubilee bench

BRAVE BOY!



Five-year old James Brooks lives with his Mum and Grandad on the Morden estate. James was diagnosed with a brain tumour in 2021 and has since undergone surgery and Proton Beam therapy.

Thankfully, he's now symptom free and has regular checks at the Royal Marsden Hospital.

He was thrilled to get a Platinum Jubilee coin and badge which we thought he thoroughly deserved.

Mum, Sonja, would like to thank friends, neighbours and Housing Manager Julie Cann, for all of their support during this time.

ALBUM OF PHOTOS



We put together a special limited edition album of photos from the Haig estates to send to Her Majesty.

We are also very grateful to Morrison's supermarket for their kind sponsorship of £5,000 for the Platinum Jubilee celebrations.



Never Will I Die: The inspiring Special Forces soldier who cheated death and learned to live again

Toby Gutteridge lives in one of Haig's shared ownership homes and has impressed the Haig Team with his resilience and fortitude.

'Never will I die' is an account of his experience as an injured military veteran, having served with the Royal Marines and the Special Forces.

Toby was only 24 when he was shot through the neck while operating behind enemy lines in Afghanistan.

He survived, despite not breathing for at least 20 minutes. Now quadriplegic, capable of movement only with his head, Toby has rebuilt his life.

This is an incredible story of survival against all odds, this powerful memoir is an extraordinary story of survival against overwhelming odds, and of the power of the human spirit to overcome extreme adversity.

'Toby's sheer grit and determination is a powerful testament to his character. His story demonstrates the true nature of inner strength and courage. I think he's an inspiration to all of us.'

Tom Hardy



We Remember Submariners

Morden resident Mr John Bradbury, founder of We Remember Submariners charity was proud to attend the unveiling of a new memorial at the National Memorial Arboretum, Staffordshire in May. HRH Prince William, Commodore-in Chief Submarines cut the ribbon of the memorial.

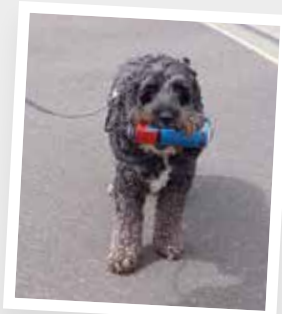


WRS Patron Gill Molyneux and John Bradbury

Keeping our estates in good order

Meet Jack, he's a Cockerpoo who lives on one of our Norwich estates. He regularly contributes to helping keeping the neighbourhood clean by picking up litter on his daily walks.

Well done Jack!



Tenants for 30 years

Tim Stockings was delighted to meet Mr and Mrs Watkinson who moved onto the Grimsby estate 30 years ago.

Born and bred in Grimsby, Kevin served in the Royal Artillery for 15 years. "It's home" he said, "We've brought up five kids and we now have six grandchildren".



Graham Hurley 1953 – 2022

Graham Hurley, a Welsh Guard Veteran who served on Sir Galahad in the Falklands conflict.

He was a proud and independent person who was very well liked by his neighbours and friends in Ely, Cardiff. He would often go off on his motor bike to join other veterans who would travel all over the country to celebrate a military function somewhere.

Graham will be greatly missed. Farewell old friend your services are over.

God speed to a new land.

Tony Plank, VEM Ely, Cardiff



The Not Forgotten Association provides events for wounded serving personnel and disabled veterans, which improve physical and mental health, address isolation, and promote a sense of community and balance.

Much disrupted due to the pandemic, we were thrilled this year to have Haig tenants attending the Buckingham Palace Garden Party.

Sign up to the mailing list here www.thenotforgotten.org



THE NOT FORGOTTEN

Grateful thanks to Morden's local veteran's charity the **Lest We Forget Association** for Wimbledon tickets. An exciting day with an excellent afternoon tea was enjoyed by all those lucky enough to go.



Garden competition: Calling our green fingered tenants!

We've seen some beautiful gardens during our travels around the UK and know how important your gardens are to you. The picture is of an amazing garden in Swansea. Here's your chance to show off your garden – we'd love to see pictures of your gardens in full springtime glory and we'll print them in the summer edition of Haig News.

Please send us your photos by 5th May 2023 and there will be prizes.



