

Haig News

SUMMER 2023



TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Message from Tim Stockings Chief Executive



The Minister for Veterans' Affairs, Johnny Mercer with Tim Stockings (left) and David Williams, Chair of Trustees

Time seems to be flying at the moment, by the time you read this the Coronation will have happened and summer will be almost here. Lots of change but also part of our natural rhythm. We're all busy, especially as the good weather allows us to do more work outside. Our improvement programme is in full swing; there are details in this issue. We're really pleased to be awarded a large grant from the Social Housing Decarbonisation Fund that will be used to upgrade homes, saving you money on your fuel bills. We are planning to do even more, so please keep an eye out for the notifications that we send out and talk to your housing manager.

We are moving our head office to Victoria where we already have an office, as the Morden building is past its useful life and will

cost too much to repair. We are working hard to make sure that we still provide a good service to all residents.

Thank you for filling in your tenant surveys – we received a lot of useful feedback and will include your thoughts in our future plans. We know that things do not always go right first time so please let us know if there are issues. Talk to your housing manager or call the support hub if there is a repair issue. But please also help yourself. There are limits to what we can do as a landlord and a bit of self-help goes a long way. Please also be considerate neighbours, so we can build our communities. A kind word or thoughtful gesture goes a long way to making life easier for us all. Enjoy the summer.

Tim

HAIG HOUSING HOMES FOR THE VETERAN COMMUNITY



Relocation of the Haig Housing Trust Head Office

Alban Dobson House has served as our head office for over 50 years but the building is now no longer fit for purpose with many services, such as the boilers, beyond economic repair.

We will relocate to offices we currently rent in Mountbarrow House, Victoria where we will be co-located with other Veterans' charities. We will continue to maintain the same level of service to tenants and phone numbers and contact details remain unchanged.

The relocation will take place in summer 2023.

**Mountbarrow House
12 Elizabeth Street
London SW1W 9RB**

Minister Visit

In January, we were pleased to welcome the Minister for Veterans' Affairs to the Morden estate. The Minister had a tour of the estate and visited two tenants

in their homes before meeting other tenants and staff. Over a working lunch the Minister heard first hand about the challenges faced by Veterans today.



"Every veteran deserves a home that they can be proud of and the Haig Housing Trust provides an amazing service for its residents."

The Rt Hon Johnny Mercer MP, Veterans' Affairs Minister

Johnny Mercer meets Morden resident, Richard Hoare



Working with you to improve services



We've been working hard on improvements following last year's Tenants Survey and we are making progress in the following areas:

Communications about repairs

You told us you are sometimes frustrated with the communications about Repairs and Planned Works.

We are working on contractors communications with tenants and reviewing our contract management processes.

Outstanding repairs and timescales to complete

You told us that outstanding and forgotten repairs cause annoyance and frustration.

We are measuring our response times and communications about repairs to identify ways to ensure that communications are timely and repairs are completed.

Quality of work

You told us that the quality of works done on our behalf sometimes falls short.

We will extend our post inspection programme to make sure that we can identify trigger points for poor quality of works.

Improving customer experience

You told us that you don't always find us easy to deal with and customer service could be improved.

We are working on our customer service procedures to ensure that you can contact the right department to assist you. This includes ensuring a smooth transition during the office move and use of technology.

Compliments, Comments and Complaints

We have reviewed our complaints process to make it clearer and simpler for you. All feedback - compliments, comments or complaints - are useful to help us to improve the service we provide to our tenants.

Pay a compliment or make a comment

If you are happy with the service you received from the team, we would love to hear about your experience. All **compliments** received will go

towards recognition of an outstanding contribution to customer service by an individual or a team.

If you have an **comment** about how we could improve or develop the service we provide, we would be grateful to hear your opinion. **You can use the form on our website, call 020 8685 5777 or email enquiries@haighousing.org.uk.**

Is it a complaint or a service request?

A **service request** brings a matter to

our attention for the first time. It may relate to the service offered for example, a missed appointment. **To make a service request please contact repairs@haighousing.org.uk or 020 8685 5777 (option 1).**

A **complaint** is where a tenant is dissatisfied with the standard of service, actions or lack of actions by us. **To make a complaint please visit www.haighousing.org.uk/complaints or call 020 8685 5777 and ask for a form to be sent to you.**

"We just wanted to say thank you so much for all your help. We are totally overwhelmed with the house and cannot wait to make it our family home for life!"

"The children fell in love with the house when they saw it yesterday, and the look on their faces was priceless!"



© Hugo Burnand

GOD SAVE THE KING!

King Charles III is our 62nd monarch from a period spanning some 1200 years, ascending to the throne on the death of his mother, Queen Elizabeth II, Haig's Patron, on Thursday 8th September 2022. He was also, at 73, Britain's oldest monarch at the time of his accession.

Prince Charles Philip Arthur George was born on Sunday 14th November 1948 at Buckingham Palace, the grandson of then monarch King George VI. At age four he appeared at his mother's coronation, seated between his grandmother Queen Elizabeth the Queen Mother and his aunt, Princess Margaret,



looking at times similarly bored as grandson Prince Louis at his own coronation.

