

Haig News

SUMMER 2025



**HRH The Princess Royal makes her
first visit to Haig Housing**

TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Message from Tim Stockings

Chief Executive

I hope you enjoyed the events and commemorations of VE Day 80. We had a fantastic coffee morning in Morden, with lots to eat, some great cakes and plenty of chat. It shows the importance of communities and neighbourliness that we aim to build on our estates.

On a beautiful April day, we welcomed our new Patron, HRH The Princess Royal, to Edinburgh. It was a great opportunity for HRH to meet tenants from across Scotland and we hope to have more of these events around the country.

We continue to strengthen our team to accelerate our planned programme of works, as well as building sustainability into future projects. We

want your feedback and are looking at more ways that we can get your views to help us improve our services.

To allow us to do even more we are building our fundraising efforts and applying for grants to fund key projects. We know you want us to speed up our work, so we need to raise the money to do that.

We are saying goodbye to David Williams, our Chair for the last five years. Leading our volunteer Board of Trustees, David has made an outstanding contribution to Haig and helped us to achieve so much in challenging times. I want to thank David on behalf of everyone for all his hard work and support over many years.

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We continue to strengthen our team to accelerate our planned programme of works...



Reflections from David Williams as he steps down as Chair of Haig Housing Board of Trustees



During my 9½ years as a trustee, including 5½ as Chair, Haig has faced many challenges—not least Covid-19. Meeting these required resilience, adaptability, and compassion, and I'm deeply grateful to everyone at Haig for their professionalism and care throughout.

Despite these pressures, the trustees and senior leadership team remained focused on our

core mission: to provide high-quality, affordable homes for veterans and their families. We have invested in upgrading our ageing housing stock while working hard to keep rents low—never an easy balance, but one that reflects a steadfast commitment to those who have served.

Haig is fortunate to have a dedicated board of trustees who generously volunteer their time and expertise, often behind the scenes. I thank them for their trust and support.

One of the great privileges of this role has been visiting our estates and meeting veterans and their families. I've been humbled by their service and the challenges many have overcome and been inspired by the commitment of the staff who support them.

I was extremely fortunate to have recruited Tim Stockings as Chief Executive. He has built a strong team and culture centred on our beneficiaries. I am confident that, under Tim and John Bartlett's leadership, Haig will continue to thrive.

A huge welcome our new Chair of Trustees, John Bartlett

John has had a highly successful career, beginning at the Inland Revenue and later at BP, where he rose to the position of Group Financial Controller. John was Chair of Barnado's, the largest children's charity in the UK. During his tenure, the charity made an innovative investment in property to create a program for care leavers, providing homes where they could live independently with the support of a worker nearby.

Currently, John serves as a Board Member for an HSBC business in the Middle East and is also a Trustee and Chair of the Finance, Risk, and Audit Committee at the Royal Navy and Royal Marines Charity.

Focus Groups

Earlier this year we held some online resident focus groups. Thank you to everyone who took part and the results will feed into Haig's plans in the coming year.

The feedback from those who participated was mixed but there are common themes. On the positive side, many tenants feel part of a like-minded community locally and there is a strong appreciation of the benefits of living in a Haig Housing home.

However, communication continues to contribute to dissatisfaction with our service. Also, there is a sense of frustration with the perceived lack of representation and the feeling of not being listened to.

Next steps

We are working on improving our communications, both from Haig Housing and from contractors. We are working on plans to get more feedback from residents and to increase representation.



In Memoriam Scott Black

It is with enormous sadness that we share the news of the passing in March of our dear colleague and friend, Scott Black, Housing Manager for Scotland.

Scotty was not only a valued member of our team, but a kind, generous and inspiring presence. He was deeply committed to improving the lives of veterans and their families in Scotland and Northern Ireland and always worked with passion and dedication. Tributes left by beneficiaries and colleagues show how many lives he touched and made better - "He was a genuinely caring and down to earth man who had such good connections with people."

