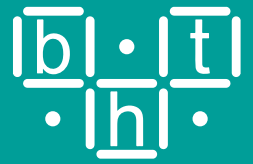




Combating Homelessness, Creating Opportunities, Promoting Change

Lighthouse



ISSUE FIFTEEN | DECEMBER 2018

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Welcome to Liam

BHT turns 50

BHT turns 50

Brighton Housing Trust celebrated its 50th anniversary with an event at Brighton's i360.

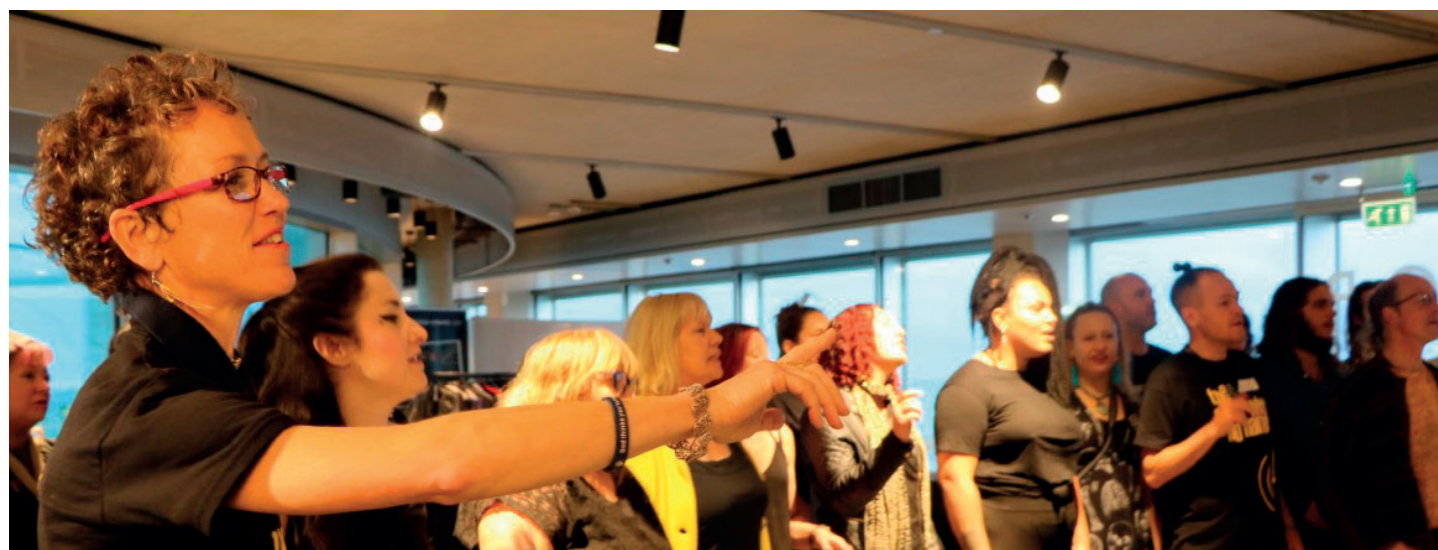
It was attended by Patricia Norman, BHT's Life President; the Lord Lieutenant of East Sussex, Peter Field; the Mayor of Brighton and Hove, Cllr Dee Simson; involved tenants and clients, current and former members of staff, Board members, and supporters of BHT.

BHT started as the Brighton Hostel in 1968 in one house in Islingword Road, off Elm Grove in Brighton. Over the years it has grown to become one of the largest charities in Sussex, with services in Brighton and Hove, Eastbourne, Hastings and elsewhere. In 1984 BHT opened First Base homeless Day Centre.

A tenant comments "Having been a client of First Base, I can honestly say that it was and still is a Beacon of Hope for anyone finding themselves left destitute sleeping on the streets of Brighton and Hove."

In 1986 BHT took on its first General Needs properties in places such as Olivier Cose, Brighton and we now own almost 500 homes in Brighton and Hastings and lease a further 150 from private landlords. BHT also provides support and advice services covering issues such as mental health, addiction, homelessness and rough sleeping, work and learning, immigration and asylum.

▼ The Choir With No Name



BHT is all about changing lives, 50 years of changing lives.

