

HaigNews

SUMMER 2026



Going the Distance for Veterans

TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Stronger Together The Summer

In this issue, I am pleased to share news about our recent work and activities. Updates include our latest fundraising news, most notably the success of our London Marathon participants, and an update about the Renters Rights Act. There is also a note from the Income Team with details of financial support and assistance that may be available. We also explain where the money we bring in goes. As a charity we don't have shareholders, make a profit or pay dividends to anyone. We try to use the money we get as best we can, which is why there's a limit to what we can do.

You will also find information on additional sources of help, including support for those concerned about problem gambling, along with practical advice on a number of issues that arise from time to time. We continue to emphasise the importance of strong communities, supported through the work of our Housing Managers, and initiatives that recognise shared history and service, including plaques and memorials.

This year marks 15 years since the Iraq War, a milestone that continues to resonate deeply for many veterans and their families. Having served there on several occasions, including spending eight months living alongside Iraqis who we had been fighting the previous year, I am mindful of the lasting impact of that experience. While challenging, and slightly surreal, it was an opportunity to build for the future.

We have recently said goodbye to Mandi and Bill, who have served as Directors for the past five years. They have made a significant contribution, helping to guide the organisation through a period of change and modernisation. I would like to thank them both for their commitment and dedicated service, and we wish them well for the future.

Best wishes for an enjoyable summer.

Tim Stockings

Chief Executive



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As a charity we don't have shareholders, make a profit or pay dividends to anyone. We try to use the money we get as best we can, which is why there's a limit to what we can do.

Above:

Tim and Yvonne supporting Haig Housing runners at the London Marathon 2026.

Right:

The teams from Veterans Housing Scotland and Haig Housing. Swansea residents with PCSO Nicola Swain.

Cover:

London Marathon runner, Ed, checks his progress.

Stronger Together: Supporting Veterans

Haig Housing is proud to be part of a network of veterans' charities and community organisations, all working together to support those who've served. As a member of Cobseo – the Confederation of Service Charities – we help strengthen collaboration across the sector and influence policy at government level.



Grants Making a Difference



The Army Benevolent Fund (ABF), the British Army's national charity, continues to be a vital partner. Supporting soldiers, veterans and their families, the ABF has contributed nearly £500,000 to Haig Housing – including a recent £150,000 boost for kitchen and bathroom upgrades across our homes.

We're always exploring new funding opportunities with our Fundraising team actively seeking grants to support us.

Building Local Connections

In Scotland, as in many other areas, we continue to strengthen partnerships with local charities including SSAFA, RBL and Op NOVA alongside local police. Colleagues from Veterans Housing Scotland, recently met at Mountbarrow House to share expertise, discuss housing challenges and build lasting connections.



Community in Action

A big thank you to residents in Swansea who braved the elements to meet local Police Community Support Officer, Nicola Swain – a great example of community spirit in action.

Side by side, we stand stronger – because strong communities are safer communities.



How We Fund and Run the Trust: Putting Beneficiaries First

Income and expenditure explained

Nearly **three quarters** of our money is spent on property costs, which includes Planned Works and Repairs and Maintenance for homes.

Expenditure for the year ending 31 March 2025

In the last five years (up to March 31st 2025), we have spent **£49.5** million on Planned Works and Repairs and Maintenance.

We continue to face a huge increase in costs for labour and materials – the inflation rate we experienced in 2024

Haig Housing Trust is a registered charity. We don't have shareholders, we don't make a profit and our Board of Trustees is made up of experts in their field who don't receive any pay.

We do not receive government funding. Instead, all our income comes from two main sources: rents and fundraising donations.

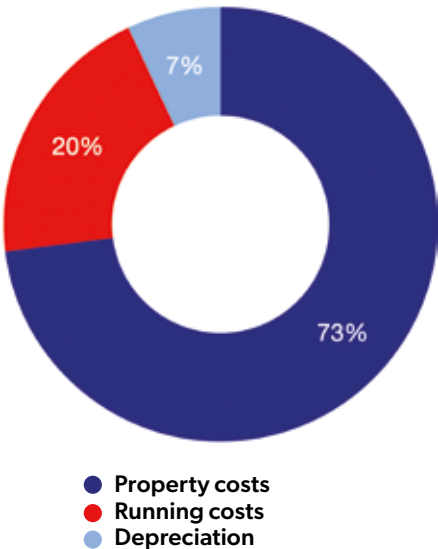
We use this income to support three key areas: maintaining and improving our homes, meeting our legal obligations and running the organisation (including staffing costs).

was 19%. We did not pass that on, we cut our administration costs to protect beneficiaries. We also saved **£1 million in costs**, by becoming more efficient and using technology.

Our financial challenges as a UK-wide veterans housing charity are our ageing housing stock and the spread of homes across the UK.

The Haig Housing Board of Trustees keeps a close eye on our expenditure and on the level at which we set rents. Rents for beneficiaries are below market rents and there is added support from Housing Managers and the Incomes Team. We aim to help people stay in their homes.