"An absolute gent who will be much missed."



Complaints versus Service Requests – Know the Difference

We've been working hard to improve our responsiveness to tenant feedback and complaints. We appreciate your feedback and you'll get a swifter response if you direct your enquiry correctly.

What's the difference?

Complaint (as defined by the Housing Ombudsman):

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual tenant or group of tenants."

Service Request: A request from a tenant to their landlord requiring action to be taken to put something right. If you are reporting something that needs fixing or arranging it's likely to be a **service request** — examples are reporting a repair, chasing a repair update or reporting antisocial behaviour (ASB).





Haig Housing's new Patron visits Edinburgh

Haig Housing gave a warm welcome to our new Patron on her first visit to Saughton Mains Street, Edinburgh in April.

On a lovely spring day the Princess Royal was welcomed to Edinburgh by Tim Stockings and Luise Locke, Chair of Haig's Scottish Committee. She was given a briefing about the vital work we do as the UK's main Veterans housing charity as well as some of the opportunities and challenges that lie ahead.

Her Royal Highness met Scottish residents and visited Mr and Mrs Richards in their home on Saughton Mains Street. She unveiled a plaque to commemorate her first visit to Haig Housing before being presented with a beautiful posy by 3-year-old Selene, granddaughter of local resident Mary Forgie who has been with Haig for 47 years.

Her Royal Highness was clearly interested in the work we do right across the country, enjoyed chatting with residents who came along to meet her and expressed an interest in visiting other Haig communities.



Above:

HRH chats with residents

A letter from Lady in Waiting

Right:

HRH receives a posy from Selene

HRH with Tim Stockings and Luise Locke, Chair of Scotland Committee

HRH visits Mr and Mrs Richards

HRH is briefed on Haig Housing by Willie Nicol, Scotland Committee

HRH meets Mr James Renwich

HRH unveiling the plaque to commemorate her first visit to Haig Housing



“TeaforVE” – Celebrating the 80th anniversary of VE Day

Haig invited residents to get together with neighbours, family and friends to celebrate the 80th Victory in Europe Day by having a ‘TeaforVE’



BIRMINGHAM



BRISTOL



LIVERPOOL



MORDEN

We know you love a party and residents, friends and supporters were encouraged to get together to mark one of the last major anniversaries shared with veterans from WWII.

We had some great support: **Silver Spoon** generously donated baking goodies to make those delicious treats for VE Day tea parties. Baking goody bags were delivered to residents planning celebrations with friends and family, encouraging them to come together in their gardens or communal spaces. Community Fund supermarket vouchers were sent to those hosting neighbourhood gatherings.

We got in touch with Celebrity Chef, **Prue Leith**, and she shared her “all-time favourite recipe” a Caramelised Orange & Polenta Upside Down Cake specifically for ‘TeaforVE’.

Celebrations were held with neighbours, sharing memories with sweet treats and nibbles spread across tables fostering the community spirit we encourage at Haig. www.haighousing.org.uk/support-us/tea-for-ve/



PORTSMOUTH



MORDEN



Haig residents join the Chelsea Pensioners

All photos: © Andy Sillett



We were thrilled to be invited to join the Chelsea Pensioners at the Royal Hospital Chelsea for their VE Day celebrations. Haig residents and staff spent an enjoyable afternoon meeting the Chelsea Pensioners and discovering how Haig Housing and RHC can work closer together.

For over 330 years, community, comradeship and care have been at the heart of the Royal Hospital. It is a place where Chelsea Pensioners continue to serve the nation and are involved in many national events – particularly during Remembrance.

They welcome applications from both male and female Army veterans who would like to play an active part in this community.

More details about life as a Chelsea Pensioner and eligibility:

www.chelsea-pensioners.co.uk/chelsea-pensioners/become-chelsea-pensioner



**“FOR ANYONE
EVEN THINKING
OF JOINING, DON'T
HESITATE. – IT'S
ONE OF THE BEST
DECISIONS I'VE
MADE.”**

We are welcoming applications to become a Chelsea Pensioner.