Unlike his predecessors, Charles was the first heir to be schooled externally rather than by private tutors as well as the first to gain a degree. Thereafter, following his father, grandfather and great-grandfathers, he joined the Royal Navy, gaining a pilot's licence and later serving as Commanding Officer of the minesweeper HMS Bronington. One anecdote from those days, possible apocryphal, involves one of his more mischievous sailors who, unhappy when Charles turned down a formal request, stated – as was his



technical right – ‘that he wanted to take it further’. Our future king, somewhat fed up by this point, allegedly stared him down and enquired just how much further he thought he could take it ...

While only just starting his duties as monarch at an age some eight years after others would have retired, Charles has already led an extraordinary life: both a fixed and rotary wing pilot, he is also a qualified diver, parachutist, competent artist who has displayed at the Royal Academy, published author (‘The Old Man of Lochnagar’), based on bedtime stories he used to tell his younger brothers as well as the Ladybird Expert Book on ‘Climate Change’, cellist, actor (including bit-parts in Coronation Street and Eastenders), multi-linguist (Welsh, French and German), polo player, a member of the Magic Circle and even BBC weather forecast presenter.

Over the years, Charles has embraced several key interests – the environment and climate change, architecture and charity work, sometimes with tabloid and other controversy. However, his work in support of charities has been of especial note, establishing eighteen himself, notably The Prince’s Trust (with five overseas branches), Business in the Community and The Prince’s Foundation. Today all these charities are grouped together under the ‘Prince’s Charities’ of which, in his new role as monarch, he remains the President, albeit in an honorary capacity. Unsurprisingly, his support of the military and Veterans and their welfare and needs has always been close to his heart. In the early noughties he played an instrumental role in addressing the root causes of Veterans street homelessness.

King Charles has undoubtedly been one of the best prepared of all Britain’s monarchs – not just in terms of his long apprenticeship but also in the breadth of his experience and his interests. Those who have met him know that he is an extremely personable individual with a keen sense of humour, as Dame Edna and the Goons knew well, and a demonstrable commitment to the issues of our times, especially in terms of sustainability, the built environment and young people and, similar to his mother, has always been immaculately attired.

Queen Camilla, as his Consort, has been an instrumental person in his life for many decades.

Her father, Major Bruce Shand, fought with the Desert Rats in the Second World War before being captured during the battle of El Alamein. He was awarded the Military Cross on two occasions. As such, she is well acquainted with military life and with Veterans.

Charles and Camilla were crowned our new King and Queen on Saturday 6th May 2023 in a ceremony

that combined the best of old traditions with modernity and inclusivity. Many of us enjoyed watching the Service on television, with the glitter of the Crown Jewels matched by a sumptuous display of music chosen by the King – some well-known and some commissioned especially for the event, with the Armed Forces proving that in terms of colour, discipline and pomp only Britain can really pull off an event such as this.

Of course, the transition to a new monarch is not limited solely to

“King Charles has undoubtedly been one of the best prepared of all Britain’s monarchs – not just in terms of his long apprenticeship but also in the breadth of his experience and his interests.”



the Coronation but to much other change, across the Commonwealth too, including those nations for whom the King is Head of State such as Canada and Australia: new stamps, coinage and, from a military perspective, new ciphers, insignia, cap badges and tunic buttons too: gone, sadly, is the well-known and loved cipher of his late mother, ER II with its stylised St Edward’s crown, replaced by the new CR III cipher with its Tudor crown and, in Scotland, the Scottish crown.

**So, as we enter the Third Carolean Era,
we send loyal greetings to our King, Head
of the British Armed Forces:
God Save the King! Long Live the King!**

NEW STAFF MEMBERS

We've welcomed some new members to the Haig team



Lydia Cann
Office Administrator

Lydia has settled really well into her first job since leaving school and is a fantastic support in the General Office. She's a keen sports enthusiast and a lover of musical theatre.



Joseph Kimani
Operations Officer

Joseph has joined the Housing Options team. He has worked in social housing for over 10 years and takes pride in delivering great customer service. Outside of work, he enjoys meeting up with friends for basketball sessions.



Leslie Nye
Sustainability Project Assistant

With a passion for helping others and experience in complex project coordination, Leslie is excited to be part of Haig's plans to improve homes and reduce our carbon footprint. She enjoys swimming, sweet wines and taking part in fun volunteering events.



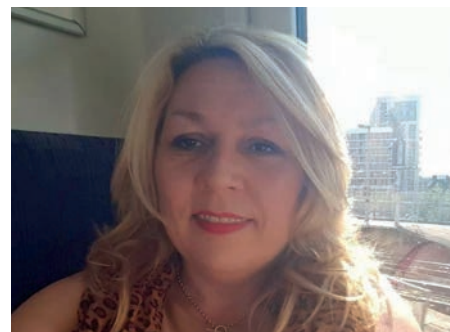
Manny Akinkunle
Estates Contracts Manager

Manny joins Haig with over 15 years' experience in private and social housing estates facilities management. Manny has already visited several of our estates and you will meet him on his regular visits. Manny likes to keep fit at the gym, enjoys visiting the countryside and is a watch enthusiast with a passion for luxury wristwatches.



Mandy Kang
Compliance Manager

Mandy brings 7 years' experience of facilities and housing experience and joins us as Compliance Manager with a focus on compliance databases. She is passionate about helping and supporting charity through raising money and mentoring. She loves reading, going to the gym and running marathons for charity.



