

Haig News

WINTER 2023



**A Thrift Retrofit
Assessor surveying
a Haig property**

TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Message from Tim Stockings

Chief Executive



Tim with the Hon Matt Keogh, the Australian Minister of Veterans' Affairs, The Secretary of the Australian Government Department for Veterans' Affairs, Ms Alison Frame and Lee Buss-Blair from Riverside Housing Group.

I've written previously about the journey we're on to improve the quality of our homes, energy efficiency and customer service. Like many providers, we have ground to make up and there are big challenges. We are improving but it takes time. I'm sorry if you're waiting – we'll speed up where we can. The costs are huge and the money comes from the affordable rents we charge. When I'm on visits you tell me that you want us to improve, do more and fix things quicker but you don't want rent increases. That's not easy and we have to balance all those demands carefully.

In the last five years we spent £26M on repairs and maintenance. I apologise that we don't always get it right. Please help us to improve by letting us know when things go wrong. If contractors don't do a good job or clear up, please contact us straight away so we can follow up; include a picture if you can.

We are training our staff, who try their best to do a good job. We will work harder to respect you; please respect them in return. That also extends to your neighbours. We live in some amazing communities – let's build on that!

Wishing you a Merry Christmas.



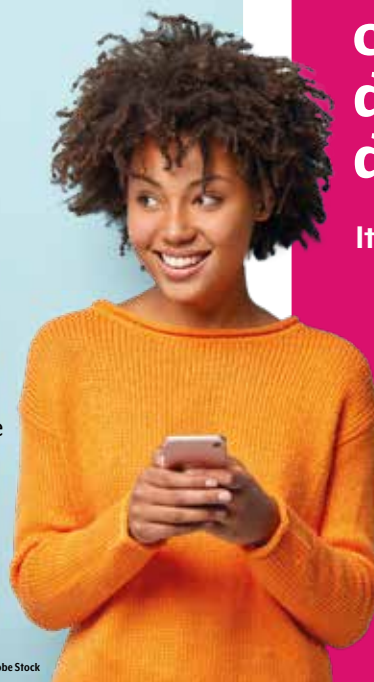
Important Note – Contacting Haig Housing

Please note that Haig Housing no longer has a Reception facility either in Morden or in the new office in Mountbarrow House.

Please call **020 8685 5777** or email enquiries@haighousing.org.uk with any enquiries.

For Repairs, call **020 8685 5777** (option 1) or email repairs@haighousing.org.uk. If you have an issue with your heating, please contact Robert Heath directly on **0330 058 6481**.

The Income Team can be contacted on **020 8685 5777** (option 2) or by email incomes@haighousing.org.uk.



Are your contact details up to date?

It's really important that we have your correct contact details. Any member of the Haig team can check and update your phone and email.



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Storm Ciarán rips through Jersey

On the night of November 2nd Storm Ciarán tore through the St Clements area of Jersey causing extensive damage to Haig homes in Princess Elizabeth Court and other nearby properties.

Tornado strength wind speeds of over 140mph were recorded with hailstones the size of golf balls, torrential rain and lightning battering the St Clements area where the storm made landfall during the night. Windows were smashed, trees felled and roof tiles ripped off and there was extensive structural damage to homes.

Some Haig residents had to be evacuated to a local hotel during the night for their safety.

As dawn broke, the extent of the damage became apparent. We are very grateful to the Jersey branch of the Royal British Legion and other

local Veterans organisations for their early response and help. The area was devastated and the community pulled together to make a start on clearing the debris.

Residents were understandably stunned and Haig's first priority was to ensure that they had shelter and were safe.

Chief Executive, Tim Stockings visited Jersey with David Williams, Chair of Trustees, to meet with residents and see the damage.

The residents Tim met with spoke of the trauma suffered that night: *"I've stood next to a tank firing and this was louder and scarier."*

Another said: *"I thought an aeroplane was going to crash on my house."*

And *"the whole roof was lifted off my house and dropped down again."*

As a housing provider, we ensure that our homes are safe and secure for residents to live in. Haig surveyors and loss adjusters visited Jersey as soon the airport was opened to assess the damage and start making plans for works to repair the damage.

Some homes were damaged so badly that residents have been rehoused until we are able to repair the damage. We aim to return them as soon as we can but it might be some time due to the extent of the damage. Individual plans continue to be discussed with residents.

