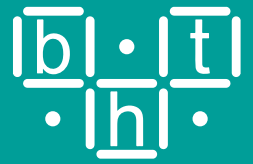




Combating Homelessness, Creating Opportunities, Promoting Change

Lighthouse



ISSUE FOURTEEN | OCTOBER 2018

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Thank the 3 B's – BHT, Brighton and Britney

Since it was announced that Britney Spears would be headlining, I decided for the first time to embrace all that Brighton Pride has to offer by volunteering. Living only a ten minute walk from the park, I wouldn't have been able to forgive myself had I not seen Britney's performance.

In January I signed up as a volunteer with Brighton Pride and managed to secure myself a free pass for the park. I achieved that by distribution of door to door leaflets. (Good exercise especially with the steep hills in Brighton, phew!)

However I really wanted to get the best out of my day so I decided to offer my help with BHT's Pride bus. On the morning of Saturday 4th August, I loaded my rucksack with refreshments and of course my costume for the day - Darth Vader! We were asked to wear something green and that was the allocated colour for our bus. Black it is then I told myself, be yourself!

I arrived at the BHT Bus at 9am and helped everyone decorate the bus. Over the next two hours more staff and volunteers arrived, so we had plenty of time to take photos and soak in the sunshine. Throughout the whole day, the atmosphere was euphoric and



toxic with over 250,000 people in the crowds, people who just wanted to party. Wow what a view I felt like Frank Bruno being on the back of that beautiful bus.

After watching Britney's 90 minute act, I would describe it as 'Absolute claustrophobic magic.' I still have 'You Wanna a Piece of Me' ringing in my ears. Can't wait for next year! Thank You BHT, Brighton and Britney.

May the force be with you

Lord Vader X!

Congratulations to our prize winners

Congratulations to Sami and Jose who are both from Brighton and each won a £20 shopping voucher in the direct debit prize bi-monthly draw. You too can be in with a chance of winning a shopping voucher if you set up a Direct Debit. Your Housing Officer can guide you through the process step-by-step, so that you fully understand when and how often you will be making a payment and how much you will be paying.

Congratulations also to Eileen from St. Leonards who won a £50 shopping voucher in the prize draw for the repairs survey. Have you had a repair carried out recently? If so, how did you find the service? Your feedback is vital in helping BHT to improve the service that you receive. Please take five minutes to fill in the survey that you received in the post and you could be in with a chance of winning a £50 shopping voucher in our quarterly prize draw.

What's On **this autumn**

BRIGHTON

ENERGY CHECKS CAFE

FREE

Brighton Housing Trust, 144 London road,
Brighton, BN1 4PH

Wed 7th Nov, 2 – 4pm

Come along for a cup of tea, free bill checking, advice on switching suppliers and the warm home discount with expert advice from Brighton & Hove Energy Services Cooperative

SNAILSPACE SCULPTURE PROJECT

FREE

Now – Sun 18th Nov

There will be 50 strikingly painted giant snails popping up around the city, all sponsored by a different business in aid of Martletts. A different artist from Brighton and Hove will be designing and painting each one, a Snailway Map to follow and a Snailspace smartphone app.

<https://www.snailspacebrighton.co.uk/>



EASTBOURNE

BONFIRE SOCIETY PROCESSION & FIREWORKS AT EASTBOURNE SEAFRONT

FREE

Eastbourne Seafront, Grand Parade,
Eastbourne, BN21 3AD

Sat 6th Oct, 7.30 – 9pm

<http://eastbournebonfiresociety.com>

COFFEE POT COMPUTING – LET'S TALK ABOUT TABLETS!

FREE

Eastbourne Sovereign Sailing club, Royal Parade,
Eastbourne

Sat 6th and Sat 13th Oct, 10 – 12am

Would you like to use an IPAD but don't know where to start? We will help you at your own pace, beginners are our speciality.

Email lynne.kiernan@yahoo.co.uk

HASTINGS

ENERGY CHECKS CAFE

Brighton Housing Trust, Renaissance House, London road, St Leonards on Sea, TN37 6AN

Wed 31st Oct, 2 – 4pm

Come along for a cup of tea, free bill checking, advice on switching suppliers and the warm home discount with expert advice from Energise Sussex Coast.

HASTINGS BONFIRE

FREE

Sat 13th Oct

A spectacular torchlit procession, starting from White Rock (near to the Pier), bonfire and fireworks commemorate the Battle of Hastings, as well as the traditional gunpowder plot.