Contact our admissions team today:



020 7881 5204



admissions@chelsea-pensioners.org.uk



Chelsea-pensioners.co.uk/apply

Heart-warming Milestone: 75 Years in Sheffield

In March, Mr Phillip Wright celebrated an extraordinary milestone: living in his Sheffield home for 75 years since his parents, Stanley and Winifred Wright, moved in back in March 1950.

Stanley Wright, who served in the Royal Artillery, faced a life-changing injury in 1941, losing an arm. Despite this, he and Winifred built a life in one of the six homes on Abbeyvale Road, which were constructed by the Royal Artillery as part of a war memorial. These homes were officially opened on 21 October, 1950, serving as a tribute to the sacrifices made during the war.

A poignant photograph from that era captures Stanley Wright alongside his fellow residents: Tom Harris, Clarice Dixon (whose husband was killed in action), William Davy, Frank Heald, and John Brown. This image is a testament to the community spirit and resilience of those times.



Another treasured photo shows Phillip with his sister Jane from around 1958; a snapshot of simpler days filled with family warmth and togetherness.

Phillip's story is not just about a house; it's about a home filled with decades of memories, love, and history. It's a celebration of a life well-lived and a community that has stood strong through the years.



If you have an interesting story that you would like to share please contact communications@haighousing.org.uk. 0208 685 5777.



Join the Creative Ranks: Soldiers Arts Academy Seeks New Members

The Soldiers Arts Academy is a small (but mighty) charity working with veterans who have been impacted mentally and/or physically by their time in service, and for their families and carers. The SAA offers online workshops, performances and exhibitions in various art forms like painting, poetry, acting, film and music.

Sarah Bird, veteran and artist and her support dog



Jeremy's story

Morden resident Jeremy's involvement with the Soldiers Arts Academy (SAA) began by chance during a visit to the veterans' drop-in at St Pancras. Invited to exhibit his work, he faced the nerve-racking experience of showcasing his art publicly for the first time. The positive reception and sale of a few pieces were encouraging.

Jeremy has been making pottery and ceramic art for upwards of 10 years. "It's more of a form of therapy than for any particular goal" he says. "I've had to do this with practically no budget due to financial constraints and had to make many of my own tools and find creative solutions to problems." He describes his style as abstract, modern and sometimes colourful.

Always keen to expand his skills, Jeremy participates in the SAA's regular Tuesday morning painting group on Zoom and attends events, courses and workshops throughout the year. He values the supportive community of talented artists who are eager to share and support each other.



Find out more:
info@soldiersartsacademy.com
soldiersartsacademy.com

Nature's Therapy

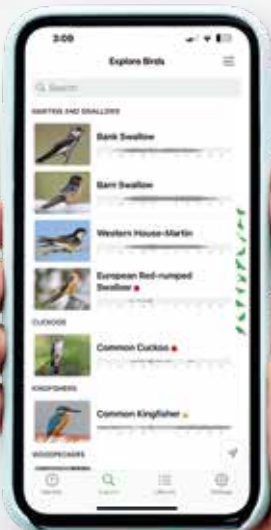
Haig Housing communities are fortunate to be blessed with so much green space. Mark in Haslemere finds the outside space with the plants and visiting wildlife has a positive effect on mental health. "Being able to get outside, enjoy the sunshine and fresh air is wonderful when I'm feeling low" he shares. "Seeing the birds on the feeders makes me smile a little, especially after a hellish year last year. Outside spaces are incredibly important as we all fight our own little battles with mental health."

Bird species spotted in Haslemere included: Robin, Sparrow, Blue tit, Coal tit, Long tailed tit, Bullfinch, Wren, Tree creeper, Goldcrest. Also spotted are foxes, hedgehogs and the occasional deer passing through.



Birdwatching App Tip

If you are interested in wildlife, try the Merlin Bird ID app by Cornell Lab – it's a fantastic tool for identifying birds you see and hear.