Other benefits include a £100 annual decorating allowance for those not in arrears and access to other funds such as the Community Fund.





London Marathon 2026

**1 Day, 26.2 Miles,
18 Amazing Runners,
Over £60,000 Raised**

The streets of London were alive with energy as thousands of runners took on the TCS London Marathon on 26 April. Among them was an inspiring team of 18 individuals running for Haig Housing Trust, who, after months of dedicated training, delivered the most successful marathon campaign in the charity's history.

Through early mornings, long runs and countless hours of preparation, each runner showed extraordinary commitment to the cause. Their efforts paid off as they crossed the finish line having raised a record-breaking total for Haig Housing.

As Haig Housing looks ahead to celebrating the Centenary in 2028, this incredible support will help ensure we can continue offering safe, secure homes for the UK's veteran community for many years to come.

While every runner demonstrated determination and resilience, two members of the Haig Housing community stood out in particular, highlighting the powerful link between personal challenge and the lasting impact it creates for veterans and their families.



Casey: Giving Back

Casey, a former Haig Housing tenant and veteran, ran the London Marathon to give back the safe, stable home support he received. After recovering from a broken back, the challenge became a symbol of resilience and hope, dedicated to his late friend James, who he served with in Iraq, and to every veteran's family needing that secure foundation.



Lee: Running for Morden and Beyond

Lee is a Haig Housing resident and says "I've been living on Haig Housing's Morden estate since 1984 since my father left the Army. Haig Housing has been a big part of our lives in regards to the community around us. It still very much feels like that military family all looking out for each other and helping when in need"



A Massive Thank You to Our Supporters

We also want to extend a huge #TeamHaig thank you to our corporate partner, PIMCO. Through their corporate match-funding initiative and the fundraising power of their running cohort, the PIMCO team truly spearheaded our financial triumph this year.

To our entire 2026 cohort, thank you! Your sweat, blisters, and dedication have genuinely changed lives, and we are proud to honour you all.

Will You Write the Next Chapter? Join #TeamHaig 2027!

The dust has settled on the 2026 race, but the pavement never rests. We are officially launching our recruitment for the 2027 London Marathon, and we want you on the start line.

To help us reach our ultimate Centenary Appeal goals, we are expanding our team to 22 guaranteed charity bond places. We provide full training schedules, a tight-knit team support network, and the loudest cheer point in London on race day!

Interested in finding out more? Register here
www.haighousing.org.uk/londonmarathon2027



SCAN ME

Feeling Inspired? Check Out These Events

Haig Housing Partners with Run for Charity

www.runforcharity.com/charity-eventhub/haig-housing/all-events

We are thrilled to officially announce our partnership with **Run for Charity**, with an incredible calendar of regional running events across the UK. We are offering places and subsidising **50% of the registration fees for our charity places**. Kids can have their place for free.

Whether you are a seasoned marathoner chasing a personal best or a beginner stepping up for your very first 10k, there has never been a better time to lace up your trainers. Every pound raised will go towards helping Haig Housing build more homes for veterans.

Find your local event below, secure your half-price registration, and join the ranks of #TeamHaig!

RUN CHELTENHAM: HALF MARATHON & 10K

Sunday 20 September 2026

Set against the beautiful backdrop of Gloucestershire, Run Cheltenham offers an atmospheric, scenic route that takes in the town's historic architecture and the iconic Cheltenham Racecourse. With both a 10k and a Half Marathon distance available, this event is perfect for anyone looking to tackle a late-summer challenge together.

RUN AINTREE

Sunday 27 September & Saturday 13 December 2026

Race across sporting history! We are heading to the world-famous Aintree Racecourse for two spectacular days of racing. Because the course is set entirely within the racing grounds, it is completely flat, fast, and traffic-free, making it a premier destination for anyone looking to smash a personal best or complete their very first distance milestone.

NEWCASTLE TOWN MOOR EVENTS

Sunday 11 October & Sunday 20 December 2026

The Town Moor offers a unique, traffic-free, and incredibly supportive racing environment that welcomes runners of absolutely all abilities. To make it a true family day out, Haig Housing will 100% fully cover the registration fee for the Junior event, so your young runners can sign up completely free!

CARDIFF HALF MARATHON (WAITLIST ONLY)

Sunday October 4 2026

The demand to run the capital of Wales has been unprecedented, and all official places are currently fully allocated. However, we are operating an official waitlist

for drop-outs. Register your interest on our landing page today to claim the next available spot.

GETPRO BATH HALF

Sunday March 14 2027

One of the longest-established and most popular road races in the UK, the Bath Half features a fast, flat, two-lap course straddling both sides of the beautiful River Avon. It is an incredible event for stepping up your distance running in a historic World Heritage city.

LONDON LANDMARKS HALF MARATHON

Sunday April 4 2027

The LLHM is a cultural celebration through the heart of the capital, taking in London's grand history, hidden secrets, and spectacular themed cheer stations. Skip the public ballot lottery and secure your guaranteed entry with Haig today.