PUZZLE SOLUTION

Crossword solution summer 2022

1	E	2	M	3	S	4	V	5	S	6	I	7	B	8	O
5	D	R	A	M	A	T	I	S	T	10	T	I	E	U	P
	I	N	R	O	E	A	R	P							
11	C	H	A	N	C	E	L	12	A	L	L	E	G	R	O
	T	G	A	I	M	Y									S
13	M	E	S	S	E	N	G	E	R	14	P	U	M	A	
16	P	M	T							17	S	N	B		
19	S	P	E	C	I	E	S	20	S	C	A	L	P	E	L
	A	N	C	U											
21	L	O	T	S	22	T	R	U	M	P	E	T	E	R	
	M				24	S	P	E	L	A				25	A
26	B	A	R	R	I	E	R	27	A	T	L	A	S	E	S
	O	E	X	I	D	I	A								
29	W	L	E	T	30	S	H	O	R	T	E	N	E	D	
	K	Y	Y												

If you have a story to tell or would like to share some news, please send us an [email communications@haighousing.org.uk](mailto:emailcommunications@haighousing.org.uk)

WISHING YOU A **SAFE** AND **HAPPY** CHRISTMAS

Please take the time to check your home for fire risk. This especially important over the festive break.

- **Christmas tree lights** – check that they carry the British Safety Standard sign.
- **Candles** – keep away from your Christmas tree or materials that can catch light easily.
- **Most fires start in the kitchen.** Try not to leave a cooker unattended and avoid cooking under the influence of alcohol.



Photo by iStockphoto.com

Smoke alarms save lives! Test yours monthly

Every home should have at least one smoke detector that will sound an alarm if any smoke is detected.

It is possible to have a false alarm (when food catches on the hob or in the toaster) and you simply need to open a window to disperse the smoke.

- If your smoke alarm detects smoke, it will sound a very loud, 3-beep alarm pattern;
- Don't panic; stay calm. Follow your family escape plan.
- Get out of the house as quickly as possible. Don't stop to get dressed or collect anything.
- Don't open a door to a room where the alarm is sounding. Keep doors and windows closed, unless you must escape through them.
- If smoke is present cover your nose and mouth with a cloth (preferably damp). Take short, shallow breaths.
- Meet at your planned meeting place outside your home and do a head count to make sure everybody got out safely. Call 999 as soon as possible from outside.
- Never go back inside a burning building for any reason.

Test your Smoke Detector

Stand on a step ladder and press and hold the 'Test' button on your fire alarm until it sounds. Do not stand on a chair or any other furniture. Alternatively you can use a broom handle.

If the alarm doesn't sound you may need to change the battery. If you are able to you should change the battery yourself, if not please call us and we will arrange for it to be changed.

If your detector starts to make a 'chirping noise' it usually means your battery needs to be changed.

FIRE DOORS

Fire doors protect you and your family

You should never wedge or prop a fire door open, it is there to do a job and if it is wedged it will not be preventing the spread of flame in the event of a fire. Also a wedged door will become twisted and will not be able to close effectively in the frame.

If you have any questions or concerns about Fire Safety please contact the Haig Repairs team **020 8685 5777 (option 1) repairs@haighousing.org.uk**



Challenge events are back

A huge thank you to our fundraisers who put in hours of training to complete Ride London, The Royal Parks Half Marathon and the London Marathon this year.

If you have any other fundraising ideas for the Trust, please let us know fundraising@haighousing.org.uk.



Menin Gate Cycle Challenge Ride to the Gate – New Date

Postponed from 2022 due to the sad events of this September, fundraising event Ride To The Gate will now take place on 17-19 April 2023.

Royal Navy WO2 Gavin Tuach, founder of Hidden Warriors CIC, will be cycling 300 plus miles over 3 days fundraising for the Armed Forces Veterans community.

Gavin will be joined on the ride to the Menin Gate, Ypres, by a team including Veterans and serving Armed Forces personnel. They will start from the National Memorial Arboretum in Staffordshire and will lay wreaths at memorials along the route.

Each bike will carry a Poppy Wreath throughout and they will lay the final wreath during the official Last Post

Ceremony held every evening at the Menin Gate, remembering all those who have fallen in conflict.

This is the fifth annual cycling fundraiser organised by Gavin which has so far involved over 30 members of the Armed Forces and Veterans community and raised over £100K for numerous charities.



SCAN ME

Warriors please visit www.justgiving.com/fundraising/ridetothegate

If you would like to sponsor Gavin and team to raise money for Haig Housing and Hidden



Fundraise for Haig while shopping online!

Go to www.smile.amazon.co.uk and choose Haig Housing Trust as your charity and Amazon will donate 0.5% of the price of eligible purchases to us. Simple!



Competition Time!

Some brain teasers to keep those grey cells working over the festive break.

PRIZES! We have supermarket vouchers for 20 lucky winners – these will be picked out of a hat by the closing date of 31st January 2023.