The local housing provider, Andium Homes, which has been involved on site commented on the community spirit and enthusiasm of Haig residents.

"The thoughts of all Haig staff and trustees are with our residents who have been through such a traumatic time."

Tim Stockings, Haig Housing Chief Executive



AWARD WINNERS

English Veterans Awards – Rewarding Veterans who have gone above and beyond and excelled in their relevant fields.



JOPE TIKOISUVA
Silver for Role Model of the Year
Morden resident



PATRICK LYSER-TODD
Silver for Lifetime Achievement
Haig Housing's Communications and Fundraising Manager and Morden resident



The Veterans Awards covers achievements across the UK with the Scottish Veterans Awards, the Welsh Veterans Awards, N.I Veterans Awards and the Service Children Awards Cymru.

If you know someone you would like to nominate here are the details and the entry dates
www.veteransawards.co.uk

Obituary



Mr Richard Hunt,
Abbeydale Road South, Sheffield

Estate volunteer and resident representative on Management Committee.

Richard passed away unexpectedly on 8 July 2023. He had worked closely with staff at Morden during his time on the Management Committee since 2018 and was also an Estate volunteer.

Having had a varied working life including different jobs within the building trade (plumbers mate,

builders merchant and sales rep for several Building suppliers) Richard later trained as a Social worker. He worked for the Salvation Army running a homeless men's hostel in London and a homeless families hostel in Portsmouth and later for Hampshire County Council as manager of a children's home.

Richard worked as a social worker with the RN for 15 years prior to moving to Sheffield when he married Carol (ex-Wren living in a Haig Home). He continued his Social work with Sheffield City Council working within community teams, out of hours and hospital social work manager until his retirement in 2017.

Retirement didn't come easy to Richard as he liked routine and a purpose which he felt was lacking. He threw himself into landscaping the garden and making things in his workshop, he was seldom still.

He was a popular, kind man, always willing to do what he could to help others. He will be sadly missed by all who knew him.

100 YEARS young



In August we wished Mrs Letty Fleming of Haig Close in Bristol a very happy 100th Birthday.

If you have a story to include in Haig News please drop an email to communications@haighousing.org.uk or call 020 8685 5777.



Community Fund

Last year we set up the Community Fund for residents to use for small projects to make improvements for their communities. There are several projects underway to enhance local areas to make our estates even better places to live.

The fund can be used for anything from improving a communal outdoor space to setting up a community activity, like a drop in group or a weekly coffee morning. Please discuss any ideas 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 organised and maintained by residents and deliver something that Haig Housing would not normally provide.

www.haighousing.org.uk/residents/community-fund

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

Blooming together: New Community Garden for Haslemere

John Connor and Andy Moorey from Haslemere have been busy creating a community garden in the grounds of Castle of Mey House using the Haig Housing Community Fund.

Thanks to the hard work of residents, they now have an extended patio, new flower beds and a shed for storing garden tools and furniture ready for good weather next year. Making the most of the fine Autumn weather the residents have held tea parties in the new garden.

John commented
"We worked hard
over the summer

to create a space which we could all enjoy and we are really proud of the garden area we have created. We'd like to give a big shout out to Sharon and Karen at Homebase who helped us enormously by giving us a 20% discount."

Andy added "We now have a lovely patio and seating area, beautiful beds and a shed to store outdoor furniture. It was hard work but worth it."

Tim Stockings, Haig Housing Chief Executive and David Williams, Chair of Trustees visited on a very wet day in October so were unable to use the new garden but Tim said "It's great to see the Community Fund being used for such a lovely project for the benefit of the residents of Castle of Mey House."



New Staff Members

We've welcomed some new members to the Haig team



Irfan Chaudhry

Irfan is the new **Finance Director** and has over 20 years of corporate, commercial and strategic finance experience in the private and public sector. He is also a volunteer trustee and treasurer within the Charity sector and has a keen passion for technology.



Neil Brunning

As Haig's new **Estates Surveyor** covering Central England, many of you will meet Neil. He has nearly 20 years' experience as a surveyor and is a dog lover, house renovator, runner and an ageing back-packer. He also makes an excellent vodka martini (shaken and not stirred!)