MANCHESTER MARATHON

Sunday April 18 2027

As the UK's second-largest marathon, Manchester is famous for its flat course and its legendary, unrivalled street support. If you want the full 26.2-mile experience with an elite atmosphere, this is your premier destination!

EDINBURGH RUNNING FESTIVAL MARATHON & HALF MARATHON

Sunday May 30 2027

Known for stunning views of Edinburgh Castle and a famously fast, downhill route that finishes along the scenic East Lothian coast, this festival is a crown jewel in the Scottish fundraising calendar. Secure your half-price charity place and help us build a lasting legacy of veteran housing support nationwide.

Above left:

Grace and Simon

Above right:

Ed

Nicola

Konstantin and Joanna

Stay Alert: Protect Yourself from Scammers

Nobody is immune from fraud. The criminals behind it target people online and in their homes, often emotionally manipulating their victims before they steal money or personal data.



STOP!

Stay vigilant. If you've seen something that doesn't feel right, STOP!

- Don't click on any links.
- Don't give out any personal or bank details.
- Break contact if needed.
- Tell family and friends to make them aware.



enquiries@
haighousing.org.uk



020 8685 5777

Unexpected visits

We always book repairs and other checks with you in advance. Please see details of the companies which will contact you on page 9.

- Our staff and contractors carry photo ID – always ask to see it.
- Don't let anyone into your home without first checking their identity.
- If you're unsure, ask for their name and company and call us.
- Close the door if you feel pressured or uncomfortable.
- Contact us to check.



QR codes

Scammers can use QR codes to trick you into visiting websites, downloading content or providing information.

- Check the QR code is not an overlaid sticker. Pay particular attention to QR codes in public places e.g. parking payment meters.
- Read the address carefully and before proceeding make sure it matches with the place you would expect the QR code to direct you. If you are unsure, do not click through.
- Do not click on QR codes that come to you via post or email if you are not certain of their origin.

(And you can practise with the QR codes in this newsletter. Check the name of the page you are visiting.)



Phone calls

Scam phone calls are when people pretend to be calling from organisations, such as:

- **Banks:** claiming there is a problem with your card or account.
- **HMRC:** claiming there is an issue with your tax refund or unpaid bill.
- **Computer repair or phone provider:** claiming there is a fault with your computer, internet or phone line.
- **Welfare calls:** pretending to be Haig.

Reporting fraud



If you or someone else is in immediate danger, call the police on **999**.



Report Fraud is the national reporting centre for cyber crime and fraud.

www.reportfraud.police.uk



0300 123 2040.

Scotland – all reports of fraud or any other financial crime should be reported to **Police Scotland** by calling **101**.



Tell your bank if you've lost money or you think a fraudster has access to your bank account, contact your bank or payment service provider as soon as possible so that they can protect your account and get your money back.

Always contact them directly using a known email address or phone number, shown on their website or back of your card, or call 159 (this should connect you to your bank).



Learn new skills with the Lloyds Bank Academy!



**LLOYDS BANK
ACADEMY**

This is a completely free service and is open to everyone. You don't need to be a Lloyds customer to access it.

It's an online learning hub to help you get more out of life and work. Take a look for free online training.

Visit lloydsbankacademy.co.uk to get started.



SCAN ME



- **Using your phone, tablet or making video calls**
Getting online, sending emails and making video calls.
- **Keeping safe online**
How to spot scams and use the internet safely.
- **Managing your money**
Budgeting, saving and online banking.
- **Everyday tasks**
Shopping online, using healthcare services, and finding information.
- **Work and career skills**
Improving your CV and boosting workplace confidence.

Housing Management

Haig Housing has a team of highly experienced Housing Managers who look after tenancy management. They work closely with residents to make sure homes are safe, well maintained and meet all the necessary standards.

They have practical experience and understand the needs of veterans and can point residents towards additional support when it's needed.



Here's a reminder of what a Housing Manager does...

Tenancies

- ✓ Ensuring the management of tenancies
- ✓ Making sure that tenants are aware of and follow Haig Housing policies
- ✓ Conduct all stages of the tenancy process including viewings and signups for new tenants, interviews and applications for transfer, assignments and succession.

And what they don't do....

- ✗ Repair things for you or report your repairs
- ✗ Rearrange appointments
- ✗ Give verbal permission for improvements or alterations to your home or garden
- ✗ Manage disputes between neighbours



Homes

- ✓ Making sure that properties are well maintained, both inside and out and carrying out an annual inspection during the Annual Tenancy Review (ATR)
- ✓ Work alongside the Repairs Team to ensure delivery of high-quality service



They work closely with residents to make sure homes are safe, well maintained and meet all the necessary standards.



Considerate neighbours

A reminder that all residents have signed a **tenancy agreement** which includes a commitment **not to cause nuisance, harassment or disturbance to your neighbours**. This responsibility extends to all members of your household **and** any visitors to your home.