Choir With No Name member Charlie commented "Having been invited to join in the celebrations, I came along as a member of *The Choir With No Name*. We started off the evening with our own renditions of The Beach Boys' *Good Vibrations*, followed by T-Rex's *20th Century Boy* and then finished with The Turtle's *Happy Together*. Freya, our Choir Director, had the whole audience singing along and everyone seemed to enjoy themselves."



▲ CEO Andy Winter, Patricia Norman and Peter Field

Afterwards there were speeches from Lord Lieutenant of East Sussex, Peter Field, CEO Andy Winter and staff member Donna Denyer who spoke about her own past as a client of BHT.

Donna volunteered for eight years helping others and has built up many skills which she is now putting to great use in her new role as a Move On project support worker.

The food was lovely and we all had the chance to ride upon the British Airways i360. Fantastic views but personally I will go in the daylight next time.

Christmas opening hours and spare keys



**We would like to wish all of our tenants
who are celebrating Christmas a
Merry Christmas and a Happy New Year!**



**The BHT Housing Services office will be closed
over Christmas and New Year from Monday 24th
December at 2pm and will be re-opening on
Wednesday at 2nd January 9am.**

Emergency repairs may be reported to BHT's out of hours contractors, by calling G. Saunders & Son in Brighton on 01273 555499 and Robert Heath on 0800 030 4435 for gas issues.

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.

Congratulations to our prize winners

Congratulations to Liam from Brighton who won a £50 shopping voucher in the MyTenancy prize draw. Have you tried logging on to MyTenancy to check your rent statement or report a repair. Please phone Housing services on 01323 340018 for your user name and password. To log on, go to www.mytenancy.co.uk

Congratulations also to Christine who is from Brighton and 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.

Meet our new tenant Board members

We are pleased to announce tenants Mary Tawiah and Gerry Main, both based in Brighton have been selected to join BHT's Board of Trustees and will formally be elected as Board members at the AGM in December. Congratulations to them both and thank you to all the tenants and clients who took the time to apply.

“ When I was informed about my appointment, I was sincerely humbled by the opportunity. I knew this role would entail a lot of work and commitment but that it could help effect positive change in the lives of others is what makes it worthwhile. Love is one of the driving force in my life, it takes maturity and wisdom to find the beauty in every person. As a board member I will act as a bridge between BHT and tenants/clients to ensure the prime objectives of the organisation are met”.

“ It was fantastic news to hear I was appointed as one of the new Board members.” says Gerry on his appointment, I'm very much looking forward to getting started in the role in December. I think having tenants on the Board will really help with keeping BHT in touch with its roots and commitment towards supporting and working with the most vulnerable people in our society.”



Results of the tenant annual snapshot survey in the next issue

Thank you to all the tenants who responded to our annual snapshot survey.

We've received a fantastic response this year and will be publishing the results in the next issue of the newsletter, together with details of how we plan to use your feedback to improve services and to announce the lucky winners of the prize draw.



Community Days at Baird House and Shanklin Court

Baird House in Chapel Park Road, St Leonards has undergone a facelift thanks to a joint effort by staff, tenants, contractors and a grounds maintenance company. It had the undergrowth cleared, new fences erected, and measures taken to reduce anti-social behaviour.

Baird House is owned by BHT, having formerly been run by Hastings Community Housing Association before the two organisations merged in 2008. Grounds maintenance contractors, Groundscapes, cut back undergrowth where drinkers had begun to congregate, and BHT staff working with its contractors GMS erected a fence to stop access from a neighbouring derelict property.

Housing management staff from BHT organised the event to encourage tenants to engage in the clean-up day, meet staff and spend time with their neighbours. BHT's Hastings Housing Officer, Carey-Ann Burt said "It was wonderful to have so many tenants join my colleagues and me to make the day so successful. We achieved so much and have come up with ideas for future activities and improvements."

A community day was also held at Shanklin Court in Brighton. Shanklin court is a block of 32 general needs flats in Brighton. Grounds maintenance contractors, Groundscapes, volunteered their time to improve borders and maintenance contractors, G Saunders, provided free household clearance. Tenants were very much engaged helping out with gardening and meeting the team, contractors, Chief Executive Andy Winter and three Board members, Leona Daniel, Peter Freeman and Ian Millar.

BHT plans further community days for next year.



