



My BHT Story



My name is Johnny. I'm 44 and I live in Eastbourne.

For six years I was a successful Car Sales Manager but I was working seven days a week. This took its toll on my work- life balance and I became dependent on drinking to get through the week.

Soon I had a severe drink problem and I wasn't coping. My relationship broke up and I became homeless. I ended up sleeping on the beach and in a car for several months.

Eventually I went to rehab to sort my problem out and now I've been 18 months sober. After being knocked back by the council for Housing, I was recommended to approach BHT and found they had no judgement. As long as you can prove you are able to sustain a tenancy and are committed to your recovery, they will give you a chance.

After my appointment with BHT it wasn't long before I was offered a studio flat.

I'm so relieved to have a base again to start re-building my life. I am pleased to say I am back with my girlfriend and am attending alcohol recovery sessions three times a week. I have found BHT so helpful and easy to talk to; the staff in the Eastbourne office have been amazing.

I thank BHT for helping me achieve a new start and for their continued help and support. I couldn't have got through it all without you.

Do you have a story you would like to share?

If so, please get in touch with **Juliet** at juliet.obrien@bht.org.uk

Christmas Opening Hours and Spare Keys

We would like to wish all our tenants celebrating Christmas, a Merry Christmas and a Happy New Year from all the Housing team at BHT!

The BHT Housing Services offices will be closed over Christmas and New Year from **Friday 23 December at 5pm** and will be re-opening on **Tuesday 3 January at 9am**

Emergency repairs may be reported to BHT's out of hours contractors, by calling **G. Saunders & Son** in **Brighton** on **01273 555499** and **DPR Building Services** in **Hastings** on **07821 773081**. Please note that these services will also be taking time off at Christmas, but they will respond to any messages that you leave.

Our contractors will have the contact numbers for BHT Senior Managers on call over the holiday period for any unforeseen emergencies.

We would recommend that tenants leave a spare key with a family member or close friend just in case they get locked out, as it will not be possible to get spare keys over Christmas and New Year, when BHT offices are closed.

Set up a Direct Debit and you can win a voucher

Each month BHT Housing Services holds a prize draw containing the names of tenants who have set up a Direct Debit to pay their rent over the previous month.

One winning entrant is then picked out at random and they get to win a £10 Sainsbury's voucher.

Two people who did just that, are the winners of our two most recent prize draws. Congratulations to **Wendy** from **Golf Drive, Brighton** and to **Audai** from **Waterloo Street, Brighton**.

You too can win a shopping voucher when you set up a Direct Debit.

Setting up a Direct Debit can be done over the telephone, where your Housing Officer will 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.



For further information:

Please speak to your **Housing Officer** or call our **Eastbourne office** on **01323 340018**

Janny's Everyday Moments of Happiness Photo Competition

What has touched your heart recently? A photo can prompt a memory that cheers our heart, perhaps it reminds you of an event, a person, a child or a pet?

Send your cheerful photos to juliet.obrien@bht.org.uk and we will publish the best in the next newsletter. You could also win a prize of a £10 Amazon voucher.

Janny's tips on avoiding the winter blues

As we approach a stressful time of year, maybe our enjoyment levels plummet somewhat.

It's a proven CBT (cognitive behaviour) technique that if we write down, watch out for, note, simple pleasures in life every day, it can help redirect our thoughts that may be stuck and perhaps leaning to negativity and re-channel those thoughts. So why not try it?

Make a list – say three a day, for a month. You should see a difference in your outlook as you train yourself to see the best in each day in the small things that are there to see. It may help to push aside the thoughts that dominate our day that are doing us no good at all.

There are many things that make us smile, the things that we appreciate and make our day - the simple things in life that maybe we take for granted. These are some of my favourites – what are yours?

1. A robin coming down to feed while you're gardening.
2. Seeing your pet enjoy the snow for the first time.
3. Seeing a double rainbow.
4. Popping bubble wrap.
5. Being sent a handwritten letter or card.



Christmas Number One's Anagram Quiz

As this is the Christmas edition of Lighthouse, to get into the festive spirit, our editorial team has compiled a short quiz.

Below are the titles of ten songs that have been Christmas number one in the UK. Put your knowledge to the test by seeing how many songs you can unscramble:



1. UNSORTED RENTER – (1962, Elvis Presley)
2. GREAT NOSH – (1995, Michael Jackson)
3. FRESHENERS AMONG EGG ROE – (1966, Tom Jones)
4. SNOWY DIM LAYMAN – (1987, Pet Shop Boys)
5. ABLY MY ORCHIDS – (1978, Boney M)
6. AT A HONESTY YARD – (1994, East 17)
7. UNDO FURTHERED DOG NOUNS – (2002, Girls Aloud)
8. NATIONWIDE ELM SET – (1988, Cliff Richard)
9. ILL MONKEY TURF – (1977, Wings)
10. DRAW MOLD – (2003, Michael Andrews & Gary Jules)

Watch out for the Tenant Annual Snapshot Survey results in the next issue!

Thank you for all your responses to the annual snapshot survey.

We will be publishing the results of the survey and how we plan to use your feedback to improve services in the next issue, together with details of the lucky prize draw winners.



Welcome to the New Repairs Team Members

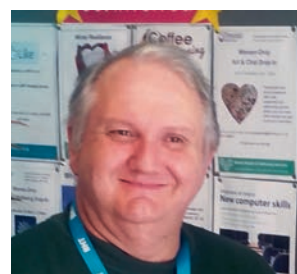
Welcome to Paul Foster, Gillian Devito and Loretta Ornsby.

Gillian and Loretta are the new Repairs administrators and are both responsible for liaising with tenants to raise repair orders and deal with the administration for planned works. They join surveyor Bonnie and handyman Barry.

Paul has recently started as the new Multi- Trade Operative, his main skills including plastering, decorating, tiling and plumbing to name a few. Paul was previously a self-employed plasterer working all over Sussex and in his spare time he is a Stem ambassador for Sussex University, teaching astronomy to 5-16 year olds.

Gillian has previously worked for Circle Housing as a customer services/repairs officer and for BHCC and Peabody Housing Trust in South East London as a resident liaison officer.

Loretta has previously worked as a Void Co-ordinator for Places for People London & South East Regions and for P4P's as a Complaint Co-ordinator for repairs.



Quiz Answers: 1. Return to Sender 2. Earth Song 3. Green Green Grass of Home 4. Always On My Mind 5. Mary's Boy Child 6. Stay Another Day 7. Sound of the Underground 8. Mistletoe and Wine 9. Mull of Kintyre 10. Mad World