Housing Managers are getting more reports relating to matters that could be resolved by neighbours speaking to each other respectfully and reasonably. As members of the veteran community, we encourage residents to work together and make every effort to settle minor issues amicably.

We ask all residents to play their part in maintaining safe, clean and respectful communities. By acting responsibly, considering your neighbours and dealing courteously with one another, you will help reduce unnecessary conflict and allow Housing Managers to focus on matters where their intervention is genuinely needed.

Common issues include:

- Children playing in car parks or unsuitable areas.
- Dogs off-lead or fouling without clean-up.
- Parking on grass or non-designated areas.
- Misuse of visitor parking permits.
- Excessive noise, especially late in the evening.
- General neighbour disputes.



Respectful Communication Matters

We'd like to remind all tenants of the importance of respectful communication. We are committed to treating all residents with courtesy and ask that the same consideration is extended to everyone you may interact with, including your Housing Manager, contractors, and all members of the Haig Housing team.

We appreciate and thank those who consistently communicate in a considerate and constructive way – whether by letter, email, or telephone. Positive communication helps us respond more effectively and provide the best possible support to you.

We have, however, noted an increase in instances where communication has fallen below the standard we would expect. We understand that issues and frustrations can arise, and we are here to support where we can. At the same time, we ask that concerns are raised in a respectful and constructive manner so that we can work together towards solutions.

Thank you for working with us to maintain a positive and respectful community for everyone.



Please report all repairs to:
repairs@haighousing.org.uk
0208 685 5777 (option 1)



If you have a question or are facing difficulties in paying your rent:
incomes@haighousing.org.uk
0208 685 5777 (option 2)

Who will visit you

We'll always contact you in advance to arrange a convenient appointment before visiting your home. If you have any questions at any stage, get in touch.

When an appointment is booked, please ensure you allow the contractor access. They will only attend at an agreed time and will always carry identification for your peace of mind.



Gas	LGSR (Landlords' Gas Safety Record)	Gas Safety Inspections – these annual checks are a legal requirement and help prevent gas leaks or carbon monoxide issues	Robert Heath Heating Ltd
Electric	Electrical safety inspections	Legal annual check that ensures the electrical system in your home is safe and compliant	Robert Heath Heating Ltd
Asbestos	Asbestos inspections	Asbestos inspections or reinspections	Life Environmental
Water	Legionella inspections	Inspections or reinspections of water system safety	Life Environmental
Stock condition	Future planning	Survey of the inside and outside of properties	Rand
Switchee	Thermosat	Installation of modern thermostat	Switchee

Looking After Communal Areas – What You Need to Know

Haig Housing communities built in the aftermath of World War One were designed for injured servicemen and green space was a key feature. Many Haig Housing estates have been built on the same pattern with residents enjoying shared green space in communal grounds. These areas are for everyone to enjoy, and it's important that they are kept safe and well maintained.

To help us achieve this, please note the following:

- **No power tools to be used** in any communal areas (this includes strimmers, lawn mowers, hedge cutters and similar equipment)
- **No herbicides, pesticides, fertilisers or any other chemical treatments to be used** on shared areas. This includes grass, pathways and any property frontage not exclusively assigned to a tenant

We understand that some residents may wish to help keep communal areas tidy. However, you must contact the Grounds Maintenance Team and receive approval before carrying out any work. Please provide details of what you plan to do, along with photos. If permission is granted, only hand tools may be used.

Please note that all communal grounds maintenance is managed by **qualified, trained and fully insured contractors** to ensure work is carried out safely and to the required standard.

Finally, please continue taking pride in looking after your own garden, as set out in your tenancy agreement – keeping it neat, cared for and welcoming. We love to see the results of your green fingered efforts!

Thank you for helping us keep our shared spaces enjoyable for everyone.

If you have any questions, suggestions or concerns about your communal area, please contact:

groundsmaintenance
@haighousing.org.uk
020 8685 5777



Summer Safety: Keeping Cool, Safe and Comfortable

With summer bringing more extreme swings between heatwaves and unsettled weather, it's a good time to take a few simple steps to look after yourself, your neighbours and your home.

Thank you for helping keep your home and community safe this summer.

HEATWAVES

1. **Stay cool indoors** – Keep curtains or blinds closed during the day to block out heat, and open windows at night (where it's safe to do so) to let cooler air in
2. **Hydration** – Drink plenty of water throughout the day and try to limit alcohol and caffeine, which can contribute to dehydration

Please check in on elderly or vulnerable neighbours, especially those with existing health conditions. A quick check can make a big difference.



FIRE SAFETY

1. **BBQs** – Always keep BBQs well away from buildings, fences and sheds. They should never be used on balconies or on dry grass and not in communal areas
2. **Candles and Incense** – Hot weather increases fire risk, so it's best to avoid using candles or incense indoors or outdoors during this time
3. **Smoking** – Dispose of cigarettes safely and responsibly – never throw them out of windows
4. **Electrical safety** – Try not to overload sockets with fans or cooling devices. Spread appliances across outlets where possible and only use appliances that meet British Standards

If you are planning a gathering or celebration, please let your neighbours know in advance and be mindful of noise levels, especially later in the evening.