Top to bottom:
Hedgehog
Goldcrest
Wren
Robin
Blue Tit

Fundraising Challenges and Events: London Marathon 2026

Run, walk, trek, cycle, swim, skate, hop, skip, sing, dance or bake! Whatever or however you choose to fundraise for Haig, we're here to support you and we're so grateful for every £1 you raise.

We're excited to offer places to join **#TeamHaig** in the biggest road race on the planet - the London Marathon. Visit www.haighousing.org.uk/support-us/lonondmarathon2026 to register for one of our limited places.

We appreciate the London Marathon fundraising target may seem daunting for some of our supporters. If so, we invite you to join **#TeamHaig** in one of

the many other challenges available across the UK to suit you. Follow our social media to learn how others are getting involved in supporting Haig Housing.



Above: London Marathon and Ride to the Gate challenge.





The Glimmer Team Steps Up for Haig



The Glimmer Team

In April, the Glimmer Team took on the challenge of walking 10,000 steps each day to raise funds for causes close to their hearts. The group originally connected through JOY ANONYMOUS, a dance event that brought people together in a virtual chat community with a shared goal of supporting charity initiatives.

Thanks to the efforts of Louisa Hyde, a colleague from Haig, the team rallied

around the cause and raised almost £800 through their JustGiving page.

Initiatives like this help shine a light on Haig Housing, and we're incredibly grateful for the continued support from individuals across the country who take on challenge events in our name. Your dedication makes a real difference.

If you have an idea to fundraise for Haig Housing please contact fundraising@haighousing.org.uk

Haig Housing Receives £1 Million Grant from Armed Forces Covenant Fund Trust

THE ARMED FORCES COVENANT FUND TRUST
Funded by HM Government



www.haighousing.org.uk/support-us/donate

SCAN ME

We are very pleased to announce the award of a £1 million grant from the Armed Forces Covenant Fund Trust (AFCFT). This significant funding, provided through the Veterans' Capital Housing Fund, is awarded to support the refurbishment

and development of social and affordable housing for veterans. This grant marks an important step in Haig Housing's ongoing fundraising efforts. The organisation's fundraising team continues to work hard to identify and secure funding streams to support key projects.

Incomes update: Help is Available



Army Benevolent Fund

Assistance with debt, household goods and repairs, funeral costs, essential family needs, elderly care and mobility.

All applications are means-

tested and each application is considered on its own merits. www.armybenevolentfund.org/need-our-help/individual-grants

**Army
Benevolent
Fund**

Royal Air Force Benevolent Fund

Offering everything from financial support and benefits advice to therapy sessions and workshops. Airplay is the flagship youth support programme. They offer emotional wellbeing support including access to Headspace and a listening and counselling service. Help with care costs and practical solutions to help independent living as well as advocacy

if you have a care-related issue.

Their weekly telephone friendship groups can help you connect with like-minded people. www.rafbf.org/get-support/friendships-and-connections/telephone-friendship-groups

To find out more, or just have a chat about the service, call 0300 102 1919. www.rafbf.org/get-support



**Royal Air Force
Benevolent Fund**

The Royal Navy and Royal Marines Charity

Support for serving, veterans, and family members spanning all aspects of life, from mental health and financial assistance to education, housing, and

family wellbeing ensuring that no one in the Naval family faces life's challenges alone. www.rnrmc.org.uk/appeal/supporting-you



**ROYAL NAVY &
ROYAL MARINES
CHARITY**

Rent increase reminder

Please check you have amended your rent payments to pay the new 2025-2026 rent charges. This may include updating your housing costs in your Universal Credit (UC) journal - ensure we are logged as private landlord NOT social housing provider.

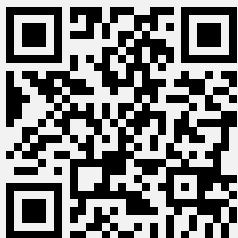
We have a designated Department for Work and Pensions Armed Forces Champion and continue to network with Champions around the UK. Please contact us if you would like support with your claim or if you have any queries with the benefit managed migration process.