Splash of colour in recycled planters wins first prize in BHT in Bloom gardening competition

Thank you to all our residents who entered the BHT in Bloom gardening competition this year. We had the highest number of entries ever spread across Hastings, Eastbourne and Brighton.

A small and beautiful garden that added a splash of colour to a Brighton street and made the most of recycled materials was this year's winner in the annual gardening competition for Brighton Housing Trust tenants.

The garden was the work of **Derry O'Sullivan-Baker** who won a £30 garden voucher.



He scored highly on the garden's visual impact and design and plant variety and health.

"It really is a lovely garden," says Juliet O'Brien, Tenant and Client Involvement Co-ordinator, "and we were very impressed with the way Derry has used old water tanks and recycled wood for his planters and old gate posts for his hanging baskets."

Kevin Towner (pictured below) won a Highly Commended for his pretty raised-flowerbed garden in St Leonards-on-Sea, which transformed a drab space into a colourful and peaceful retreat. He received a £10 gardening voucher.

“ Kevin has made a beautiful garden from a difficult sloping site,” says Juliet O'Brien, Tenant and Client Involvement Co-ordinator, “and were very taken with the variety of plants he is growing.”





▲ Derry O'Sullivan-Baker's first prize garden

Neighbours **Kelly** and **Darren** (pictured second left) won a £10 voucher for their garden, which includes a trail of different coloured lights to guide Kelly, who is partially sighted around the small space.



Frances White (pictured above) won a £10 runner's up voucher for her rescue operation that has breathed new life into her garden in Ore.

The transformation of a balcony high above an Eastbourne street by Lucy, a committed recycler, was highly commended in this year's gardening competition.

“We were highly impressed with the way Lucy produced a garden from nothing, with few resources and inspired recycling,” says Juliet O'Brien, Tenant and Client Involvement Co-ordinator.

Concerned about plastic pollution, she is setting up Plasticycle, a community not for profit venture, re-using and upcycling plastic bottles into useful every day items for home and garden, among them the planters in her garden.”

Lucy's pretty garden (pictured below) wins her a £10 garden voucher. It's also helped her lose weight. “Since I have had my balcony garden I have lost 8 pounds. I have always struggled with my weight. Gardens are great for mental and physical wellbeing.”

BHT gardening contractor Southern Land Services sponsors the annual awards, which are open to all BHT residents.



Going Digital

Have you logged on to MyTenancy?

We recently held two communications focus groups in Hastings and Eastbourne to find out how comfortable tenants were with using the internet and apps, what they used the internet for and to show them how to access MyTenancy.

Some tenants told us they were very confident in using the internet, while others said they preferred to seek help from their children or neighbours. Tenants said they mainly accessed the internet on their smart phones or a tablet and most commonly used it to research and purchased items, for Facebook and for benefits such as Universal Credit.

More confident users said they also used it to switch energy suppliers, for live streaming, to watch YouTube videos, order prescriptions, Facetime, Ebay, Geocaching, Gumtree, on-line banking and money-saving apps such as Top cashback and BigDL.

When we asked if tenants knew about MyTenancy, most did not. One tenant commented that she works part-time and claims Universal Credit and that it would be very useful to check her rent statement on-line as her benefits are irregular, and she has to keep a close eye on them. We then showed everyone how to log-on to MyTenancy on their phones.

Tenants said they found this particularly useful and recommended all tenants are shown how to use it. As a result, Housing Officers are now showing new and existing tenants how to use MyTenancy. Also, as an incentive we have launched a free prize draw.

If you log on to MyTenancy before 31st October, you will have a chance of winning a £50 shopping voucher.

You will find your user name and password in the letter enclosed with this newsletter.