Reporting issues

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, keeping everyone safe and comfortable.

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



STAY SAFE WHEN COOKING

Keep an eye on pans while they're on the stove – unattended cooking can easily lead to fires.

Check your smoke alarm every month to make sure it's working properly.

Incomes Update

Rent Reminder

Following April's rent increase in England, Wales and Northern Ireland and July's increase for Scotland and Jersey, please remember to adjust your payments.

If you pay by Standing Order, you will need to contact the bank to make the change as this is not something we can do for you.

Universal Credit – please remember to update your housing costs in your Universal Credit journal. Also ensure that Haig Housing is logged as a **private landlord** and not a social housing provider.

Any concerns please contact the Income Team on 02086855777, option 2 or by email at Incomes@haighousing.org.uk.

Veteran Friendly GP Surgeries

The RCGP (Royal College of General Practitioners) **Veteran Friendly Practice** scheme accredits NHS GP surgeries whose staff have completed specific training in the health needs of armed forces veterans. Accredited practices have a named clinical lead for veterans and systems in place to identify veteran patients and connect them with the right support.

Veterans registered with an accredited practice can benefit from a GP who understands service-related conditions – including PTSD, musculoskeletal injuries, hearing damage, and the mental health challenges of leaving military life. Accredited GPs can refer directly to Op COURAGE, the NHS specialist health service for veterans, reservists and their families.

Under the NHS Armed Forces Covenant, veterans must not face disadvantage because of their service. This means non-discrimination – not priority access over other patients. Any NHS GP practice is required to register veterans regardless of their postcode or previous service address

www.findmygp.org.uk/veteran-friendly-gp

PIP application process

Personal Independence Payments (PIP) can help with extra living costs if you have both a long-term physical or mental health condition or disability and difficulty doing certain everyday tasks or getting around because of your condition.

Need help with the PIP (Personal Independence Payment) application process?

There are a series of short videos to help you through the process

www.youtube.com/@dwpgovuk



The Renters' Rights Act: Changes for Current Tenants

From 1 May 2026, The Renters' Rights Act 2025 gave tenants new rights and introduced new rules for private landlords. This applies to private renters with an assured tenancy or an assured shorthold tenancy (AST) in **England**.

Residents in Wales, Scotland, Belfast and Jersey are not affected by this legislation – we will keep you informed of any future changes which may affect you.

If you are affected by this, you will have received a copy of the Government information sheet in the post explaining how the changes may affect your tenancy. To see a copy, visit www.gov.uk and search for 'Renters' Rights Act'.



The key changes

Before 1 May 2026	From 1 May 2026
Your landlord could evict you without giving a reason using a Section 21 notice	Your landlord must have a valid legal reason to evict you and use a Section 8 notice
There were no limits on how much rent could be requested in advance	Your landlord can only request up to one month's rent in advance
Leaving a fixed-term tenancy early could be difficult	All tenancies become periodic, making it easier to leave with notice
You could usually give one month's notice to end a periodic tenancy	You'll need to give two months' notice to end a tenancy, unless a shorter period is mutually agreed in writing
Landlords could refuse pets without explanation	You have the right to request a pet, and landlords can only refuse with a valid reason

End of assured shorthold tenancies

Your tenancy will automatically change from an assured or assured shorthold tenancy to an assured periodic tenancy, giving you stronger rights even if your current agreement still states "assured shorthold tenancy."

You don't need to take any action for this to happen.

Your tenancy will also become periodic, meaning it will continue on a rolling monthly basis, even if you originally signed a fixed-term contract.

End of Section 21 evictions

Landlords will no longer be able to evict tenants using a "no-fault" Section 21 notice.

Instead, they must provide a valid legal reason (known as a "ground"), such as rent arrears or antisocial behaviour.

If your landlord has already issued a valid Section 21 notice before the changes take effect, your tenancy won't automatically switch to an assured tenancy straight away. They may still apply to the court for possession, but only within a limited timeframe.

If you believe a Section 21 or Section 8 notice is invalid, you can challenge it in court. If the court agrees, your tenancy will become assured and you'll benefit from stronger protections.

Ending a tenancy

If you want to leave, you'll usually need to give **two months' notice** instead of one.

A shorter notice period can still apply if you and your landlord agree to it in writing, or agree on a specific end date for the tenancy.

Rent increases

There are stricter rules around rent increases.

Landlords can only raise the rent using a formal Section 13 notice and must give at least **two months' notice**.

If you think the new rent is higher than the market rate for your area, you can apply to a tribunal prior to this increase taking effect.

No more fixed term tenancies

There will no longer be fixed-term assured shorthold tenancies (ASTs).

If you currently have a fixed-term AST, it will automatically convert into a periodic assured tenancy.