If you are in arrears or struggling with payments, please do talk to us.

Contact us on **020 8685 5777** (option 2) or email **incomes@haighousing.org.uk**



SCAN ME



SCAN ME



SCAN ME



Army Families Federation

AFF's Foreign & Commonwealth team provides qualified immigration advice to members of the UK Armed Forces, veterans and their immediate family members who are eligible to apply for a visa to enter or remain in the UK under the Armed Forces rules.

If you have a question about your visa status or your rights in the UK, please contact the F&C team on **fcsupport@aff.org.uk**. You can also find a

wealth of information on our website **www.aff.org.uk/advice/foreign-commonwealth**

Please note that AFF is not a veterans' charity, but they do support veterans with visas and immigration.



Summer Safety & Compliance Update

As summer arrives, we want to help you stay safe and comfortable in your home — while also ensuring that we meet important safety standards. Here are four important things to keep in mind this season:

1 Fire Safety in the Heat

Hot weather increases fire risks, so it's important to take a few simple precautions:

BBQs: If you're using a barbecue, please do so safely and away from buildings. Never use BBQs on balconies or near dry grass. When

holding a barbecue, please be considerate of your neighbours

Heatwaves: Avoid using candles or incense during hot weather. Keep flammable items away from windows where intense sunlight can cause materials to heat up and ignite.



2 Electrical Safety – Stay Cool, Stay Safe

Many of us turn to fans, portable air conditioners, and cooling devices during the summer. Please remember:

- Don't overload sockets or extension leads – plug high-

powered items (like portable AC units) directly into the wall.

- Check cords for damage before use.
- Turn devices off when not in use or when leaving the house.



3 Property Inspections – What to Expect

To keep your home safe and compliant, our team carries out regular safety checks. Over summer, we may contact you to arrange:

- Gas safety inspections (LGSr): These annual checks are a legal requirement and help prevent

gas leaks or carbon monoxide issues.

- Electrical safety inspections: another legal annual check that ensures the electrical system in your home is safe and compliant.
- Routine communal inspections: These help us assess the overall

condition of the property and make sure everything is functioning safely.

Please let us in when appointments are arranged — it's key to maintaining your safety and the quality of your home.

4 Reporting Issues – You Matter

You play a vital role in keeping your home safe:

- Report leaks, broken extractor fans, damp patches, faulty electrics, or anything that doesn't seem right.

- Early reporting helps us fix small issues before they become big (and costly) problems — and helps keep everyone safe and comfortable.

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

Thank you for helping us keep your home safe, comfortable, and compliant. We appreciate your support and cooperation.

Building a community together

As we get towards the summer months, here are some reminders about consideration and being part of a community. As a veteran community, there is a unique bond from military service. Built on the principles of camaraderie, mutual respect, and support we see communities embracing these values on a daily basis.

NEIGHBOURLINESS

Being a good neighbour is essential in creating a supportive and friendly community. Here are a few tips to help foster positive relationships with your fellow tenants:

- **Introduce Yourself:** Take a moment to introduce yourself to your neighbours. A friendly greeting can go a long way in building a sense of community.
- **Respect Shared Spaces:** Keep common areas clean and tidy. This includes hallways and outdoor spaces.
- **Be Considerate:** Small acts of kindness, like holding the door open or helping with groceries, can make a big difference.

NOISE LEVELS

We understand that everyone has different schedules and lifestyles. However, it's important to be mindful of noise levels to ensure a peaceful environment for all:

- **Quiet Hours:** Please observe quiet hours between 10 PM and 7 AM. During these times, keep noise to a minimum to respect those who may be sleeping or resting.
- **Volume Control:** Be mindful of

the volume of your TV, music, and conversations, especially if you live in close proximity to others.