Jacqueline Jenkins

Jackie joined us in the summer and is a key member of the **Support Hub** team. She spent many years working in a prison managing finances. She enjoys reading, meeting new people, and cooking. She has six cats and eight grandchildren!



Geraldine Taylor

Geraldine brings her HR skills from the banking and finance sector to Haig Housing as **HR Advisor**. Not only is she a busy Mum with two daughters, she's also renovating a doer-upper and can be found most weekends wielding a paint brush!



Gillian Bobb-Semple

Gillian is our new **HR Manager** and has previously worked for The Royal British Legion, L&Q Housing Trust and in Local Government. In her spare time she volunteers for a homeless charity and enjoys spending time with her family. She also loves sports and has played netball to a high level.



Louisa Quinn

'Louisa Q' joins us as our new **Income Manager** and with extensive experience in the housing sector including housing management, facilities, health and safety, and incomes. She recently obtained her Diploma in Housing with the Chartered Institute of Housing.



Louisa Hyde

Louisa H' is our new **Income Officer** and joins us from Look Ahead where she worked directly supporting homeless people. She's originally from Newport, Wales and loves dancing when she has time spare from looking after her family.



Ayesha Shahid

As **Finance Officer**, Ayesha brings a wealth of experience with her. In her spare time she enjoys gardening, reading, long hikes and travel.

Fond Farewell

In June, we were sad to say goodbye to Janet Turrell, Incomes Manager. Jan has been with Haig for 18 years and is hugely missed by the team. Pictured here with Bill Lindsay, Housing and Development Director.



Long Service award

We also congratulated Julie Cann, Housing Manager, for a fantastic 25 years' service with Haig Housing.





Are the contents of your home insured?

While Haig Housing looks after the building insurance for residents' homes, which protects bricks and mortar, it's important to take out contents insurance to protect your possessions.

What is contents insurance

There are three main types of home insurance: buildings insurance, contents insurance and combined buildings and contents. For Haig Housing residents, all you need to worry about is contents insurance. This covers all the contents within your home. That's everything that would fall out if you turned your home upside down and shook it.

If you look around your home, think about how much it would cost to replace your belongings if they were damaged or destroyed – it soon adds up!

Home contents insurance is a good safety net for your home should you need urgent help to buy replacements for your lost possessions. It can cover valuables such as computers, jewellery, TVs, and even phones.

How do you find the right deal?

With lots of household content insurance providers on the market, it's good to shop around on comparison sites to find the best insurance policy for your home.

Top tips for cheaper insurance

Check out comparison sites such as **TheMoneySavingExpert** which has some helpful tips:

- Never auto renew your insurance. Whilst insurers can no longer charge existing customers more than new customers, you can still save by switching insurers.
- It's cheaper to get content insurance quotes about 21 days before you need the policy to start.
- Use free online calculators to make sure you get the right amount of cover.
- Check if having one policy for your car and home insurance works out cheaper.

Army Benevolent Fund

We are enormously grateful to ABF for the generous grant of £200,000 towards the refurbishment programme of kitchens and bathrooms in our homes. This grant will help fund our programme to replace and modernize 80 kitchens and bathrooms as part of our wider upgrade programme for our homes.

ABF, until recently known as ABF The Soldiers Charity, has reverted to the original name of The Army Benevolent Fund.

**Army
Benevolent
Fund**

Surrey Masons

Haig Housing was delighted to be the recipient of a donation of £1,100 from the Coulsdon Lodge of the Surrey Masons. Shown here are Mr Colin Moules with Mr Lee Horton presenting the cheque to Tim Stockings. Lynne Horton (right hand side) is Haig Housing Operations Manager.



Australian Veterans Minister

Housing for Veterans is increasingly recognised as an important topic at the very top of government. Jonny Mercer, the current Minister for Veterans' Affairs keeps the needs of Veterans in sharp focus.

In November, the Australian Minister for Veterans' Affairs visited the Morden estate to meet residents and find out about Veterans' housing in the UK.

Hon Matt Keogh, the Australian Minister of Veterans' Affairs (left) visits Morden resident, Andrew Haugen.



“The Merton Militia” Rally for Charity

A madcap idea for Veterans to drive across Europe to Gibraltar in old bangers bought for £999 or less.

