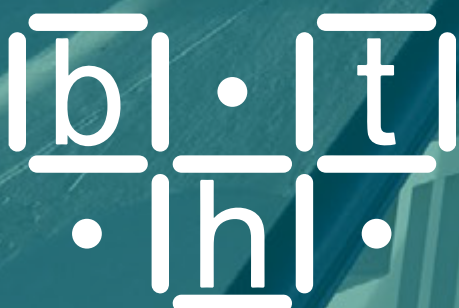


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Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change

Results of the tenants' survey

Thank you to everyone who took part in the tenants' survey. We appreciate you taking the time to fill it in.

Congratulations to Hazel and Karen from Brighton who both won a £50 shopping voucher. Overall 81% of tenants were satisfied with the service they received from BHT. This year we will be continuing to deliver the major repairs programme with renewals for windows, bathrooms and kitchens, so we hope satisfaction will increase as a result.

Responding to our tenants' needs is an important part of our job. Some tenants said they were dissatisfied with the communication around repairs. As a result, we will be bringing in an intuitive text messaging system aimed at improving direct and real time communication with tenants, in relation to repairs and rent payments.

It was pleasing to see overall satisfaction with communication increased to 71%. This may reflect

the increased work in this area including tenant focus groups; Tenant Community Days; two tenants being appointed on the Board of Trustees and a new Tenant Scrutiny Panel being formed.

In the survey a few tenants expressed an interest in focus groups, so we will be continuing with a further series this year, together with more Community Days and different types of opportunities to get involved.

As a minimum, we aim for an annual visit to every tenant and to follow up on any queries or problems. Understanding our tenants is central to knowing the services to provide. If you have not had a review and would like one, please email the Housing Services Manager on penny.laycock@bht.org.uk.

We will continue to have information sections on these crucial changes to benefits in your quarterly Lighthouse magazine. We are here to answer your questions. Staff keep up to date with benefit changes.



Gardens play a very important part in keeping Brighton, Hastings and Eastbourne nice places to live and gardening itself has been linked to having better health and fitness levels.

Supported by our contractors Southern Land Services, we are pleased to launch 'BHT in Bloom 2019' gardening competition. We are encouraging all tenants with gardens to get involved. You can pick up some free seeds and an entry form from your local BHT office or call 01323 340018 and we would be happy to post them out to you.

This year's categories include:

- Best individual garden
- Best communal garden

The closing date for entries is Monday 10th June and judges will be visiting the entrants on Wednesday 19th June to pick the winners. First prize is a £30 B&Q voucher with 3 runners-up of £10 B&Q vouchers.

Congratulations to our prize draw winners

Congratulations to Raymond from Eastbourne who won a £20 Love to shop 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.

Congratulations also to Fransses from Brighton who won a £50 Love to shop voucher in the quarterly prize draw for the repairs survey. Have you had a repair carried out recently? If so, how did you find the service? Your feedback is vital in helping BHT to improve the service that you receive. Please take five minutes to fill in the survey that you received in the post and you could be in with a chance of winning a shopping voucher.

Launching BHT in Bloom gardening competition 2019

Fire Safety at home



block of flats. If you live in a block, notices are displayed in communal areas that state what to do and where the assembly point is. Make sure that you and all household members are familiar with this.



Know the evacuation route you would take if you needed to. This is usually the normal way in and out of your home. Choose a second route in case and think about what you would do if you couldn't escape.

If you think you would have difficulty leaving the building quickly or would need help to evacuate speak to your Housing Officer.

It is important that we have the up-to-date contact information for you in case of any emergencies. If you change your phone numbers or email address, please let us know straight away.

Clutter in communal areas

We have introduced a policy that communal areas should always be kept clear of personal possessions.

If you have any items stored outside your flat or under stairs or in meter cupboards, please move these inside your flat. This includes external stairs and walkways.

If we find any items left out, you will be asked to remove them straight away. If they are not moved, we will remove and dispose of them. This includes items such as bikes, shoes and buggies.

Items stored in common ways, even if small, could:

- be trip or slip hazards
- provide an ignition source or fuel for a fire
- block escape routes

Please ensure that you do not leave any items outside your flat. If you have any concerns about this, speak to your Housing Officer.

We want to make sure that all tenants and their household members know how to reduce fires happening and what to do if there is a fire.

The most important thing is to reduce the risk of a fire starting in the first place. You can do this by:

- Taking pans off the heat if you are called away from them
- Do not cook if under the influence of alcohol or drugs that may make you drowsy
- Do not overload electrical sockets
- Stub cigarettes out fully in an ashtray

Prepare yourself

It is important to prepare yourself, so you know what you would do if there was a fire in your home or



Community Day at Richardson's Yard

On a very miserable cold morning in October, volunteers and Brighton Housing Trust staff got together to give the finishing touches to the new and improved Richardson's Yard project.

The improvements consist of a solid set of timber gates to the entrance, a new sheltered bike shed, decking on ground floors and a veranda with new mail boxes. The workers from QED who carried out the task did a fantastic job, by using decking timber. The finished look is FAB!

The morning started with a general brush and tidy up of the yard. Jess, our garden project leader and

Kaz who volunteers with Jess helped everybody with the planting in the raised beds. Kaz is also a keen photographer and has taken the lovely photos of the day's event.

