



Contents

2 Get Involved – BHT Choir launched

New Essentials Tariff
for Southern Water
customers on a low
income.

3 Home Swapper - Now available to BHT General Needs tenants.

Get Involved – New
Housing Services web
pages and Facebook.

4 Summer events in Brighton, Eastbourne & Hastings.

6 How well are BHT Housing Services performing?

7 Janny's tips about how to avoid scams.

SETUP – Free training
for tenants.

8 Introduction to Miles Miller, Geoff Earl and Moira Copper.

Competition winners –
gardening survey and
direct debit monthly
draw

Interested in Joining BHT's Choir?

Do you enjoy singing? BHT has formed a small choir and is looking to expand.

We are calling out for tenants to join in the fun. No experience is necessary, all voices welcome! Songs being sung include: Lean on me (Bill Withers), Summer Loving (Grease), Stand By Me (Ben E. King), Don't Worry About a Thing (Bob Marley), What a Wonderful World (Louis Armstrong) and Hey Jude (The Beatles).

Rehearsals are **every Monday** from **4pm to 5pm** at the **BHT Recovery Project** in Brighton.

To register your interest:
Please email **Shelley Reed** at shelley.reed@bht.org.uk or by calling **01273 645403**.



New Tariffs for Water Bills

Southern Water have recently launched their new Social Tariff which they have branded "Essentials Tariff" to help and support customers on a low income who face high water bills for whatever reason.

Also, anybody who is in receipt of Pension Credit is now eligible for an automatic 20% discount.

Where their charges represent 3% or more of your housing income (after housing costs) you may be eligible for a discount on your future bills. They will match your payments if you qualify.

If you're on a meter or have large bills due to medical conditions or a large family they can help. There is also help for those receiving means tested benefits.

For more information:
Call **0800 027 0363** (Monday to Friday, 8am to 7pm, Saturdays from 9am to 1pm)



BHT Partners with HomeSwapper

BHT has partnered with www.homeswapper.co.uk, the UK's most popular website to look for a mutual exchange.

Our General needs tenants are now able to register with Homeswapper for free. If you select BHT as your landlord when registering, we will activate your account and you will be covered by BHT's membership.

If you currently have a live personal subscription, you will automatically be transferred to our subscription when your current subscription ends.

This service will be available to our general needs tenants who hold a tenancy with the 'right to exchange' (generally this will be secure or assured tenancies).



If you are unsure about the type of tenancy you have or would like help with registering on Homeswapper:
Please contact your Housing Officer for further information.

Online improvements for BHT tenants

You may notice a new button on our website labelled 'Are you a tenant?' This is the first of a series of changes we are making to our housing webpages, to help improve the online information for tenants.

Let us know what you think? www.bht.org.uk

Have you tried our MyTenancy online portal? It is a secure online portal for BHT tenants, where you can view your personal information; place a repair request and view progress on it; check and print your rent statement; let us know any changes such as new mobile number. You can also now create your own password.

Keep up to date with BHT Housing Services - why not follow us on Facebook?
www.facebook.com/BHT-Housing-Services-734191320037223





What's On This Summer

EASTBOURNE

999 EMERGENCY SERVICES DISPLAY: FREE Western Lawns, King Edwards Parade, Eastbourne.

Saturday 8 July to Sunday 9 July, 11am to 5pm

EASTBOURNE PRIDE: FREE Princes Park

Saturday 22 July <https://pinkuk.com/events/eastbourne-gay-pride-2017>

LAMMAS FESTIVAL: FREE Western Lawns, King Edwards Parade, Eastbourne

Saturday 29 July to Sunday 30 July

EASTBOURNE AIRBORNE: FREE Eastbourne Seafront

Thursday 17 August to Sunday 20 August www.eastbourneairshow.com

HASTINGS

STADE SATURDAYS: FREE Stade Open Space.

Cultural events every Saturday in June

BATTLE BIG WEEKEND: FREE

Saturday 24 June to Sunday 25 June www.battlesbigweekend.co.uk

HASTINGS BEER AND MUSIC FESTIVAL: Alexandra Park

Thursday 6 July to Saturday 8 July www.hbmf.co.uk

HASTINGS OLD TOWN CARNIVAL WEEK: FREE

Saturday 29 July to Sunday 6 August <http://oldtowncarnivalweek.co.uk/>

CHECK OUT FURTHER ACTIVITIES IN YOUR AREA

by contacting the Active Hastings Team by calling 01424 451051 or by emailing activehastings@hastings.gov.uk

LIKE WALKING?