Mad enough for Morden residents, Jope Tikoisuva (Army), Mark Sidwells (RAF), and John Bradley (Submarine Service) and joined by Ian Thomas (Army) from the Royal Homes, Wimbledon, AKA “The Merton Militia” to get together to raise money for charity.

The “Veterans Banger Rally” is an annual organised event bringing together Veterans from all areas of the Armed Forces to raise money for charity. Over 40 teams joined this year’s rally driving the 1500+ miles across Europe from Dover to Gibraltar

The Merton Militia left London on September 24th and arrived in Gibraltar eight days later, on October 1st. The car conked out just north of Malaga and through a combination of support from other teams and public transport they made it to their destination to meet up with the other teams.

Mark Sidwells said *“it was a great experience that taught us a lot about ourselves and showed us that almost anything is achievable with teamwork whilst allowing us to raise not just funds for our nominated charities but to raise awareness of the work they do both locally and nationally”*.



Four great charities



BLESMA – National Charity supporting veterans and their families/widows affected by the loss of a limb either in service or post service through wide ranging and varied activities and peer support.



CDARS – A drug and alcohol rehabilitation service based in Wimbledon which also supports local and London based Veterans and fosters a local veterans support network.



SSAFA – The Armed Forces charity supports veterans in many diverse and varied ways including (but not exclusively) Emotional/ Financial/Peer and activity through its experienced volunteers bringing a wealth of ‘Service life’ experience.



We Remember Submariners – A charity set up to help the families and relatives of Submariners who have been lost. Set up and run by Ex Submariners bringing expert knowledge and understanding of the life of a Submariner and their families.

Incomes Update

We are delighted to welcome some new members to the Income Team – Louisa Quinn is the new Income Manager and Louisa Hyde joins Lorna Tait as Income Officer. Toni Cooper has now moved to the position of Housing Officer in Morden.

The team has many years' experience supporting tenants within the Housing Sector and can provide benefit advice and signposting to Veteran charities where appropriate.

Contact details and household information – when you call please check that the information we have for you is correct. Speak to any member of the Haig team to check and update your contact details. If you are not receiving emails from us, please check your spam and junk folders.

Your Income Team is here to help. Please get in contact if you have an issue or are struggling to pay your rent, the earlier you contact us the sooner we can support you to avoid further action being taken.

Contact us

020 8685 5777 (option 2)

incomes@haighousing.org.uk

Universal Credit

Managed by the Department for Work and Pensions, Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income, out of work or you cannot work.

Check these useful websites to ensure you are maximising your income:

www.benefits-calculator.turn2us.org.uk

www.stepchange.org/how-we-help/benefits-calculator

If you receive the housing element of UC you can get your housing costs paid direct to Haig - just make a note via your journal, visit Jobcentre or contact DWP. If you are having difficulties with your UC claim you can contact a dedicated Veterans team.

You can pay your rent online on our website

www.haighousing.org.uk/residents/rent/paying-your-rent/



Breathing Space – Debt Respite Scheme

If you're struggling with debts, you might be able to get support through the debt respite scheme, also known as Breathing Space. This could give you valuable time to find an effective and long-term solution for dealing with your debts and help you move forward.

Breathing space gives you temporary protection from the creditors you owe money to if you're struggling with debts.

www.moneyhelper.org.uk



Household Support Fund

Funding is available from local councils for anyone who is vulnerable or cannot pay for essentials.

You do not have to be getting benefits to get help from your local council. If you do get benefits, this will not be affected if you get a payment from a Household Support Fund scheme.

Find out about schemes in your area.

Individual councils decide how to run their schemes so you will need to contact your local council to find out what support is available.

www.helpforhouseholds.campaign.gov.uk/

Flexible Support Fund

The Flexible Support Fund (FSF) is available across the UK through your local Jobcentre Plus adviser or work coach and may be able to help you with extra costs associated with getting into or starting work. It is a discretionary fund and your local Jobcentre Plus adviser decides if you can get it. If you get any financial help under the Flexible Support Fund, you don't have to pay it back. Ask your local Jobcentre Plus adviser how you apply. You will need to tell them what you need the money for and give evidence that you cannot pay for the items yourself.



Your Pension Don't Ignore, Act Now

It's a difficult and complicated subject and often easier to ignore than tackle. You need to act now as some pension payments are not automatically paid.