Therisa Crowhurst
Senior Housing Manager

Therisa brings a wealth of experience in Local Government, social and private housing management. She is passionate about supporting all people who are vulnerable and will work on making tenancies sustainable. She loves to dance, travel and spend time with family - particularly her 2-year-old granddaughter.

BABY NEWS

We were thrilled to welcome the latest addition to the Haig Team, Lily Ward-Bradshaw. She was born in January and big sister, Katie, aged 8, is a great help to Mum, Rachel, who will return to the Housing Options team following her maternity leave.



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.



Craig Thomson-Smith is a former regular British Army officer who served in the UK, Germany, the Balkans and Afghanistan. For the last 11 years he has worked in the Asset Management industry, specialising in Cash Management and direct support to the Trade Floor.

Outside of work, in addition to spending time with his family, Craig has many interests, including

the environment – he is a dedicated citizen scientist recording butterflies. He's also an avid follower of international affairs and a keen supporter of most major sports. In his spare time, Craig oversees a running club, cycles most weeks and continues to take part in endurance events.



Matthew Carter served as an officer in the Army from 1980 to 2010, completing a range of posts at regimental duty and as a staff officer. He attended the Royal Naval Staff course in 1992 and commanded 5th Regiment Royal Artillery in 2002-04. He completed operational tours in Northern Ireland, Kuwait and Iraq.

On leaving the Army in 2010 under the early departure scheme, he took up the post of Bursar and Clerk to

the trustees at St Swithun's School in Winchester. He became the Regimental Secretary for the Royal Artillery in 2018. In this capacity he is also Chief Executive of three regimental charities: The Royal Artillery Charitable Fund, the Royal Artillery Institution and the Royal Artillery Association.

DECORATING ALLOWANCE – HOW TO APPLY

We give each Haig beneficiary an annual allowance of £100 per year for decorating*. If your rent account is in credit, you will be sent a voucher to spend at B&Q

To claim this:

- Please apply in writing to finance@haighousing.org.uk or call 020 8685 5777 and ask for our Finance team who will send a form to you.
- Once we've checked that your rent account is in credit, you will receive a voucher to spend at B&Q.
- If you want to use your own decorator, please send a copy of the decorator's invoice and Haig will pay you the equivalent of your allowance.

Your annual allowance 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.

*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 allowance is not available to non-beneficiaries or market-let tenants.

Community Fund

Do you have an idea for something to enhance and improve your estate? It might be adding a flower bed to a communal area or setting up a community activity, like a weekly coffee morning.

The Haig Community Fund is available to you, as tenants, to be able to enhance your local community and make our estates even better places to live.

If you have an idea, please discuss it with your Housing Manager. Projects 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 organized and maintained by the residents and deliver something that Haig Housing would not normally provide.

For more details and an application form visit www.haighousing.org.uk/residents/community-fund, call 020 8685 5777 or email cfp@haighousing.org.uk

Strongman Martin



It's almost beyond imagining that a human could lift something that weighs as much as a horse.

Now try imagining that as a wheelchair user. Haig tenant, Martin Tye, has done just that.

On 6th May 2019, Martin set the world record for the heaviest seated deadlift of 505kg. And to put that into perspective, that's the weight of a horse... or a caravan... or a concert grand piano.

Ten years earlier, Martin sustained injuries while serving in the UK's Royal Logistical Corps. During a tour in Kabul, Afghanistan, a suicide bomber drove into his vehicle and detonated a 500-pound bomb.



After the attack, Martin was flown home on life support and had to be revived en route after going into cardiac arrest. Among his injuries were severe nerve damage, blast injuries to his lungs, bilateral knee injuries, shrapnel damage all over his body, partial deafness, burns on his body and face, and a mild traumatic brain injury. His clavicle was also shattered, and he sustained smaller muscle tears and ruptures from the blast.

Martin wasn't paralyzed by the blast – he can still walk a few yards at a time – but he can't feel his legs and suffers from serious pain and nerve damage that has left him largely wheelchair bound.

Martin was treated in Headley Court. He was, self-admittedly, in a bad way.

Above: Martin (far right) serving in the UK's Royal Logistical Corps

Top left: Martin winning Gold at Invictus Games

Bottom left: Martin competing at the Strongman competition

Right: Martin setting the world record for seated deadlift in 2019

Not just strong, but unbelievably strong!

He didn't engage in the physio and was "mentally not there".

He was picked up by Veterans' charity Battleback, part of the Royal British Legion. They introduced him to water sports including waterskiing and rowing. He thrived on the mental and physical challenge and eventually became an instructor for Battleback.

He's proof that a positive outlook can change everything. Martin has literally gone from strength to strength but getting over the mental hump in the wake of his injuries proved to be one of the most difficult obstacles he faced.

"My military background, along with an amazing family network, has helped me work through my mental challenges and face the world head on."

Support from his family came in various guises. After watching the Invictus Games on TV and listening Martin claim he could do it, fiancé, Bex, signed him up for the games without his knowledge. She knew he'd never apply for himself, so she sent off the application on his behalf. Without her encouragement he wouldn't be where he is today.

And so he competed in two Invictus Games - Canada and Australia, representing Great Britain in Wheelchair Rugby and Volleyball as well as winning Gold medals in Indoor Rowing and Powerlifting. He's also the winner of



the World's Strongest Disabled Man competition in 2018.