GENERAL KNOWLEDGE

To get you started

The Snowman was shown on TV for the first time on Boxing Day of which year?

Which British monarch delivered the first ever Christmas message?

In the book "A Christmas Carol" what is Scrooge's first name?

ANAGRAMS

Can you work out these Christmas movies?

SMITH WRIST ACHE
(5,9)

A DEFINITE WOLF SLUR
(3,1,9,4)

CHARCOAL ARM SITS
(1,9,5)

HAIG KNOWLEDGE

How well have you been reading Haig News?

What is key to preventing condensation in your home?

How frequently should you check your smoke alarm?

What percentage of UK carbon emission comes from houses?

DINGBATS

Some festive say-what-you-sees

PPPPP
Our planet

Tofrankuch

MISTLETOE

XXX

Name:

Email:

Phone Number:

Address:

Cut out and send your answers to us at **Christmas Competition, Haig Housing, Alban Dobson House, Green Lane, Morden, Surrey, SM4 5NS.**

Or submit online www.haighousing.org.uk/Christmas



Condensation and mould

We want you to be safe and comfortable in your home. It's our highest priority.

At this time of year damp and mould can be a real problem. It's a team effort – we're committed to doing our bit. We are improving homes to tackle the underlying causes of damp in the fabric of our houses (see page 17). We want you to help by following this simple guidance.

Here's some information about how you can help in your home.

Warm air holds moisture, cold air doesn't. So condensation forms when warm moist air is cooled, for example because your house is warm inside but it's cold outside. That's why you notice it most in winter! If left untreated, condensation can lead to mould.

Did you know?

A person produces around 4 pints of moisture each day. So a house with 4 people will contribute well over 100 pints of moisture per weeks.

VENTILATION IS KEY

Anything that puts moisture into the air causes condensation. Cooking, washing, bathing and ironing all add up!

Modern homes cut down natural ventilation, so we need to help by preventing condensation in the first place.

PREVENTION IS BETTER THAN CURE

Always use your extractor fan, do not cover or disable them and tell us if they're not working.

- Try to keep the **inside temperature constant** (18 to 21°C for living areas, and 18°C in bedrooms).
- Having a very hot room and the others cold makes it worse, it is better to heat evenly throughout your home.
- Reduce the heat slightly in rooms you do not use often, but keep those doors shut.
- **Keep trickle vents open** on double glazed windows.
- **Avoid drying clothes indoors** – if you do make sure the window is open and the door closed.
- Cooking – use a low heat and **keep lids on pans.**
- Do not dry clothes over radiators and cover fish tanks.
- Ensure any **tumble drier is properly vented** or the condensate emptied regularly.
- Keep furniture away from walls to allow air to circulate .
- Wipe down moisture on surfaces.

CLEANING MOULD

Wipe down surfaces daily where condensation forms or moisture settles, such as window sills, to prevent mould growth. Use a squeegee to wipe down any excess moisture in the bathroom after every bath or shower. If you see mould growing, clean it with an anti-mould cleaner as soon as possible to stop it spreading.

The only way to permanently get rid of mould is to deal with the condensation that causes it.

If you have a mould problem please contact the repairs team
repairs@haighousing.org.uk or
020 8685 5777

Income Team Update

As we are all facing the prospect of stretched household budgets with food, energy and other costs rising steeply, we recognise that the future is looking very uncertain for many of us.

Please don't wait until you find yourself in difficulties.

Please contact Janet, Lorna and Toni in our Income Team who are happy to help and can signpost you to support which might be available to you. They speak with tenants every day and understand the difficulties faced in the current climate.

**HERE
TO HELP**

020 8685 5777 (option 2)

incomes@haighousing.org.uk

Going to be away?



If you are leaving the country for a period longer than a month you need to let your Housing Manager know. If the property is going to be empty for a significant period of time, we need to be aware of this.

You also need to inform the DWP and let the Housing Benefit office and Local Authority know.

Universal Credit

UC

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 the relevant people in the DWP.

Useful information



We keep our website updated with links to grants available and organisations which provide support. Please check this frequently for any updates **www.haighousing.org.uk/residents**, or call **020 8685 5777**.

! In terms of spending priorities, your rent must be at the very top of your list – your home might be at risk if you get into rent arrears

COMPLAINTS PROCESS

We recognise that from time to time things go wrong and that our service may fall below the standards we aim to deliver. If you do have an issue, we encourage that you raise this as soon as possible with a member of staff or manager so that the matter can be quickly resolved.