- **Notify Neighbours:** If you plan to have a gathering or celebration, kindly inform your neighbours in advance and try to keep noise levels reasonable.

SUPERVISION OF CHILDREN

Children bring joy and energy to our community. To ensure their safety and the comfort of all residents, please keep the following in mind:

Supervision: Always supervise your children, especially in common areas and outdoor spaces. This helps prevent accidents and ensures they are playing safely.

Respect for Property: Teach children to respect shared spaces and the property of others. Encourage them to play in designated areas and to clean up after themselves.

Noise Awareness: While children are naturally energetic, please remind them to be mindful of noise levels, particularly during quiet hours.



By following these guidelines, we can all contribute to a positive and respectful living environment. Thank you for your cooperation and for being a valued member of our community.



Planned Programme of Works

Haig Housing's commitment to make homes warmer and more energy efficient remains a priority and we've learned a great deal from our Sustainability programme since the award of the SHDF Wave 2.1 grant in April 2023.

Shifting political agendas, rising costs, supply of materials and contractors have all had an impact on our plans. As such, we'll now build sustainability into projects under the planned programme of works, which is a more cost-effective approach.

Haig's 2025/26 planned programme of works will prioritise the work needed to remain legally compliant by the Government's target of 2030.

Key prioritised works for the coming year will focus on:

1. Roofs
2. Doors, windows and repointing walls
3. Energy efficiency works – under SHDF Wave 2.1

Upcoming projects

Cardiff, Beaumaris Road	Roof replacement, external wall refurbishment
Liverpool, Ogden Close	Roof replacement
Edinburgh, Saughton Mains Street	Window & door replacement
Evelyn Close, Cheltenham	Roof replacement
Belfast	Window & door replacement

There are many more projects in the pipeline and you will receive notification of planned works scheduled to take place in your area as the year progresses.

SHDF Wave 2.1

We are now nearing the end of this project which began Haig's sustainability journey. The grant was for England only, focusing on properties not in conservation areas.

Work carried out (as at 30 April 2025)	Number of properties
Properties completed	439
Total number of measures installed	803
Properties remaining	216
Measures remaining	371

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Haig Housing's fundraising programme highlights the great work we do as a charity and is ramping up to attract funding from other sources.



Contractor scrutiny

We have recruited a new Senior Programme and Asset Manager along with a Quantity Surveyor to better manage contractor performance and ensure that Haig Housing is getting value for money. We ask that you play your part where minor repairs are completed by filling in the satisfaction surveys on each job.

Stock condition surveys continue to be carried out by RAND Associates on behalf of Haig Housing. This survey is an inspection of the inside and outside of a property so that we can plan future improvements.

Funding

We'll continue to seek sources of funding to support our plans. We are working with the UK Government and those of devolved nations to access available grants. The major energy providers also have available funding, such as through ECO4.

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We have now over 800 Switchchees installed in homes. These smart thermostats enable you to control your heating and hot water – it's simple and easy with a touchscreen and help available at the end of a telephone if you have any questions.

Your Switchchee will help you optimise energy usage, lower bills and reduce energy consumption – good for you and good for the environment.

Why is Haig Housing doing this?

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 or of damp and mould developing, meaning we can act sooner.

We can make use of the communication tool to send the occasional short message to you. This means that we don't have to send out as many letters – a cost saving for the Trust.

We are currently running a trial to use Switchchees to set **Annual Tenancy Review (ATR) visits** – we send you a list of appointment dates and times, and you can respond with your preferred one. Look out for these and other messages on your Switchchee.

For help with your Switchchee

0800 133 7957

support@switchchee.com



HAVE YOU THOUGHT ABOUT...?

Volunteering for Cadet Forces – your chance to serve again

As veterans, your experiences, skills and values are invaluable and can continue to make a profound impact on young people who are keen cadets. The cadet forces need adult volunteers to help with this popular activity and are particularly keen to recruit those who have previously served.