"Sport has had a positive impact on my life since the injury. Before sport, I would only focus on my weaknesses. However the Invictus Games and Disabled Strongman have taught me to focus on my strengths and push myself."

His ambition now is to raise the profile of Strongman as a sport, particularly for disabled athletes

Martin still struggles mentally but his advice is simple: "if anyone is struggling, get into a gym. Bad situation – sport is a way to come out of it"

He believes he was lucky that Battleback had his back and pushed him into sport. After thinking life was over, he's in a good place now. At his home in Farnborough, which he shares with fiancé Bex; their children and foster children; and their dogs and foster dogs, he is surrounded by

mementoes, trophies and photographs of his achievements. He continues to train regularly in his home gym and his commitment is totally demonstrated by a daily dip in an ice bath.



Martin's ambition is to promote and grow Strongman as a sport for disabled athletes and bring it into the mainstream competing on a near level playing field with able-bodied compatriots.

A New Era for Disabled Sports
www.gbdisabledstrongman.co.uk
gb.disabled.strongman@gmail.co.uk
#TheUnicornBeast
@strongmantye

Help with Buying Basics – The Mrs Willie James Fund

All beneficiaries of Haig Housing can apply for assistance from the Mrs Willie James Fund. The fund gives a wide range of assistance by providing items, service or facilities which are needed but a beneficiary might not be able to afford. Ranging 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 us for an application form. Email shirley.skinner@haighousing.org.uk or call 020 8685 5777



The Not Forgotten Association

Providing events for wounded serving personnel and disabled Veterans to improve physical and mental health, address isolation and promote a sense of community and balance. From Royal parties and concerts to holidays and outings you can sign up online www.thenotforgotten.org or call 020 7730 2400

Incomes update

Janet, Lorna and Toni in our Income Team are very happy to help you if you think you may have difficulties paying your rent. They speak to tenants every day and understand the difficulties faced in the current climate

Please remember that your rent must be at the top of your list of spending priorities; your home might be at risk if you get into rent arrears

**HERE
TO HELP**

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

Every Little Helps – Savings for Veterans

Veterans' Railcard: 1/3 off rail travel for Veterans.
www.veterans-railcard.co.uk

Blue Light Card: Big savings on brands for Veterans.
www.bluelightcard.co.uk (£4.99 for 2 years)

Defence Discount Service: official MoD discount service for Veterans and Armed Forces Community. www.defencediscountservice.co.uk (£4.99 for 5 years' registration)



Paying your rent online – it's easy!

1. Go on to the website www.haighousing.org.uk/residents/rent
2. Click on the 'Pay your rent online'
3. Insert your reference number (this can be found at the top of all correspondence sent to you by Haig), the amount you want to pay, and then select where you live on the drop-down arrow in the Service box. Click Next
4. It should then take you to another page to check the information, if it's correct, click Next
5. Complete your name and address and contact details and click Next
6. Enter your debit card details and click 'Pay now' and the payment will then be credited onto your rent account.



Important – please make sure you have done the following

- ✓ **Updated your standing order.** Please make sure that you have increased your standing order payment following the rent increase in April (and made the adjustment for a 53-week year*)
- ✓ **Updated your Universal Credit journals** with the rent increase information
- ✓ **Informed your Local Authority benefit department** of the rent increase if you are in receipt of Local Housing Allowance

Just a gentle reminder that you need to make Universal Credit and your Local Housing Authority aware of your rent increase and

remind them that Haig Housing is a private landlord. If they do not have this information it will affect your entitlement.

Rent Ready Reckoner

Take your weekly rent (e.g. £100.00) multiply by 53 (i.e. the number of weeks in a year*) and divide by 12 (the number of months in a year)

$$£100 \times 53 = £5,300$$
$$£5,300 / 12 = £441.677 \text{ is your monthly rent}$$

Tenants in Scotland

Please update your standing order payments to reflect the 53-week year*

**It's a 53-week year! Once in a while, accounting calculations include an extra week.*

Everybody Needs Good Neighbours!

Being a good neighbour is an essential part of living in a community. We are very proud as a Trust to provide homes to Veterans and their families in need and we know how important a sense of community is to you.

Here's what we all need to remember about being a good neighbour:

- **Be respectful:** Respect your neighbour's privacy and space. Avoid loud noises especially during late hours. Be mindful of how your actions may impact those around you.
- **Communicate:** Get to know your neighbours and make an effort to say hello. If there are issues or concerns, address them calmly and respectfully.
- **Help out when you can:** Offer assistance to your neighbours when possible. Help them with groceries, offer to water their plants or pick up their mail while they are away.
- **Show empathy:** If your neighbour is experiencing difficulties or is going through a tough time, offer them emotional support and understanding.

By being a good neighbour, you can help create a welcoming and harmonious community that benefits everyone. Remember that the actions you take can have a significant impact on those around you, so please be mindful and considerate of others.

Bag It Bin It!

We know there are many responsible dog owners who are 'bagging and binning' their dog poo but there are still a minority who are not picking it up.

As a responsible dog owner you should:

- **Clean up after your dog by taking a supply of bags.**
- **Put used bags in the bin (public litter bins are suitable).**
- **Many local authorities also supply free bags.**

The Dog Fouling Act 2003: Failure to clean up after your dog in a public space is an offence. Offenders may receive a Fixed Penalty of £80, rising to £100 if not paid within 28 days.