Baked pumpkin fondue

Ingredients

1 whole squash or pumpkin

Small roasted or boiled potatoes, to serve

Crusty bread,

Breadsticks, to serve

For 300ml of fondue

100g emmental, grated

100g gruyere, grated

100g mature cheddar, grated

1 tbspc. corn flour

100g crème fraîche

1 shallot, finely chopped

1 garlic clove, crushed

Method

Heat oven to 180C/160C fan/gas 4. Start to prepare your pumpkin as you would for carving: cut off a 'lid' and scoop out all the seeds and membranes. Put the lid back on and sit the whole pumpkin on a sturdy baking tray. Bake for 1hr.








Mix the grated cheeses with the corn flour until completely coated and no excess flour remains. Remove the pumpkin from the oven, and increase the oven to 200C/180C fan/gas 6. Layer up the cheese, crème fraîche, shallot and garlic inside the pumpkin. Lift back into the oven and bake for 30 mins or until the fondue is melted and bubbling. Eat with spoons, scooping out chunks of soft, roasted pumpkin with the melted cheese.



BHT Housing Services:

How Well Are We Performing?



Performance Area	Target	Q4 2017/18	Q1 2018/19	Q2 2018/19
 Boiler Servicing Percentage of boilers serviced yearly.	100%	100%	100%	100%
 Rent Arrears Percentage of overall rents collected.	94.2%	98.3%	98.7%	98.8%
 Letting Days until vacated property is re-let.	24 days	30.5 days	24.1 days	29 days
 Repairs: Emergency Response time: 24 hours.	100%	96.4%	97%	100%
 Repairs: Urgent Response time: four to seven days	95%	88.9%	93%	93%
 Repairs: Routine Response time: 28 days	95%	93.1%	96%	92%
 Overall Satisfaction	90%	93%	96%	91%

Christmas Quiz



1. In which year was Brighton Housing Trust founded?

- a) 1928, b) 1948, c) 1968, d) 1988

2. Where did BHT's coming of age celebrations take place earlier this year?

- a) The Whitehawk Inn
b) i360
c) Sealife Centre
d) AMEX Stadium

3. What is the name of the online portal that can be accessed by BHT tenants to check your rent or report a repair?

- a) MySpace
b) MyPlace
c) MyTenancy
d) MyComputer

4. What is the name of BHT's gardening competition that was held in June?

- a) Bloomin' Marvellous
b) In Bloom
c) Green Shoots
d) Green Fingers

5. What is the name of the Housing Officer for Hastings and Eastbourne who joined BHT earlier this year?

- a) Carey-Ann
b) Carlie
c) Catherine
d) Candice

6. What does the new GDPR legislation mean to you as a tenant?

- a) You can ask for a copy of all the information that BHT holds about you
b) You can ask to be "forgotten" if we no longer need your information
c) The right to make sure that information that is held about you is correct and accurate
d) All of the above

7. Which of the following festivals was advertised in our summer newsletter?

- a) Cheese and wine
b) Oysters and gin
c) Pickled onions and vodka
d) Hot dogs and cider

8. What is the name of the online app that can help tenants to complete a mutual exchange?

- a) HomeSwapsRUs
b) Homeswapper
c) Homes R Here
d) Swap Shop

9. What featured on the front cover of the summer edition of Lighthouse?

- a) i360
b) Ditchling Beacon
c) Cuckmere Haven
d) The Long Man of Wilmington

10. Who did Lighthouse correspondent Charlie dress up as on the BHT Pride bus?

- a) Superman
b) The Incredible Hulk
c) King Kong
d) Darth Vader

ANSWERS

1 - C, 2 - B, 3 - C, 4 - B, 5 - D, 6 - A,
7 - D, 8 - B, 9 - C, 10 - B, 11 - A,
12 - A, 13 - D, 14 - B, 15 - A



INTRODUCING LIAM

Liam is our new Client and Tenant Involvement intern with the housing services team in Brighton. He will be working with Juliet on the Client Action Network blog and helping support and facilitate community events throughout BHT to engage tenants and clients alike.

If you see Liam around BHT or at meetings, his hobbies include... roller-skating, swimming, cycling, playing guitar and singing, especially the Bee Gees, ELO, and anything Motown from the 60s or 70s. Feel free to engage him in conversation in the above topics.