Preserved/Deferred Pensions

Between June 2020 and May 2022, 4,000 Preserved Pensions went unclaimed. Anyone who served after April 1975 now aged 60 or over could have an unclaimed pension if they served for 2 years or more.

Make sure one of these unclaimed pensions is not yours!

These Preserved or Deferred Pensions are **NOT** paid automatically. You need to apply to Veterans UK using AFPS Form 8.

To apply go to:

www.gov.uk/government/organisations/veterans-uk

Select the section marked 'Armed Forces Pensions'.

(there is a useful calculator in this section on the website to work out how much pension you may get)

You can also download a Preserved Pension forecast form (Form 14) to get an estimate.

Or phone Veterans UK 0800 085 3600

Preserved Pension

LEAVING DATE

ENTITLEMENT

Before 1 April 1975

None.

From 1 April 1975 – 1 April 1978

Entitlement if you reached age 26 with at least 5 years 'reckonable' service from the age of 18 (or 21 if an officer).

From 1 April 1978 – 6 April 1988

As above but with age cap removed. From 5 April 1983 this became 5 years service from any age.

From 6 April 1988

Qualifying period dropped to 2 years' 'reckonable' service.

From 6 April 2005

Preserved Pension due for 2 years' service from any age.

Most veterans are entitled to a military pension. How much and when will depend on when you joined and for how long you served.

FORCES PENSION SOCIETY

www.forcespensionsociety.org

Independent, not for profit membership organisation

Annual membership costs £43 and includes free advice about your pension and any issues you encounter. Additional benefits such as travel insurance are also on offer.



Veterans ID card

The final beta-testing of the online application system for the long-awaited Veterans ID Card is currently underway with, it's been rumoured, a few glitches that may delay its launch. It is hoped that Veterans will be able to start applications by the end of the year.

This ID card will allow veterans to quickly and easily prove their veteran status where required, granting them simpler access to key support from the NHS, charities and local authorities. They can also be used to apply for Defence Discount Service Cards and the Veterans Railcard.

COMING
SOON



**Royal Star
& Garter**

Care with courage

This is a free **Telephone Friendship Service** that offers support and a friendly voice to veterans and their partners who may be feeling lonely, isolated or would just like to chat

Contact:

0121 711 6330

telephone.friendship@starandgarter.org

Starandgarter.org/telephone-friendship

Switchee smart thermostat for your home



As part of Haig Housing's sustainability drive, Haig has teamed up with Switchee to roll out smart thermostats to all Haig Housing homes.

- **A Switchee smart thermostat is a smart, touch-screen, connected thermostat for your heating and hot water that doesn't require WiFi.**
- **Your Switchee smart thermostat will help you optimise energy usage, lower bills and reduce energy consumption – good for you and good for the environment.**
- **It's a simple, easy to use device that gives you greater control – you can set your heating/hot water to suit your individual needs.**
- **It has a touch screen so you can control your heating and hot water and set schedules.**

What will this cost?

It's all part of Haig Housing's sustainability drive so the cost of the device is completely free to Haig residents. Although there is a small cost to run, approximately £5 per year, it is estimated that a Switchee thermostat will help you save up to 17% on your heating bill.

What if I'm not technical?

One of the key reasons we chose the Switchee smart thermostat is that it's very simple to use. There will be help at the end of a telephone and online and there is an app that will enable you to remotely set the device but it's not necessary to use this for the system to work.

Why is this important?

Many housing providers are installing smart thermostats in their homes to help residents heat their homes efficiently. It gives us data and insights to identify if your home could be at risk of condensation, damp and mould developing, meaning we can act sooner. Switchee is also unique as it allows us to communicate with you directly by way of an on screen message. When we send you the occasional message a light will flash on the device and you can reply at the touch of a button.

If you have any questions, there's lots of useful information on www.switchee.com/residents/, you can email sustainability@haighousing.org.uk or call 020 8685 5777.

WHAT WILL HAPPEN NEXT?

The roll-out to all Haig Housing properties started in September 2023 and will take up to two years to complete. We'll send you a letter to let you know when a Switchee Trusted Installer will be in contact to arrange an installation date.