Communal areas

These are for the benefit of everyone. Please use these areas considerately and don't leave rubbish or clutter in shared spaces. Please be considerate when parking your car.

Bins

Bins and recycling are operated by the local council and not Haig Housing.

Please use communal bin and recycling spaces considerately. Badly managed bins attract pests and vermin and are extremely unpleasant.

- **Try to reduce your waste and use the correct bin ie general waste or recycling. Break down packing to take up less space.**
- **No fly tipping, ie mattress, bikes, white goods, furniture. Your council will have a bulk rubbish collection service if you can't get to the local tip.**
- **Place your rubbish in the bins, don't leave on the floor, or throw bags at the bins - split bags/waste create a running buffet for rats, mice, squirrels and foxes.**
- **Use the bin stores as if you lived next to one, think how you like it to be - clean, tidy, not smelly.**
- **Make sure whoever is on bin duty knows what to do and can reach the bins, some children are not tall enough and leave bags on the ground.**

ASB

If you see or experience Anti Social Behaviour:

- **Let us know the problem – gather all of the information you can.**
- **We'll use the information to investigate and form a case.**
- **We'll keep you informed with progress.**



Ride to the Gate

The cycle of life (on a bike)



Michael Marven, Housing Manager, Haig Housing

After volunteering to take part in a cycle ride of 300 miles with Serving Personnel and Veterans my first thoughts were 'great', followed nearer the time by 'why'?

Meeting everyone on the Sunday evening before the start of the ride I soon felt at home with the other lads even though we were all strangers to each other. Little did I know then I would be riding with some very experienced cyclists. The banter started to flow! Army v Navy all over again. I was outnumbered 4 to 1.

Started the ride from the National Arboretum on the Monday morning – we had special dispensation to enter the Arboretum before it was officially open - and promptly got lost at the first roundabout. After 100 miles of cycling on a very cold April day, we arrived at the home of one of the Trust's Directors who hosted us for the night. At times, I felt like I was cycling with the Royal Navy SBS cycling team so a massive thank you to Mandi Deakin for a home cooked meal and a comfortable bed. Lovely gesture.

Set off early Tuesday for the longest leg to Dover - 123 miles and we were joined by Adrian Moore, a Scots Guards Veteran of 9 years and a joint sponsor of the event. The last few miles were in the dark and Kent is not flat. Despite some sense of humour failures, we all kept each other going. Only two punctures this day!

Early start again on Wednesday to catch the early ferry to Dunkirk for the last leg to Ypres with flat, easy riding although into a head wind. After a

wreath laying ceremony at the Menin Gate, which was a great honour for those of us that took part, we had a decompression evening where the banter between Army and Navy continued, fuelled by some tots of rum!

Thursday saw us pay our respects at Tyne Cot, the largest Commonwealth and War Graves Commission cemetery in the world. We also visited the German cemetery close by. Two different worlds.

It was a privilege to take part in this event on behalf

of Haig but also for my own reasons. After only 5 days together it felt as if we had all known each other for years with the military ways of encouragement which, shall I say, is the common thread through us all. Not only was it a physical challenge but for me a mental one too which with the help of others made it more enjoyable and achievable, a lesson to us all.

Not only was it a physical challenge but for me a mental one too which with the help of others made it more enjoyable and achievable.



The team at The National Arboretum



Menin Gate – Michael is 3rd from left



A joint fundraising event with Hidden Warriors



Hidden Warriors CIC provides supportive assistance to the families (children and partners) of the UK Armed Forces Veterans' Community.

Sports and activities – funding places for children of Veterans for karate, swimming, horse riding and dance. Most recently used to support children bereaved by suicide.

School uniforms – helping families with costs of school uniforms which is becoming increasingly important with cost of living hikes.

Community events – foodbanks and befriending projects.

'Warriors walk among us'
www.hiddenwarriors.co.uk

JOINING FORCES

Veterans' charity Building Heroes and Haig Housing have joined forces to provide training and employment opportunities for Veterans.



Building Heroes offers funded training programmes in construction and property maintenance to help military service leavers, Veterans, reservists, and military family members transition into civilian life and on to pathways to second careers within the construction and property maintenance industries.

The 5-week training programme, accredited by City & Guilds, provides practical training, employability skills, green skills and sustainability awareness, site experience and employer introductions, a CSCS Green labourers card and a Health and Safety award, all of which ensures all graduates are site work ready.

- **City & Guilds in Construction Multi Skills**
- **Groundworks and Streetworks**
- **Performing Engineering**
- **Plant Machinery**
- **Green Skills, Sustainability and Retrofit**



Building Heroes works to stay ahead of economic changes and industry demands by closely collaborating with the industry, delivering a competitive edge in supporting the Government's Net Zero initiative while offering military personnel and Veterans a diverse range of job opportunities. The charity is scheduled to open green skills academies to train retrofit assessors and retrofitters, creating job opportunities for social housing residents, including those in Haig and supporting Haig and E.On's retrofit maintenance programmes.

Find out more

Haig Housing applicants to the Building Heroes programmes will receive priority booking. To find out more about how you can apply to one of our programmes, please visit our website at:

www.buildingheroes.org.uk
or use the QR code or call one of our team on 0330 912 6200
 and don't forget to let us know that you are calling from Haig!



Building Heroes currently operates at 14 locations across England and Wales

BUILDING HEROES SUCCESS

Darren Kirk applied to the Building Heroes course in February 2022, after serving with the Armed Forces for 7 years in 13 Air Assault.