If this approach still doesn't meet your expectations then it's easy to make a complaint and we will try to put matters right as soon as practicable. We deal with complaints as quickly and fairly as is possible; if you do feel you need to make a complaint, we hope you feel listened to and are confident that we'll put things right.

Please see our website (**www.haighousing.org.uk/complaints**) for our complaints policy and a downloadable form, or call the office 020 8685 5777 to request a form.



The Royal British Legion has a new Cost of Living Grants Programme. This is designed to assist people who need help in a quick and easy way with everyday essentials such as kitchen appliances, clothes and energy costs. You can apply online at **www.britishlegion.org.uk** or call **0808 802 8080** (lines are open 8am-8pm every day)

Help with Buying Basics – The Mrs Willie James Fund

All beneficiaries of Haig Housing are eligible for assistance from the Mrs Willie James Fund. The fund gives a wide range of assistance by providing items, services or facilities which are needed but a beneficiary may not be able to afford. This can range from furniture and white goods to items to improve the quality of life to courses or equipment to help with a return to work.

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



PROPERTY UPDATE

Our extensive programme of estate improvement work continues and we are pleased to let you know that we now have a full team of surveyors covering the UK.

Stock Condition surveys are ongoing and have currently been completed on 20% of properties. These will continue to provide us with the accurate information to prioritise future investment in improvement works across the country. Focus has been very much on 'worst first' and prioritising those homes most in need of attention.

There will be a synergy in future plans between Sustainability and delivery of Planned Programme works.



COMPLETED PROJECTS

Salisbury



External repairs & flat roof works

Sheffield



Roofing works

Portsmouth



Porch renewals

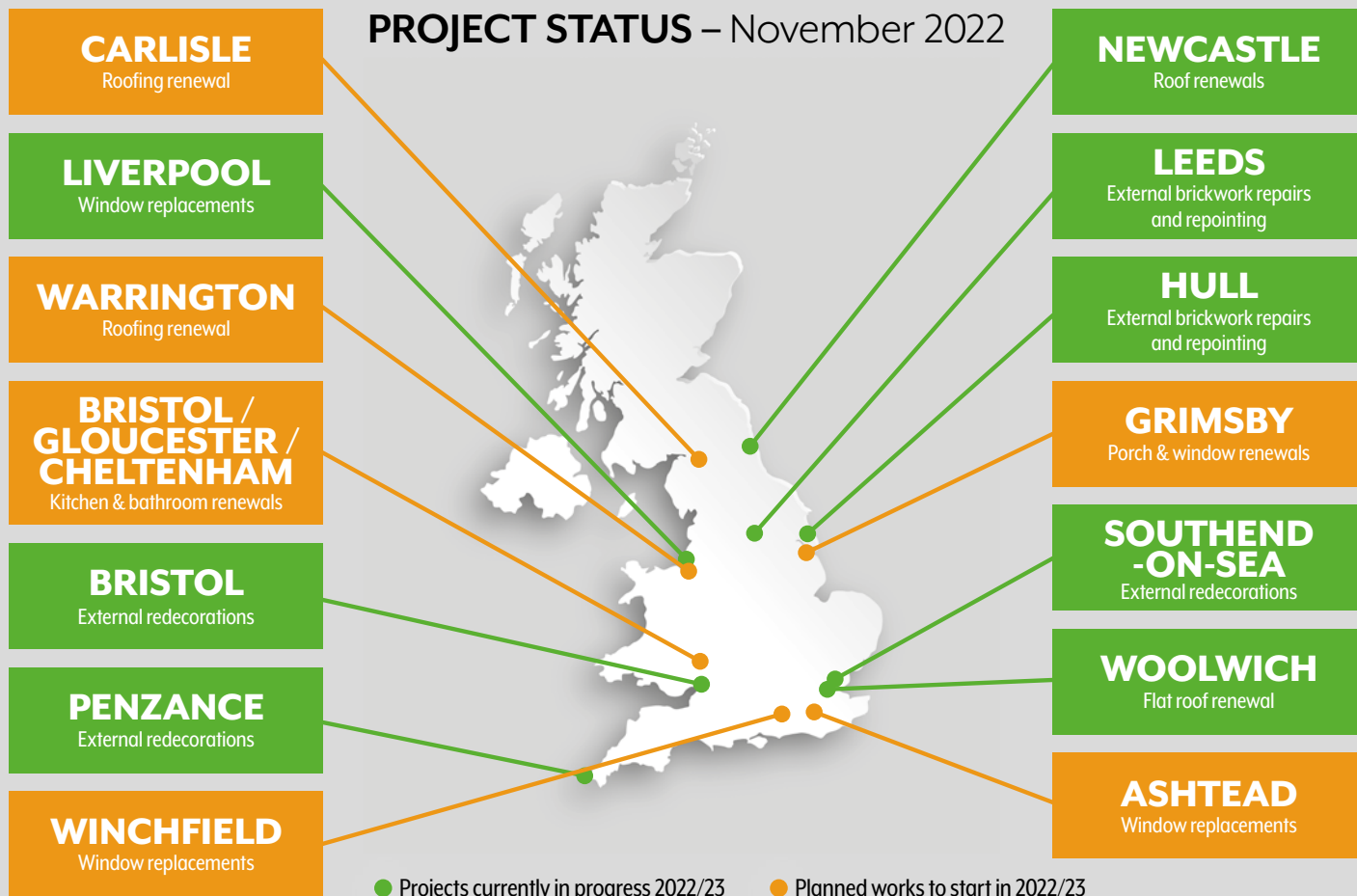
Meet the team!