Call 07740 899559 for information on Led Walks in Hastings and St Leonards
www.hastings.gov.uk/sport_play/getactive/

BRIGHTON

A NUMBER OF FREE CLUBS TO JOIN AND LOW COST COURSES:

BHT Whitehawk Inn, Whitehawk Road, Brighton BN2 5NS

Knitting Club, Games Club, Drama Club, Book Club, Table Tennis, LGBTQ meet up, Free University Brighton, Developing Reading, Writing and Maths skills, First steps in IT and creative arts classes. www.bht.org.uk/services/the-whitehawk-inn/

CREATIVE MINDS DROP-IN:

BHT Mental Health & Wellbeing Services, 2nd Floor, 27-29 North Street, Brighton, BN1 1EB

Every Thursday from 1pm to 3pm

No need to book, just turn up. Contact lorena.barroeta@bht.org.uk if you would like more information about our peer support workshops, groups and activities.

SEX, LIES AND CASSETTE TAPE (POP ART EXHIBITION): 144 Church Street, Brighton

Monday 19 June to Sunday 25 June, 11am to 7pm.

PADDLE ROUND THE PIER: FREE West Pier, Brighton

Saturday 1 July to Sunday 2 July www.paddleroundthepier.com

BRIGHTON BIG SCREEN: Beach by Palace Pier, Brighton

Saturday 9 July to 28 August. www.brightonsbigscreen.com

PRIDE: Parade in town, main event in Preston Park.

Saturday 5 August. www.brighton-pride.org

BRIGHTON BIG DOG (MOUNTAIN BIKE RACE): Stanmer Park, Brighton.

Saturday 12 August. www.brightonbigdog.com

NATIONAL SPEED TRIALS: FREE Madeira Drive, Brighton.

Saturday 2 September www.brightonandhovemotorclub.co.uk/brightonspeedtrials

ACE CAFÉ REUNION: FREE Madeira Drive, Brighton.

Sunday 10 September. www.ace-cafe-london.com/programme-page.aspx

FIERY FOODS CHILLI FESTIVAL: Victoria Gardens, Brighton.

Saturday 16 September 11am to 9.30pm, to Sunday 17 September, 11am to 6.30pm www.fieryfoodsuk.co.uk

BRIGHTON & HOVE TRIATHLON: Hove Lawns

Sunday 17 September. www.brightonandhovetriathlon.com

How Are We Doing?

The Housing Services team has a number of areas they are measured on to ensure we are providing a good service to tenants.

Boiler servicing

An important target is making sure everyone who has a boiler has it serviced once a year for safety.

This year we have achieved 100% success in reaching this goal. Don't forget if you have a gas boiler you must let us check it once a year.

Rent collection

Collecting rent is vital to BHT to ensure we can repair and improve our stock.

We work very closely with anyone who falls into arrears to maximise their income and help them get their rent account up to date. Last year we had arrears of only 1.7% which is very good performance compared to other social landlords. If you do get into any difficulties paying your rent or service charges please contact us, we are here to help.

Letting

Letting our homes quickly is essential so we can house the maximum number of people and minimise the rent loss on empty properties.

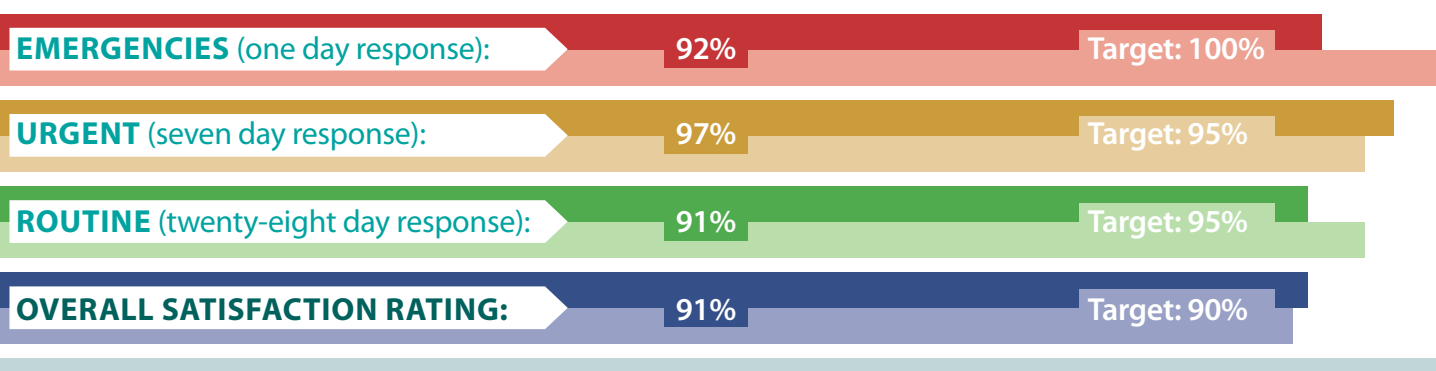
Our target is a 24 day turnaround and we are currently achieving 22 days which is good but we will be working to improve it.