This means your tenancy will no longer have a set end date and will instead continue on a rolling basis, typically month-to-month or week-to-week.

Gambling Harms in the Armed Forces Community



Gambling harm is a growing but often hidden issue within the Armed Forces community. Research shows that serving personnel and veterans are up to ten times more likely to experience gambling-related harm than the general population. The consequences can be devastating, affecting not only the individual but also their families and wider support networks.

Problem gambling can lead to rent arrears, debt, food insecurity, relationship breakdown, and in some cases homelessness. It is also linked to domestic abuse, including financial, emotional and physical abuse, placing additional pressures on households and communities.

The Armed Forces Gambling Support Network (AFGSN), established by Beacon Counselling Trust in 2024, provides free, specialist support for serving personnel, veterans and their families.

Through our *Battling the Odds* programme, we offer free gambling harms awareness and prevention training to organisations and professionals supporting the Armed Forces community. We also provide advice, guidance, peer support and confidential therapeutic counselling for those affected by gambling harms.

By increasing awareness and encouraging early intervention, we can help individuals and families regain control and reduce the risk of serious financial and social consequences. We accept self-referrals, and referrals from professionals, so if you, or someone you love is affected by gambling and would like some support, you can contact us directly on the details opposite.

*You are not alone.
Support is here.*

AFGSN can help with:



Understanding gambling harms and how they can affect you and your loved ones.



Confidential counselling and emotional support.



Practical advice for debt, budgeting and financial wellbeing.



Support for partners, families and wider support networks.



Training and awareness for organisations and professionals.



CONTACT US:

andy.gallie@beaconcounsellingtrust.co.uk / 020 8685 5777

ian.whiteside@beaconcounsellingtrust.co.uk

Or visit our website: www.beaconcounsellingtrust.co.uk to find out more today.

Veterans' Services

Veterans in the UK have access to a wide range of services aimed at supporting health and wellbeing. Here's a list you may find useful.

Support and Advice

Royal British Legion

Offers practical advice, financial aid and emotional support to veterans and their families.

www.britishlegion.org.uk

SSAFA

Provides lifelong support to veterans and their families, including practical, emotional and financial help.

www.ssafa.org.uk

Veterans Services

Provides professional help and advice service to veterans or anyone supporting a veteran, their families and dependents.

www.gov.uk/guidance/get-help-from-veterans-services

Talk to an adviser:

- England, Scotland and Wales: 0808 1914 218 (select option 6 for Veterans Services)
- Northern Ireland: 07387 050564
- Overseas: +44 1253 866 043 (select option 6 for Veterans Services)

Lines are open Monday to Friday, 8am to 4pm (except public holidays).

Mental Health and Wellbeing Support

Combat Stress

Charity which provides mental health support for veterans struggling with PTSD, depression, anxiety and related issues.

www.combatstress.org.uk

Helpline is available 24 hours a day, 365 days a year on 0800 138 1619.

Help for Heroes

Offers recovery services for physical and mental health, wellbeing programs and financial assistance.

www.helpforheroes.org.uk

The Mental Health Charity for the Armed Forces Community

www.head-up.org.uk

Op COURAGE

The NHS service providing specialist care and support for veterans with mental health conditions, including therapy and psychiatric care.

www.nhs.uk/nhs-services/armed-forces-community

Employment

Forces Employment Charity

Provides tailored support to veterans to help them find work after leaving the military.

www.forcesemployment.org.uk

Forces Families Jobs

A job search platform for veterans and military families.

www.forcesfamiliesjobs.co.uk

Veterans' Support by veterans

ASDIC (Association of Service Drop-In Centres)

A UK-wide network that represents and supports veteran drop-in hubs and community-led support centres.

www.asdic.org.uk

WeServed

A secure digital community and marketplace to help veterans and their families with employment, healthcare and wellbeing.

www.weserved.com

Veterans Can

A veteran owned organisation focussing on building community, connection and positivity among veterans. Aims to connect veterans and celebrate success.

www.veterans-can.com

VeteranX

A veteran support organisation that offers a personalised AI-powered platform designed to help veterans and their families transition from military to civilian life. Tailored support including jobs, education, housing, healthcare, finance and skills.

www.veteranx.io





To report an issue
email repairs@haighousing.org.uk
or call 020 8685 5777
(option 1)

Pests: Keeping Your Home Clean and Comfortable

Nobody likes uninvited guests – especially the kind with whiskers or wings! A few simple habits can go a long way in keeping your home pest-free and comfortable all year round.



Managing and treating common pest issues – such as mice, rats and similar infestations – within your property is part of everyday home care and is the responsibility of the tenant.



Unless there is clear evidence that a problem is coming from a communal area or linked to a structural issue, tenants are expected to take appropriate steps to prevent and address pest activity within their own home.



Taking action early helps protect your home, supports your neighbours, and prevents small problems from becoming more serious or costly.