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Say Goodbye to Condensation Woes

Top Tips for a Cosy Home

Condensation can be a common issue in UK homes, especially during the colder months. Here are our top tips for keeping your home warm and comfortable:

LET FRESH AIR IN

Your home loves a breath of fresh air. Give it a daily dose by opening windows, even for just a few minutes, and let nature do its thing. Use trickle vents on your windows if you have them.

KEEP IT COSY

Consistency is key! Maintaining a steady temperature helps ward off condensation. The Switcher Smart Thermostats will help you make sure your home stays comfortably warm.

FAN-TASTIC BATH TIMES

Kitchens and bathrooms are hotspots for moisture. Make sure your extractor fans are happy and healthy. Let them run a little extra after cooking or showering to chase away the dampness and close doors when cooking or showering.

DRY CLOTHES WITH CARE

Drying laundry indoors can be a moisture monster. If possible, use a tumble dryer or hang laundry outside. If you are drying clothes indoors try to position washing near an open window with good airflow – your bathroom is a great option if you have an openable window. A dehumidifier will help too.

DRIP-DROP

Check for leaks and if you have any contact the Repairs Team. They can cause bigger problems if not dealt with.

FURNITURE LOVES SPACE

Give your furniture a little room to breath. Keeping it away from cold walls helps air to circulate and avoids cold spots where condensation can build up.

KEEP IT SPARKLING

Give your home some TLC with regular cleaning. Windows, walls and all nooks and crannies deserve attention. Window frames and sills are particularly prone to condensation.

CHECK YOUR FANS

Make sure your extractor fans are working – these are very important to whip away moisture when cooking or showering. Contact the Repairs team if these aren't working.

A warm, dry home is essential for your well-being. Make sure that you let us know if you have any concerns about condensation or damp and mould in your home.

020 8685 5777 (option 1)
repairs@haighousing.org.uk

Anti mould spray from the supermarket

If you purchase mould cleaning products from a supermarket or online retailer, please follow the user guide and safety guidance listed on the bottle.

DAMP AND MOULD

We want all our residents to live in safe, healthy and comfortable homes which is why we treat all reported cases of damp and mould with the utmost seriousness.

If you see a problem with damp and mould in your home, please report it to us immediately with photographs if you can.

Sustainability Update

This year we embarked on a very large project involving £2.6M of government funding and a sizable investment by Haig Housing Trust to upgrade the energy efficiency of our homes.

We are now in the implementation stage with Retrofit Assessments underway and the installation work on the first properties.

Working with E.ON

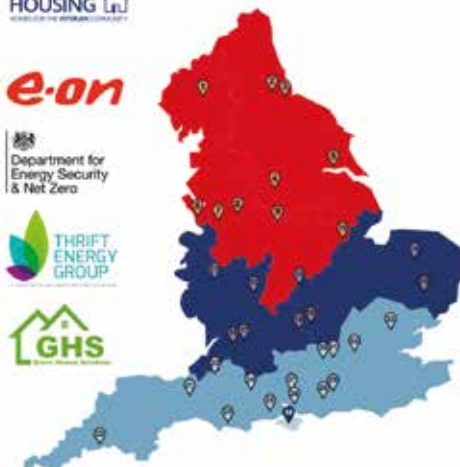
Status: November 2023

- **147 Retrofit Assessments complete**
Newcastle, Sunderland, Carlisle, Leeds, Lincolnshire, Suffolk, Norfolk and Leicester
- **Retrofit Assessments are expected to commence from Spring 2024**
Birmingham, Cheltenham, Gloucester, Buckinghamshire, Oxford, Shropshire, Lincolnshire, East Yorkshire, Sheffield, Manchester, Liverpool, Warrington
- **Southern area and Isle of Wight – Retrofit Assessments are expected to begin in 2024**
- **Solar PV installations have started in the North**

Retrofit Assessments

If you receive a letter from Haig Housing about a Retrofit Assessment you'll be contacted by the contractor to book your home survey.