A renewed sense of purpose

Volunteering for cadet forces allows you to continue serving your community in a meaningful way. Guiding and mentoring young cadets can provide a fulfilling and purposeful outlet for your skills and experience.

"Volunteering with the sea cadets has given me a renewed sense of purpose. Watching these young individuals grow and succeed is incredibly rewarding." John

Stay connected

Volunteering helps you stay connected with the military community. It offers a chance to build new relationships and maintain the camaraderie that is often missed after leaving active service.

"Being a mentor to these cadets has been one of the most fulfilling experiences of my life. Their enthusiasm and commitment remind me of why I served." Sarah

Personal fulfillment

Watching cadets grow and succeed under your guidance can be incredibly

rewarding. Your mentorship can make a significant difference in their lives.

"The cadets are eager to learn and grow. It's a privilege to be able to guide them and share my experiences." Michael

Volunteering for cadet forces is a powerful way to continue your legacy of service. Your skills, knowledge, and experience are invaluable assets that can profoundly impact the lives of young cadets. By stepping into this role, you not only contribute to the future of these young individuals but also find a renewed sense of purpose and fulfillment. Join the ranks of veteran volunteers today and make a lasting difference.

www.gov.uk/government/collections/rfca-find-out-more-about-the-rfca-in-your-region#rfca-regions



SCAN ME





Chelsea Pensioners veteran outreach



'Old Comrades' – helping older veterans to lead a better life for longer

Old Comrades is the new online community designed exclusively for retired British Veterans to connect and reconnect over shared interests and experience, while discovering a local veteran community.

More information:

www.chelsea-pensioners.co.uk/

chelsea-pensioners/veterans-outreach

Sign up here:

www.oldcomrades.com

Open to older veterans, and carers of older veterans, from across the three Armed Services and the Merchant Navy, Old Comrades encourages

the re-establishment of the bonds of comradeship through online events and activities, regional and interest groups, and chat. It will also serve as a support directory for accessing a range of services provided by our delivery partners ranging from government agencies, and age-related and military charities.

IMPORTANT UPDATE: Safety Checks and Repairs

We are pleased to announce that from June 1st Robert Heath Heating Ltd commenced a new contract with Haig Housing. Robert Heath Heating Ltd will continue to provide gas safety checks, gas servicing and heating repairs with the new addition of electrical safety certificates (EICRs) for the next five years. There is no change to scheduling or communication methods.

Please engage with Robert Heath

Heating Ltd when they request an appointment to carry out annual gas safety checks and 5-yearly ECIRs. These essential checks will ensure the safety of your home and neighboring properties.

Robert Heath
a member of **DAIKIN** group

Heating and hot water issues? Call Robert Heath: 0330 058 6481

How to contact Haig

Website

www.haighousing.org.uk

Main office

020 8685 5777

enquiries@haighousing.org.uk

If you need to report a repair

020 8685 5777 option 1

repairs@haighousing.org.uk

Emergency Repairs out of hours

020 8685 5777

Please hold and you call will be put through to Local Assist

Heating and hot water problems

Robert Heath

0330 058 6481

24 hours a day

If you smell gas

0800 111 999

Rent enquiries

020 8685 5777 option 2

incomes@haighousing.org.uk

Electric Vehicles (EV)

www.haighousing.org.uk/sustainability/homeevchargers

Switchee Smart Thermostat

0800 133 7957

support@switchee.com

Sustainability

sustainability@haighousing.org.uk

By post

Haig Housing Trust
Mountbarrow House
12 Elizabeth Street
London
SW1W 9RB

This is your newsletter

We'd love to get your news. If you have commemorations, celebrations, anniversaries or events happening in your area, please let us know.

communications@haighousing.org.uk 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, please contact our Head Office to arrange this.

Do you have a visual impairment?

If you need copies of any Haig information in **LARGE PRINT** or **BRAILLE** please contact our Head Office.

Production

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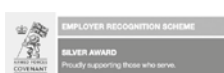
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www.haighousing.org.uk



THE NOT FORGOTTEN