WHEN TO REPORT AN ISSUE

If you believe a pest problem may be coming from a communal area or is linked to the building itself, please report it to us as soon as possible so we can investigate.

8 SIMPLE STEPS YOU CAN TAKE

You can reduce the risk of pests by following a few practical steps:

1. Store food in sealed containers
2. Clean kitchen surfaces and floors regularly, and avoid leaving food out overnight
3. Empty bins often and keep lids closed
4. Fix dripping taps and avoid standing water
5. Keep cupboards and storage areas tidy and uncluttered
6. Seal small gaps or holes around pipes, doors and skirting boards
7. Check regularly for signs of pests and act quickly if you notice any
8. Arrange pest control treatment promptly if needed

Thank you for helping to keep your home – and our wider community – clean, safe for everyone.

Plaques and Memorials – Your Help Needed!

Across Haig Housing's 50+ locations there are many War Memorials and Plaques. While we already hold information on many of these, we are keen to ensure our records are fully up to date and accurately reflect their current condition.

How you can help

If you have a Plaque or War Memorial on your home or in the grounds where you live, please let us know the details. We are also interested in details of benches with attached plaques or engraved brass tallies and any other statuary or installed items (e.g. sundials).

We need:

- Your name and address.
- Specific location of the plaque or memorial (e.g. on the side of the house, in the communal grounds).
- Wording on the plaque or memorial.
- Size.
- Type of mounting.



Please add these details plus some photos here: <https://forms.cloud.microsoft/e/D5E36ZFXKu>

Please note: Earl Haig or Mrs Willie James plaques which are on the outside and inside of many Haig Housing homes are not part of this project so the details are not needed at this stage.



A Warmer, Healthier Home For You



switchchee

Switchchee is an easy to use, modern thermostat to help you control your heating and keep your home warm, comfortable and healthy.

Haig Housing is replacing all existing thermostats with a Switchchee meaning you'll still be in full control of your heating.



What it means for you

You can use the screen on the wall just like a normal thermostat. You do not need a smartphone.

However, if you want to, you can also use an app on a phone or tablet. This can be helpful if you find it easier to manage things from where you are or when you are out.

The app lets you:

- Change the heating when you are out and about.
- Adjust heating times easily.
- See simple information about how warm your home is.
- Receive messages about repairs or appointments.
- You do not need to use the app if you do not want to.

Support with damp and mould, where needed

We aim to minimise the risk of damp and mould in homes. Where there is damp or mould, or where there is a risk it could appear, Switchchee helps us understand the conditions in the home over time. This helps us take the right action to reduce the chance of mould developing or returning.

Peace of mind

- There are no cameras or microphones.
- You do not need Wi-Fi.
- It costs less than £4 a year in electricity to run.
- Your heating is always under your control.



New Armed Forces Community Engagement group



The **Centre for Evidence for the Armed Forces Community**, funded by FiMT (Forces in Mind Trust), is bringing together Serving personnel, veterans, and family members from the sector to collaborate in a new Armed Forces Community Engagement Group.

The group aims to ensure lived experience informs research, outputs and work on issues affecting the Armed Forces community and will identify gaps

in knowledge and understanding about life during and after military service to shape the Centre's work.

Membership is voluntary and you can withdraw at any time.

Participating members will receive voucher compensation for their time. This work is funded by Veterans' Foundation.

Get in touch: team@centreforevidence.org

Scan the QR code to register.



Are you a partner/spouse or family member of a veteran or serving personnel?

RAFA (RAF Association) and Loughborough University are expanding their successful Veterans Resilience Programme to include family members of veterans and currently serving personnel.

They'd like to hear from partners and family members of veterans to help shape the programme. The 10 minute survey covers preferences on content,

delivery, and any factors that may support or limit engagement.

If you have any other questions or need any further details, please contact:

veteransresilience@mailbox.lboro.ac.uk

Scan the QR code to take the survey.



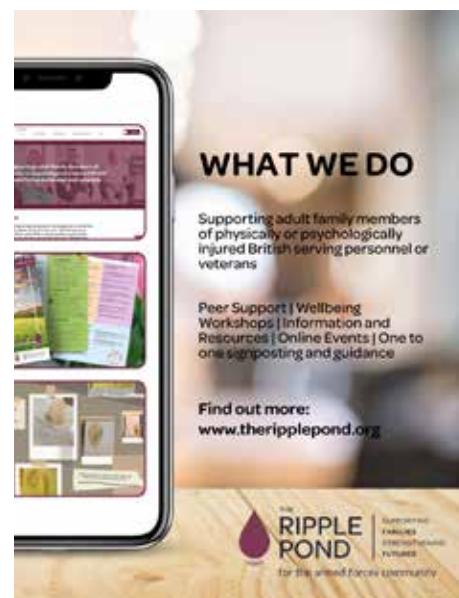
BBC filming

Does your child shine at home, but struggle socially around other kids? The team behind The Dog House is making a brand new BBC series about childhood friendship and is looking for kids aged 5 to 8 who are finding it hard to make friends.