- **If you are in the North, this will be Thrift Energy Group**
- **If you are in the Midlands, this will be Green Homes Solutions**



Haig Housing

Social Housing Decarbonisation Fund Wave 2.1

	North 226 Properties 1. Carlisle, 2. Newcastle, 3. Sunderland, 4. Leeds, 5. East Yorkshire, 6. Liverpool, 7. Warrington, 8. Manchester, 9. Sheffield, 10. Lincolnshire
	Midlands 184 Properties 11. Shropshire, 12. Birmingham, 13. Leicester, 14. Norfolk, 15. Suffolk, 16. Gloucester, 17. Cheltenham, 18. Buckingham, 19. Oxford
	South 329 Properties 20. Bristol, 21. Somerset, 22. Cornwall, 23. Dorset, 24. Wiltshire, 25. Lymington, 26. Faversham, 27. Hampshire, 28. West Sussex, 29. Surrey, 30. Middlesex, 31. Haringey, 32. Eufolia, 33. Essex
	Isle of Wight 11 Properties 34. Isle of Wight

Next steps

You will receive a letter from us letting you know when a Retrofit Assessment will take place.

- **The team at E.ON will contact you to book your home survey**
- **Your E.ON appointed assessor will come to your home and conduct an internal and external property survey**
- **Measures identified for you home will be discussed with you**

Sustainability Working Group

Are you interested in helping develop the future of Haig Housing?

The views of our residents are important to us especially as this programme gets underway.

How can we do it better? Is there anything we have missed?

Contact the Sustainability team

sustainability@haighousing.org.uk
020 8685 5777.

Solar panels in the process of being installed in Sunderland. Pictured with Mrs Hylton of Priestman Court are Peter Adnitt, Contract Manager, Thrift Energy (left) and Muzafer (Muzzy) Osman, Site Manager, E.ON



Sustainability and Devolved Nations

Keep up to date
Webinar in October – you
can view it on our website
www.haighousing.org.uk/sustainability/sustainability-webinar/

While the SHDF and Sustainability plans are progressing in England, we haven't forgotten our properties in the rest of the UK. The Sustainability team is actively engaging with the Scottish and Welsh Governments to try to access the equivalent of SHDF funding. Opportunities for Belfast are also being explored.

The Energy Company Obligation Phase 4 (ECO4) is Government funded initiative run by energy companies. Grants are available for eligible households (EPC ratings G to D) to boost the energy efficiency of homes through improvements such as solar PV, loft insulation, external wall insulation, cavity floor insulation.

Homes with an EPC rating of C and above will be considered for measures which will be funded by Haig Housing outside the ECO4 scheme.

ECO4 PILOT SCHEME FOR WALES

Haig Housing is working with Impact Energy to run a pilot across our homes in Wales. Impact Energy is a national award-winning company with over 10 years' experience working with energy companies, local councils and Government.

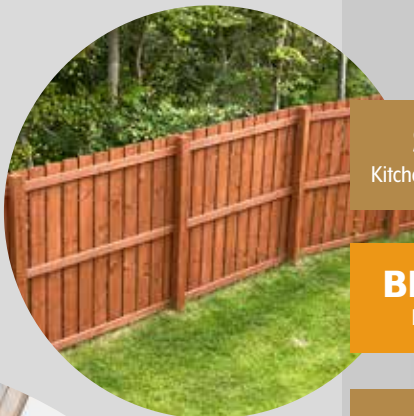
Property assessments are due to take place in January. Once these are complete we can investigate if this meets the stringent requirements to secure funding.

Impact Energy will contact you by telephone to book your home survey. An assessor will visit your home to carry out an internal and external property survey. This will take approximately 1-2 hours.



Planned Programme of Works 2023/24

These are the projects currently in plan up until March 2024. Plans for 2024-25 are in progress so if work in your area is not shown below, it doesn't mean that you have been forgotten. We'll keep you updated as soon as we can.



SHEFFIELD

Kitchen & Bathroom Replacements

BIRMINGHAM

Bathroom Replacements

BIRMINGHAM

Windows and Door Replacements

CHELTENHAM

Window Replacements

BRISTOL

Window Replacements

GLOUCESTER

External Wall Repointing

SWANSEA

Roof Repairs and External Works

SALISBURY

Window Replacements

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- Completed Work
- In Progress
- Work Starting Imminently