After the hard work, we all helped ourselves to some hot and cold drinks, and snacks. It was really a good chance to have light-hearted conversations with everyone. We also had a number of residents walking away with gifts from the raffle. Thanks for the chocs, Wendy – I will gift them on (as if)!

As a Resident of Richardson's Yard I must say, the transformation is a great rustic look and I am very grateful for all the work and effort putting this together. Thanks everyone who took part apologies for the weather.

Chewie

©Kazuko Sakaguchi

Welcome Kate

We are pleased to welcome Kate Grist who has recently been appointed on a short-term contract as a Housing Officer to cover Brighton, Eastbourne and Hastings. She says:

"I have previously worked for a recovery service providing treatment in the Drug and Alcohol team and as an Extra care scheme manager. I enjoy meeting people and look forward to meeting as many of you as possible while I am here."



East Sussex Credit Union working in Brighton, Hove and Eastbourne

You may have heard about the Credit Union or have an account already, and possibly used their saving or loan options. They're what's called a "not for profit" organisation.

Engage Classic is their easy to use account for everyone. It's free to apply with no credit checks and there are cashback rewards from national retailers. Like any bank you have a Visa card and the Contactless payment facility.

Are you thinking about what happens if you change to Universal Credit? This account can get you 'bank ready.'

Living in Eastbourne? Go to the Seaside Community Hub by the TA Centre on Seaside and their volunteers can help you with advice on finances. Alternative give your Housing Officer Carey-Ann Burt a ring on 07824 306591 for details of the current deal for those opening an account with Credit Union and living in certain parts of Eastbourne town centre.

To find out more go to www.engageaccount.com or call 0300 303 3188

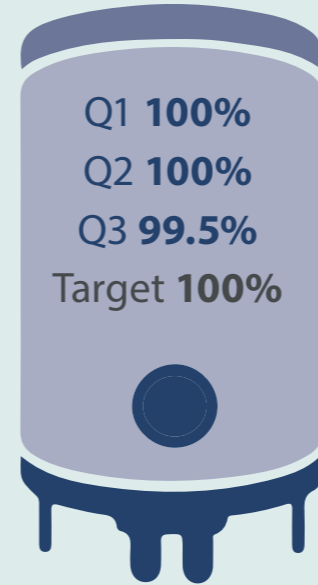


BHT Housing Services 2018/19

How Well Are We Performing?

Boiler Servicing

Percentage of boilers serviced yearly



Repairs: Routine

Response time: 28 days

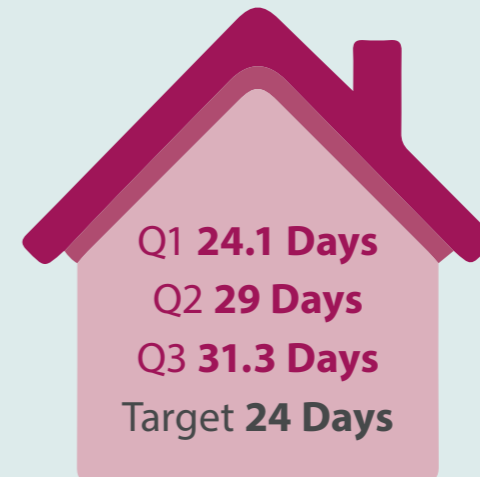
Q1 **96%**
Q2 **92%**
Q3 **94%**

Target **95%**

Rent Arrears

Percentage of overall rents collected

Q1 **98.7%** Q2 **98.8%**
Q3 **98.5%** Target **94.2%**



Repairs: Urgent

Response time: Four to seven days

Q1 **93%**
Q2 **93%**
Q3 **92%**

Target **95%**

Overall Satisfactor

Response time: 28 days



Q1 **96%**
Q2 **91%**
Q3 **97%**

Target **90%**

Repairs: Emergency

Response time: 24 hours

Q1 **97%**
Q2 **100%**
Q3 **98%**

Target **100%**

Contact Us

Out of Hours

Emergency Repairs

01273 555499

Brighton Housing Trust Head Office and General Enquiries

144 London Road
Brighton BN1 4PH
01273 645400
info@bht.org.uk

Rents and Repairs

01323 340018

rents@bht.org.uk

repairs@bht.org.uk

MyTenancy

www.mytenancy.co.uk

Report a repair or
check your rent
statement on-line

Housing Officers

Jenny Bojczuk
01273 645486
07825 055503

Carey-Ann Burt

07824 306591

Kate Girst

01273 645454

07826 874849

Tenant Involvement

Juliet O'Brien

01273 645443

07825 425084

Our mission:

Combating homelessness; Creating opportunities; Promoting change.

Our values:

Empowering People; Inspiring Change; Collaboration; Delivering Excellence; Being Accountable.

What happens when a tenant leaves owing money to BHT?

When people move out of our properties owing BHT money for unpaid rent we don't just leave it there.

We regularly send former tenant debts to a debt collection agency called Capital Resolve. They pursue the debt for BHT with the aim of making an affordable recovery plan with the ex-tenant.

Anyone leaving BHT owing money for their rent will be passed to Capital Resolve for debt collection.