If this sounds like your child – or someone you know – filming is in July/August 2026, and we would love to hear from you.

Apply at: www.bemyfriend.tv

Scan the QR code to apply.



Are you a family member who is caring for a veteran with a physical or psychological injury from their time in the Armed Forces?

Do you know where you can turn to for support?

The Ripple Pond exists solely to give those caring for a loved one injured in the British Armed Forces a safe, judgement free space to simply be yourself. We provide peer support networks to connect you to others in similar situations, one to one support, wellbeing workshops, mindful art workshops, and other social event such as Member meet ups, book clubs, and quizzes. We provide age-appropriate resources to help the whole family navigate your loved one's injury and an on-demand library of talks from experts on a variety of different topics. We can also provide speedy onward referrals to other service providers such as for counselling or employment support and advice.

Membership is free and you can remain a member for as long as you would like. To find out more, visit www.theripplepond.org/how-we-help

Remembering the Iraq War

Fifteen years ago, operations in Iraq formally came to an end, drawing a close to **Operation TELIC** and nearly six years of sustained deployment. For the thousands of UK service personnel who served in Iraq, the conclusion was not defined by ceremony or headlines, but by the quiet reality of a job completed and a long road home.

From the outset in 2003, British forces operated primarily in southern Iraq, centred on Basra. What followed was a campaign that demanded adaptability, professionalism and endurance. Conditions on the ground were complex and often volatile, requiring troops to shift from combat

operations to stabilisation, mentoring and support roles as the situation evolved.

For many, Iraq meant multiple tours – returning time and again to the same harsh environment, building bonds that would last a lifetime, and carrying the weight of responsibility in difficult circumstances. It also meant loss. 179 British personnel lost their lives during the campaign, and many more continue to live with its physical and psychological effects.

The legacy of Iraq is not just written in military history, but in the lived experience of those who served and the families who stood behind them.



Mindful Soldier: Building resilience to overcome life's challenges

Written by former soldier Ash Alexander-Cooper OBE and world-renowned trauma specialist Dr Jessica K Miller, this book offers practical skills and techniques to help readers tackle trauma, build resilience and overcome life's toughest obstacles – personal and professional – with confidence.

Overcoming childhood trauma, embracing uncertainty, relationship breakdowns, self-doubt, recovering from failure – these topics and more are covered with real insight, plus practical exercises to help build resilience.

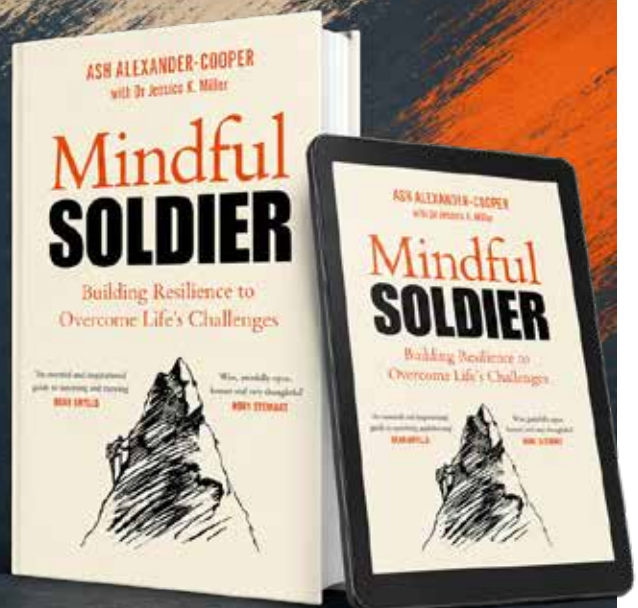
Drawing on first-hand experiences and cutting-edge research, Alexander-Cooper and Miller deliver an unparalleled perspective on the power of resilience, making *Mindful Soldier* a must-read for anyone seeking to adapt, learn and thrive in the face of adversity.

"An essential and inspirational guide to surviving and thriving, whatever life throws at you"

Bear Grylls

"A remarkable book – wise, painfully open, honest and very thoughtful"

Rory Stewart



Haig Housing Contact Details

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enquiries@haighousing.org.uk

Postal address

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

Website

www.haighousing.org.uk

Reporting repairs

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

Emergency repairs out of hours

020 8685 5777
Please hold and your call will be put through to Tim Vice Group

Heating and hot water issues (England and Wales)

Robert Heath
0330 058 6481
24 hours a day

Heating and hot water issues (Scotland, Belfast & Jersey)

020 8685 5777
Please hold and your call will be put through to Tim Vice Group

Rent enquiries

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

Switchchee

0800 133 7957
support@switchchee.com

Sustainability

sustainability@haighousing.org.uk

Useful Contact Numbers

If you smell gas

0800 111 999

Electricity power cut

105

Samaritans

116 123

Combat Stress

0808 802 1212

This is your newsletter

We'd love to get your news. If you have something you'd like to share with other residents or if you have any feedback, 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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