Darren is an amputee and had been out of work for 5 years before joining the course and he expressed that things have only got better since doing his course.



Darren graduated in April 2022 and said that the course provided him with enough confidence and the skills to ensure that he could start working for himself and get back into the world of work, in a sector that he really enjoyed.

Darren was on benefits when he applied for the Building Heroes Construction Skills course and the skills and knowledge that he gained from it enabled him to join Building Heroes Property Services, a subsidiary to the Education Foundation charity, and has worked as a self-employed property maintenance operative for over 6 months.

Read more
about this ambitious
programme at
[www.haighousing.org.uk/
sustainability](http://www.haighousing.org.uk/sustainability)

Sustainability Update

In March, the Haig team was thrilled to hear that we were successful in our bid for £2.6M from the Social Housing Decarbonisation Fund (SHDF) Wave 2.1 from the Department for Energy Security and Net Zero (DESNZ).

The aim of the SHDF is to help improve the energy efficiency of social housing and is a key part of the Government's commitment to reducing carbon emissions and achieving Net-Zero carbon by 2050. It is estimated that around 19 million homes in the UK will need to undergo some form of retrofitting.

This is the first stage of an ambitious, long-term programme by Haig Housing to bring our homes to a minimum Energy Performance Certificate (EPC) C rating. Haig trustees have agreed an additional £7.5M of the Trust's own funds to make improvements to over 700 of our homes.

We have appointed E.On as our partner to deliver the programme to improve our homes.

OUR PLAN

We have appointed E.On as our partner to deliver this improvement programme. Plans will tie in with existing planned and cyclical maintenance works to keep disturbance to residents

Retrofit is simply the process of making changes to existing buildings so that energy consumption and emissions are reduced.



to a minimum. The first phase will take place from April 2023 to April 2025.

WHAT IS RETROFIT?

Retrofit is simply the process of making changes to existing buildings so that energy consumption and emissions are reduced. Retrofitting refers to the process of making improvements to a building's structure or systems to make it more energy-efficient, comfortable and sustainable.

This can include a number of measures including external wall insulation, loft insulation, cavity wall insulation, underfloor insulation and solar panels.

WHAT ARE THE NEXT STEPS?

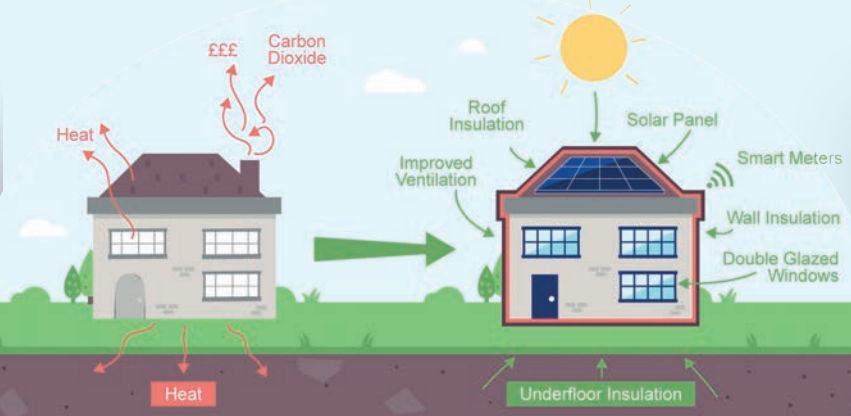
Once we have completed our research and created the schedule of homes to work on, we need to carry out a Retrofit Assessment. This is a survey of your property and will be conducted by an E.On assessor to confirm the measures for your home.



SUSTAINABILITY WORKING GROUP

Are you interested in environmental and sustainability issues?
Are you interested in helping develop the future of Haig Housing?

We'd love to get your views! Join our Sustainability Working Group.
It won't take up too much of your time – the occasional survey or Zoom meeting.
Email sustainability@haighousing.org.uk with your details.



If your home is part of the first wave, this is what will happen



Contact from E.On

The Social Housing Decarbonisation Fund team at E.On will call you. One of E.On's friendly experts will contact you via phone and book in your home survey.



Home Survey

An E.On assessor will come to your home with I.D. and conduct an internal and external property survey.



Installation

Your home will receive the required works from a Trustmark registered contractor to improve its energy efficiency rating.



Aftercare

A member of Haig Housing's team will visit you to ensure that the work has been carried out satisfactorily. We will continue to provide you with ongoing support.



e-on
Working with

WHAT YOU NEED TO DO

- Keep an eye out for letters about when to expect a survey.
- Let your neighbours know, especially those that might not receive emails from us.
- Look out for regular updates and details of webinars which we will send to keep you informed.

We will aim to keep disruption to your home to a minimum and if remedial works are needed, we will keep you updated as to progress.

IS THIS THE SAME FOR DEVOLVED NATIONS?

Net-Zero legislation differs in England, Wales, Scotland, Northern Ireland and in Jersey. Currently there are no government funding schemes for properties outside England that Haig Housing are eligible to apply to. Our sustainability manager, Dan Gatenby, is working to persuade and influence relevant Government and Local Authority bodies to include charities in the funding schemes they operate as he successfully did for the SHDF scheme in England.

Dan is our sustainability manager. If you have any questions about Haig's plans please email sustainability@haighousing.org.uk.



