

CHRISTMAS OPENING TIMES

The BHT Housing Services offices will be closed for much of the Christmas and New Year period.



Whilst the office is closed

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.

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------|---------|-----------|-----------|-----------|
| DECEMBER 2015 | | 23 | 24 | 25 |
| 28 | 29 | 30 | 31 | |
| JANUARY 2016 | | | | 1 |
| 4 | 5 | 6 | 7 | 8 |
| KEY: | Closed | 9am - 1pm | 9am - 2pm | 9am - 5pm |

Spare keys

As the BHT Housing Services offices will be closed for much of Christmas and New Year, we would ask that tenants are particularly careful not to lose their keys during this time as it will not be possible to collect a spare key from the office.

With this in mind, it is recommended that tenants provide a family member or close friend with a spare key just in case there are any problems that arise.



BHT HOUSING SERVICES TENANT SURVEY RESULTS ARE IN

In October 2015, BHT Housing Services sent out survey questionnaires to all of our tenants in Brighton & Hove, Eastbourne, Wealden and Hastings asking for feedback on a range of issues that affect their tenancy and on the service that they received from BHT.

BHT was inundated with responses with a total of **79 questionnaires returned** by the last week of November. A big thank you to all of you who completed a survey.

The winner of the prize draw for the **£100 shopping vouchers** is **Veronica Rolfe-Johnson**.

Congratulations Veronica!

All of the feedback is very helpful in enabling BHT Housing Services to develop and to become a service that better fits the needs of its tenants and to strive to deliver excellence.

We will be publishing an action plan in our next edition on how we will improve on main issues that you have raised. Anyone who provided any comments on their survey form will receive a response from their Tenancy Officer shortly, if they have not already done so.

We received many comments about the survey:



Repairs that are done by BHT are done well and quickly. Other repairs are not done timely.

The whole time I have lived in a BHT house I was very happy with all the service which you provided.

How some get things done and others don't seems unfair.

Key findings:

84% of you are very satisfied with how the service you receive from BHT is meeting their needs.

Although **62%** of respondents are satisfied with how BHT deals with repairs, **21%** of respondents expressed that they were very dissatisfied with this.

While **71%** of respondents expressed that they were very satisfied with the attitude of workers, **24%** of respondents said they were dissatisfied about repairs being done right the first time.

REPAIRS ARE VERY IMPORTANT TO US AND WE ARE CONCENTRATING ON THESE AS AN AREA TO IMPROVE.

If you would like to volunteer to help us achieve this please contact:



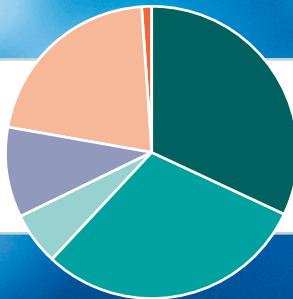
repairs@bht.org.uk



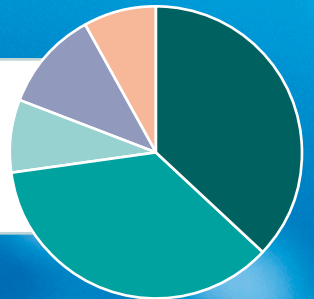
01323 340018

| Very Satisfied | Fairly Satisfied | Neither | Fairly Disatisfied | Very Disatisfied | No Response |
|----------------|------------------|---------|--------------------|------------------|-------------|
|----------------|------------------|---------|--------------------|------------------|-------------|

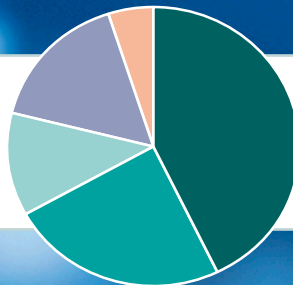
The way that BHT deals with repairs



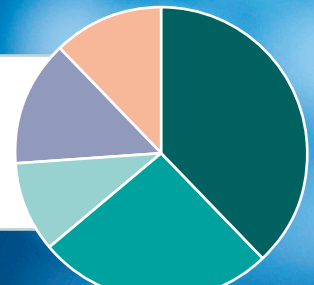
The overall condition of your home



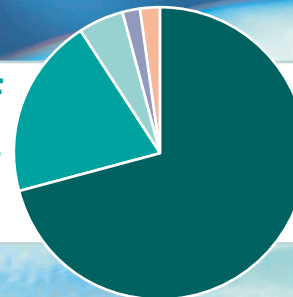
Being able to make an appointment



The speed of completion of the work



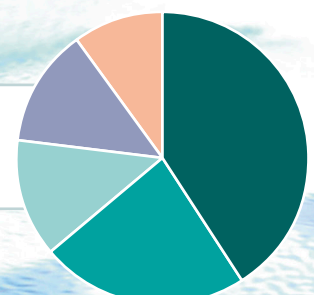
The attitude of workers

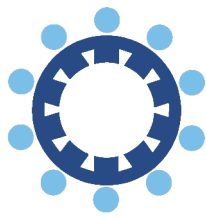


The repair being 'done right first time'



The contractors doing the job that you expected.





EAST SUSSEX
CREDIT UNION

OFFER FREE MONEY MANAGEMENT SERVICE FOR EAST SUSSEX RESIDENTS

BHT is collaborating with East Sussex Credit Union (ESCU) to provide tenants with the chance to attend "Managing Your Money" workshops.

These new workshops are designed to help educate people to **manage their finances better** and to also promote access to an **ethical lender** who are able to provide **cost effective loans** and savings solutions. This avoids the need to approach payday loan companies or doorstep lenders who can charge extortionate rates of interest and impose very restrictive terms and conditions.

East Sussex Credit Union will be running money managing sessions at each of **BHT's offices** in **Brighton, Eastbourne** and **Hastings** in **January 2016**.

The sessions will last for approximately **two hours** and will begin at **11am**.

The dates and locations of the workshops are as follows:

HASTINGS

14 January from **11am** to **1pm** at **The Hub, London Road, St Leonards**.

Contact **Shirley Campbell** on **01424 445354**.

EASTBOURNE

21 January from **11am** to **1pm** at **Suite 14, Highlight House, 8 St Leonards Road, Eastbourne**.

Contact **Julie Schofield** on **01323 340018**.

BRIGHTON

21 January from **11am** to **1pm** at **144 London Road, Brighton**.

Contact **Jenny Bojczuk** on **01273 645486**.

Further information about the workshops run by East Sussex Credit Union and the services they offer are also available via their website at **www.eastsussexcu.org.uk**