I-r Arvin Davit (South West),
Abid Mustafa (Central),
Samantha Simpkins (Project
Manager), Steven Potts
(South East) and Deanne
Robson (North)

Brentwood

External redecorations

PROJECT STATUS – November 2022



UK-wide Veterans' Survey

The government has just launched a UK-wide Veterans' Survey. This is the first-ever exercise to collect feedback from the veterans' community across the UK and is coordinated by the Office for Veterans' Affairs and the Office for National Statistics (ONS).

This is your opportunity to provide direct feedback to the government on your experiences, access to and use of services for veterans.

This will help with a better understanding of the experiences, needs and well-being of the UK's veteran community.

Make sure you have your say!

www.ons.gov.uk/VeteransSurvey



Office for National Statistics

Office for Veterans' Affairs

YOU CAN HELP TO IMPROVE THE LIVES OF UK VETERANS.

TAKE PART IN THE VETERANS' SURVEY

If you or a family member have been part of the UK Armed Forces, simply scan the QR code or visit www.ons.gov.uk/veteranssurvey

You can also request a paper copy on freephone 0800 085 7376.

The information you give us is protected by law and treated as confidential.

Help Find Their Children

Scotty's Little Soldiers is a charity dedicated to supporting bereaved military children and young people who aren't getting the support they need.

Former Head of the British Army, General Lord Dannatt, is fronting the campaign which calls on veterans, service personnel and anyone with military links to help find children who have experienced the death of a parent who served in the British Armed Forces.

Last year, **Scotty's Little Soldiers** provided specialist bereavement support to over 500 young people, but there are many more out there.



Do you know of someone who has served our country and has died?

Did they have children?

www.scottyslittlesoldiers.co.uk

#HelpFindTheirChildren

0800 092 8571

Are you in receipt of a War Pension Scheme or Armed Forces Compensation Scheme pension or payment?

You might be eligible for additional funding for support in your home. This could be physical aids, adaptations, the fitting of a walk in shower or something else that would assist in your daily living.

Please discuss with your Housing Manager who will liaise with the Trust's fundraising team.

Photo: iStockphoto.com



REMEMBRANCE 2022

*They shall grow not old as we that are left grow old:
Age shall not weary them, nor the years condemn.
At the going down of the sun and in the morning,
We will remember them.*



Lord-Lieutenant of Norfolk, Lady Dannatt joins the Remembrance event at War Memorial Bungalows, Norwich.

Norwich

Photo by: Anna Jolly



Norwich



Western Cemetery Cardiff



Western Cemetery Cardiff



Southsea



Morden



Morden



Newcastle

HAIG HOUSING WAR MEMORIAL

The Trust's central War Memorial on the Morden estate has been located for decades in a small Memorial Garden close to the main offices. However, in the aftermath of the Covid pandemic it was decided to re-site this into the larger Peter Walley Memorial Garden, adjacent to the new development opened by our late Patron in October 2019.

The Memorial has been completely refurbished and installed with a new Portland stone base and was rededicated at a short Service preceding the main Armistice Day Service on Friday 11th November. The restoration was made possible by a generous donation by Matt Chambers of Madison Web Consulting and his sister Clair Chambers, in memory of their father, Doug Chambers. Matt is pictured here with David Williams, Chair of Trustees.



CHRISTMAS CLOSING

The office will be closed from Monday 26th December and will reopen on Tuesday 3rd January 2023 (Wednesday 4th January 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 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

HaigNews



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.

Please email **communications@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 Communications, Haig News, Alban Dobson House, Green Lane, Morden SM4 5NS, telephone 020 8685 5777, email communications@haighousing.org.uk

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www.haighousing.org.uk



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