

WIN £100!

TENANTS' SURVEY COMING YOUR WAY

As part of BHT's ongoing commitment to ensuring that its tenants' views are heard and reflected, BHT Housing Services is shortly going to be sending out a survey questionnaire to all tenants living in its properties.

The questionnaires will be sent out to BHT tenants in early October and once the questionnaires have been returned, we will analyse the results and will publish some of the key findings in our next newsletter.

In order to help provide accurate results that can enable the service to continue to improve and best meet our tenants' requirements, please take the time to complete the questionnaire and return it to us in the envelope that will be provided.

Although the answers you provide will be held in the strictest of confidence, we would ask that you provide your name and address should there be any specific items that you want to raise. This will enable us to discuss the matters that you raise with you further.



In addition, we will draw one completed survey out of a hat to win a £100 voucher.



BHT Appoints New Head of HOUSING SERVICES

We are happy to report that Jane Eyles has been appointed as the Head of Housing Services and now manages the Housing Team and the repairs at BHT.

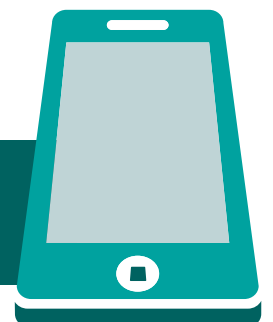
After 25 years' experience in housing management, Jane is looking forward to involving BHT tenants more to improve your service.

Housing Services Staff **ON CALL**

There is now a new way of being able to reach BHT Housing Services staff via the team's dedicated mobile phone.

If you wish to contact us in this way, the number to text us on is **07795 827466**.

If you text during office hours, we will ensure that we respond on the same day.



Five Minute QUIZ

The first letter of the answers to each of the questions below will spell out a word or phrase that features in this month's newsletter:

1. The Manzanares river flows through which European capital city?
2. What colour jersey does the leading cyclist in the Tour de France wear?
3. What metal has the chemical symbol Sn?
4. In ancient history, what type of animal did Hannibal ride across the Alps?
5. Which French city is spelt the same way as a type of rectangular biscuit?
6. Morticia, Lurch and Wednesday were members of which television family?
7. Who was the Greek Goddess of victory, who shares their name with a sports clothing brand?
8. The Yorkshire valley of Wensleydale is famous for the production of what type of food?
9. Which famous Irish poet had the initials W.B.?

BHT Tenants Can Now Access **MYTENANCY**

BHT has recently set up access to a secure online portal called MyTenancy, enabling all BHT tenants with access an online computer to do the following:

- ✓ View your personal information
- ✓ Let us know of any changes, such as new mobile phone numbers
- ✓ Place a repair request
- ✓ View progress of a repair request
- ✓ Check your rent payments
- ✓ Print your statement



It is also possible to log into MyTenancy from your smart phone, provided that it has Internet access.

You received MyTenancy login details by post in August and if you are having problems with using the system we can help:

Call us on **01323 340018** for assistance.

BHT Housing Services Launch **FACEBOOK PAGE**

BHT Housing Services have now joined the world of social media and have set up a Facebook page for all our residents in Brighton, Eastbourne and Hastings to keep in touch with what is going on within Housing Services.

We intend to put regular updates on the page which will include Drop-in session reminders, benefit updates, local news and events and general information about what is going on within BHT.

If you have any other ideas about what you would like to see on there too then please speak to your **Tenancy Officer** or send us an email at info@bht.org.uk



Search for 'BHT Housing Services' on Facebook and like our page to receive these updates.

QUIZ ANSWERS

1.Madrid 2.Yellow 3.Tin 4.Elephant 5.Nice 6.Addams 7.Nike 8.Cheese 9.Years 10.The answers spell out MyTenancy.