To log on, go to www.mytenancy.co.uk

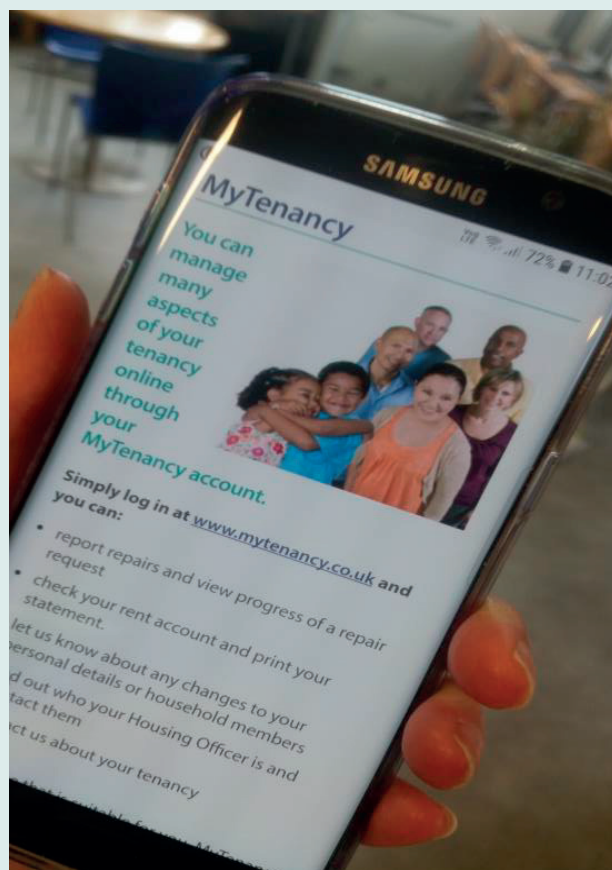
Want to check your rent statement or report a repair on-line

Now you can by logging on to your MyTenancy account at a time convenient to you.

WIN £50 SHOPPING VOUCHERS

Sign up by 31st October to enter our free prize draw. To find out your log-in details call **01323 340018** or email **info@bht.org.uk**

www.mytenancy.co.uk



BHT Housing Services:

How Well Are We Performing?



Performance Area	Target	Q3 2017/18	Q4 2017/18	Q1 2018/19
Boiler Servicing Percentage of boilers serviced yearly.	100%	100%	100%	100%
Rent Arrears Percentage of overall rents collected.	94.2%	98.6%	98.3%	98.7%
Letting Days until vacated property is re-let.	24 days	37.7% days	30.5% days	24.1% days
Repairs: Emergency Response time: 24 hours.	100%	95.8%	96.4%	97%
Repairs: Urgent Response time: four to seven days	95%	84.9%	88.9%	93%
Repairs: Routine Response time: 28 days	95%	94%	93.1%	96%
Overall Satisfaction	90%	93%	93%	96%

Brighton's Toy Museum worth a visit!

On my visit to Brighton's Toy Museum I was kindly shown around by Museum manager, Nick Gibson. He was extremely polite and well versed in all of the exhibits on show. Luckily my visit coincided with my birthday, which was a bonus!

All the exhibitions tell the amazing story of bygone childhood years, with favourite toys from steam powered Meccano sets to working mini cookers, yes you could actually cook with them (health and safety obviously didn't exist!), model cars, animal circuses and farms. Some of the exhibits could also be interacted with.

The Museum has over ten thousand toys and models in its archive. Toys date back to the mid-18th century. The displays have toys of all types, including priceless model train collections and many period, antique toys from Great Britain, all over Europe and the U.S.

Having only opened in 1991, the museum celebrated their 25 year anniversary in 2016, and with help from the National Lottery received funding 'Toys in the Community.' The Museum receives no outside funding and is a registered charity solely reliant on ticket sales, venue hire charges and a small commission from the collector's market shop sales.



One of the principal objectives of the charitable trust is to ensure that the collections remain together and live on in perpetuity for the benefit of future generations.

The models have been carefully and passionately restored to their original state, and donated by various patrons over the years. Toy and model restoration is undertaken by the Museum's Founder and Director, Chris Littledale who is one of the world's foremost experts on the subject. The Museum is staffed by the Managers, Education Officers and a dedicated group of volunteers; without whose enthusiasm and hard work, the Museum could not survive. In conclusion, most definitely one of Brighton's little gems and well worth a visit!

Opening hours: Tuesday – Friday 10am-5pm, Saturdays 11am-5pm. £6.50 entrance fee

52-55 Trafalgar St, Brighton, BN1 4EB

<https://www.brightontoymuseum.co.uk/>



INTRODUCING TERRY

We are pleased to report Terry Haughney has recently been appointed as the new repairs administrator. He is responsible for liaising with tenants to raise repair orders and will be joining Loretta in the Repairs Team.

Terry previously worked as a Housing Advisor for 22 years in BHT's Advice team. His role involved advising on homelessness, defending rent possession proceedings and court duty. In his spare time, he enjoys going to the cinema.