Repairs

You always tell us that repairs are the most important area for us to get right.

We have been working hard to make improvements in this area. Between January and March we completed 358 jobs in total.

Repairs completions that were on time:



Later this year we will be holding a repairs focus group to hear your ideas on how we can improve this service. Progress is being made but we look forward to making further improvements during course of the year.

Janny's Tips: How to Avoid Scams

Scams are schemes to con you out of your money.

One scam currently hitting people is scam letting. People are drawn to properties advertised as private and they are met by a person who poses as the landlord. Pressure is put on the individual once they have seen the property to give a deposit and a month's rent straight away. They then find later that both the recipient and money vanish into thin air.

To avoid this, there is a simple check that can be made. It takes minutes and can be accessed on your mobile if you have internet access for just £3! This HM Land Registry website holds records about most property or land sold in England or Wales and will tell you exactly who owns the property. Ask to see I.D. of the person showing you round/asking for a deposit.

www.gov.uk/get-information-about-property-and-land/search-the-register.

Another scam you may have heard about in the news is a type of malicious software known as ransomware. Ransomware makes your data or systems unusable until the victim makes a payment. There are three main things you should do to protect yourself:

- 1. Update Windows
- 2. Run antivirus software
- 3. Keep a safe backup of your important files

N.B. If you are still using Windows XP your computer would be at serious risk as this is no longer supported by anti virus updates. For further details about how to protect your personal computer read: www.ncsc.gov.uk Also if you wish to receive regular emails on the latest scams you can sign up to this service: www.intheknow.community



Free training courses for tenants

Interested in learning more about health or cooking but unsure where to start?

You will have recently received a SETUP booklet from us via post or email.

As a BHT tenant you are able to book a free place on any of the SETUP training courses or for our tenants' networking event at **Friends Meeting House, Brighton** on **Wednesday 26 July**.

Lunch is provided on all courses and travel expenses will be reimbursed by BHT, on the provision of valid train or bus ticket or for those travelling by car, mileage is calculated as 45p per mile.

To book a place on the training courses please either complete the booking form on the back of the programme sent to you in the post or you can book online at: www.setup.org.uk



Welcome to Miles Miller, Geoff Earl and Moira Copper

We are pleased to report Miles Miller has recently been appointed as the Building and Maintenance Surveyor.

He previously worked in Ascension Island in the South Atlantic where he was Director of Operations for the Ascension Island Government, and has also worked at Gleeds and as an engineer for Brighton and Hove City Council in housing. He is a keen chess, poker and hockey player, and has three children.

Geoff has recently started as the new Handyman in Brighton. He is a qualified electrician and has also previously worked as an IT Systems Developer and as a teaching assistant in a Special Needs secondary school. He is a keen snowboarder, walker and Apiarist (bee keeper).

Moira is the new Repairs administrator in Eastbourne. She previously worked for Mears. Her hobbies include Border Morris Dancing, music festivals and gigs, live music photography, reading and sewing.



Congratulations to our prize winners

Congratulations to Alexis Huison from Richardson's Yard, Brighton and Kathleen Rowland-Smith from Golf Drive, Brighton who both won a £10 Sainsbury's voucher in the direct debit prize draw.



Each month, we hold a prize draw for the tenants who have set up a Direct Debit to pay their rent. You too can win a shopping voucher when 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 **Shirley Miles** from Southdowns Court, Saltdean who won a £20 Sainsbury's voucher in the prize draw for our gardening survey.

Thank you to all of you who gave us your feedback about the gardening service, and who volunteered for the Green Inspector role. We will be relaying your feedback to our contractors and launching the Green Inspector programme shortly.