LEICESTER
Window and Door Replacement

WATFORD
External Cyclical Decoration

ENFIELD
External Cyclical Decoration

BRENTWOOD
External Wall Repointing

CHALFORD ST PETER
External Roofline Works

MORDEN
Front Door Replacements

MORDEN
Internal and External Cyclical Decoration

ASHTEAD
External Cyclical Decoration

HASLEMERE
Roof Replacement

PORTSMOUTH
Front Door Replacements

PORTSMOUTH
Internal and External Cyclical Decoration

Procurement and Tendering

ASHTEAD
Bathroom Replacements

MORDEN
Kitchen Replacements

BURY ST EDMUNDS
Roof Replacement

MORDEN
Roof Replacement

ENFIELD
Window & Door Replacements

NORWICH
Windows & Door Replacements

HARROW
Fencing Renewal

PLUMSTEAD
Kitchen & Bathroom Replacement

LIVERPOOL
Kitchen & Bathroom Replacements

PORTSMOUTH
Kitchen & Bathroom Replacements

LOUDWATER
Kitchen Replacements

WINCHFIELD
Kitchens & Bathroom Replacements

MORECAMBE
Roof Replacement

FARNBOROUGH
Kitchens & Bathroom Replacements

Property Update Stock condition surveys

A stock condition survey is an inspection of the inside and outside of your home. These help us assess the age and condition of each building so that we can plan future improvements. The results of the stock survey will be used to help us understand the work required in the medium and long term to maintain your home. These surveys will give a better understanding of the condition of these properties so that Haig can review future planned works such as kitchens, bathrooms, roof renewals and external works programmes.

RAND Associates are carrying out these surveys on behalf of Haig Housing and are currently working in Belfast and will be continuing across the Haig estate.

Your Voice Counts

New Veterans survey

The UK Government is calling on Veterans and organisations to share their views and experiences in a consultation to help shape the future of Veteran policies.

This survey is from the Office for Veterans' Affairs and your participation will contribute to forming Government strategy.



HAVE

YOUR

SAY!

Closing date:
4 January 2024

www.gov.uk/government/consultations/supporting-our-veterans-a-consultation



ANY GAMERS OUT THERE?

Company of Makers, part of the VPPP London Veterans' Partnership, is trying to reach, and better understand, members of the Armed Forces community who are also gamers.

They are especially interested in those who served in conflicts over the last 30 years. If that's you, they'd really appreciate you taking the time to complete a short questionnaire

Over the coming months, there is a range of gaming activities to get involved in

www.companyofmakers.com/gamers/

GAMER?

DO YOU LOVE BAKING?
COULD YOU BE THE NEXT STAR BAKER?



FOR YOUR CHANCE TO BAKE IN THE TENT APPLY NOW!

WWW.APPLYFORBAKEOFF.CO.UK

APPLICATIONS CLOSE ON TUESDAY 2ND JANUARY 2024 AT 1PM.
MORE INFO: APPLYFORBAKEOFF@LOVEPRODUCTIONS.CO.UK

CAN YOU HELP MINISTRY OF DEFENCE DIGITAL SERVICES?

If you have previously served in the armed forces (or have a relative that has) with an unclaimed medal, they would like to speak to you.

They are working on a digital service that will issue previously unclaimed medals and are looking for people to take part in our research.

They are looking to speak to a wide range of people – this will be an online interview and your feedback will help shape the service for all users

Please contact DBSDIT-AGPFDSUserResearch@mod.gov.uk for more information.



Remembrance 2023

Celebrating Armistice Day and Remembrance Sunday on Haig estates and memorials across the UK.

If you would like to lay a wreath on behalf of Haig Housing, please contact communications@haighousing.org.uk

MORDEN



In Morden, Veterans, friends, family and Haig staff were joined by the Mayor of Merton and local councillors in the beautiful autumn sunshine on Armistice Day.

NORWICH



Over 100 people attended the Armistice Parade at War Memorial Cottages, Norwich.

LEAVESDEN



The residents of MacDonnell Gardens were joined by the 2F Sqn ATC which gave an impressive display of drill.

NEWCASTLE



The Haig Wreath was laid at the Jigsaw Memorial, Killingworth. This memorial was built by apprentices from the local shipyard for all those who have paid the ultimate sacrifice since 1945.

WARRINGTON



An impressive Remembrance display put together by our Warrington residents, Mr & Mrs Young, with the help of wives of former members of the Royal Tank Regiment and ladies in the local area knitting an astonishing 800 poppies.

How to contact Haig

Our 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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