PROPERTY UPDATE

We have an extensive programme of works that we will be delivering this year to improve and renew over 500 of our homes. This includes kitchens and bathroom upgrades, window and door renewals, roofing works, external brickwork repairs and cyclical external redecorations.

Communications have started to properties that are included for works within this year's programme, identifying the type of work and also giving an indication of timescales.

Important note: There are a number of stages of work involved prior to the actual work taking place but we will keep you informed throughout.

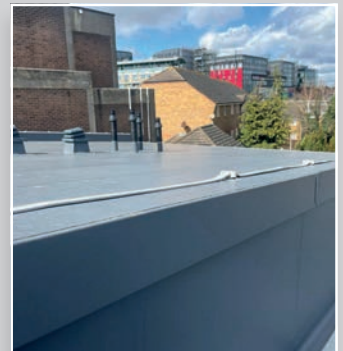


COMPLETED PROJECTS

Grimsby – Renewal of windows and porches.



Woolwich – Full renewal of flat roof.



Liverpool – Installation of new windows.

Carlisle – Full roof renewals.

Penzance – External redecorations.

Southend on Sea – Flat roof renewal.

Newcastle – Full roof renewals.

Bristol – External redecorations.

Hull – External brickwork repairs and repointing.

PROJECTS IN PROGRESS

Bristol / Gloucester / Cheltenham

Kitchen and bathroom renewals.



Warrington – Roofing renewal.

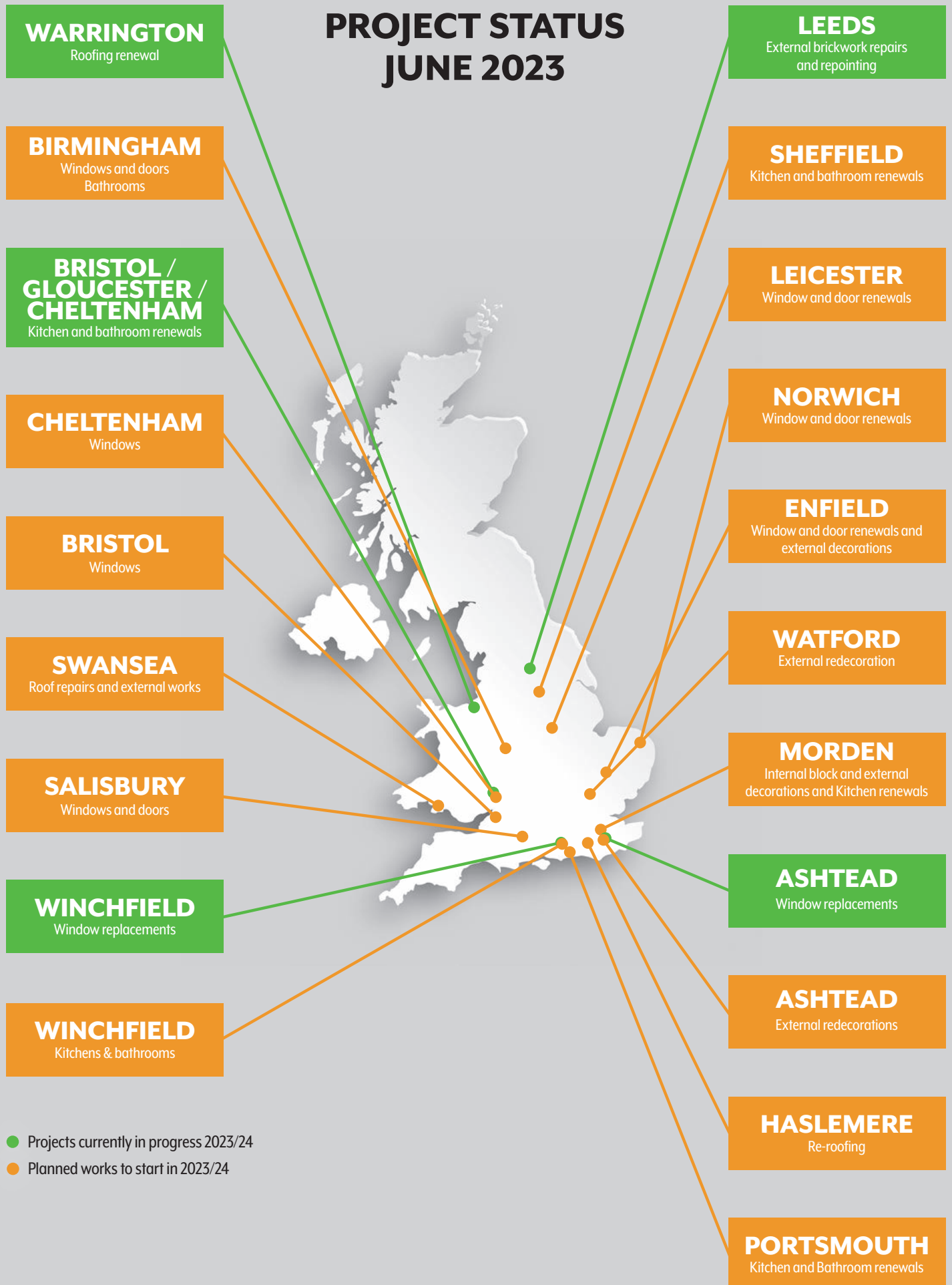
Winchfield – Window replacements.

Leeds – External brickwork repairs and repointing.

Ashted – Window replacements.



PROJECT STATUS JUNE 2023



Keeping your home safe

WATER SAFETY

Having clean water in your home is vital for your health and wellbeing.

Contaminated water can sometimes cause illness and make you sick if you don't observe sensible precautions to prevent this. Water supplied by water companies in the United Kingdom is invariably safe and entirely suitable for drinking.

However, it's important to ensure that harmful bacteria or black mould does not build up on your taps or shower heads: check these regularly and keep these clean, also removing any build-up of limescale.

You may have heard of Legionnaire's disease which can be very deadly. The risk in homes is considered minimal and it only tends to occur where there has been static water

sitting around in older systems. If you have been away for several weeks then run your taps for a short while on returning.

- **Keep all showerheads and taps clean and free from the build-up of limescale.**
- **Make sure any taps that are not normally used (such as outside toilets and taps) are flushed regularly (around every 2 weeks).**
- **If you are going to be away from your home for a week or more, make sure you run your taps when you get home, this will help to flush out excess bacteria.**



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GAS SAFETY

If you have a gas appliance in your home, a qualified engineer will visit your home to carry out an annual gas safety check.

By law, we must check all fitted gas appliances that we own and are responsible for, such as central heating boilers and gas heaters. We must also check gas pipes for leaks that could cause an explosion or carbon monoxide poisoning.

The safety check will ensure that your appliance is safe but also check to see that it is running efficiently and not wasting fuel, which is very important in these times of high utility costs.

You will be notified of your engineer's appointment in advance of your annual anniversary date. We allow up to 60 days to ensure we can book an appointment that is convenient for you.

We ask for your cooperation to allow the appointment to take place as arranged, and within the 12-month window. It is part of your tenancy agreement that you allow us access to check your gas appliances. If you do not let us into your home to do this, you are breaking your tenancy agreement and we may charge you legal costs.

CONTACT US:

repairs@haighousing.org.uk / 020 8 685 5777 (option 1)



**If you smell gas
call 0800 111 999**

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ANNIVERSARIES 2023



Operation Telic deployment: **The invasion of Iraq**

On 20 March 2003, a British force of 46,000 personnel, along with a US force of around 150,000 and small contingents from Australia and Poland participated in an invasion of Iraq. This year we remember the 179 British Armed Forces deaths during the campaign which ended in July 2009.

30th Anniversary of WRNS at Sea

This year sees the delayed celebration of the first female Navy personnel to go to sea in October 1990.

Battle of the Atlantic – 80 years

From 1939, Atlantic convoys carrying vital supplies from North America and the Empire, were under attack by U-boats 'wolf packs' and warships. Intelligence successes, aircraft carriers, Very Long Range Aircraft and roving 'support groups' of warships eventually turned the tide against the U-boats by the end of May 1943.

Armed Forces Day Saturday – June 24 2023

Look out for events held across the country to mark this year's Armed Forces Day.
www.armedforcesday.org.uk/find-events/

Operation Chastise: **80 Years since the Dambusters Raid**

An audacious military operation carried out on the night of May 16-17, 1943 by the Royal Air Force (RAF) with a mission to destroy several dams in the Ruhr Valley to disrupt Germany's industrial production and water supply.

The operation involved a group of specially modified Lancaster bombers equipped with Barnes-Wallis' bouncing bombs, which were designed to skip over the water and hit the dam wall before sinking to explode at the front of the dam and cause massive damage.

Led by Wing Commander Guy Gibson, the raid was a significant achievement for the

RAF demonstrating their ability to carry out precision bombing raids on heavily defended targets deep within enemy territory. Notwithstanding the loss of 53 aircrew lives, the daring mission was seen as a major success for the Allies and is considered to be one of the first signs the tide was turning against the Germans during the Second World War.

Morden resident, Flt Lt Ken Souter, was one of the RAF pilots who flew the Lancasters used in the 1955 film The Dam Busters. He had served in North Africa during the war and in the Malaya Emergency.

Ken celebrates his 104th birthday this June, HAPPY BIRTHDAY KEN!

North Africa campaign – 80 years

After a grim struggle that rolled back and forth across the North African desert for nearly three years from 1940, this campaign resulted in the first major Allied victory of the Second World War ending with the Axis powers surrendering on 13 May 1943.

End of National Service – 60 years

Tuesday 16th May 2023 marks the 60th anniversary since the last serviceman, Second Lieutenant Richard Vaughan of the Royal Army Pay Corps was demobbed from National Service.

HOW TO CONTACT HAIG

Our new postal address is **Haig Housing, Mountbarrow House, 12 Elizabeth Street, London, SW1W 9RB.**

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** or if you **SMELL GAS** you should phone **0800 111 999**.

Our email address is **enquiries@haighousing.org.uk**.

Please follow us on social media:



HaigHousing



@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.

Please email **communications@haighousing.org.uk**, telephone **020 8685 5777**.

Haig News is committed to ensuring that our content is accessible and inclusive to all our readers. Recognizing the diverse needs of our audience, we continually strive to enhance our magazine's usability and performance for everyone.

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, Mountbarrow House, 12 Elizabeth Street, London, SW1W 9RB, telephone 020 8 685 5777, email communications@haighousing.org.uk



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