



Andy Winter on the
potential merger with
Sussex Oakleaf

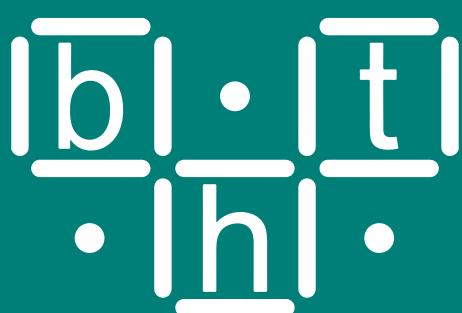
Meet your
NEW editor!

NEW Competitions &
Prizes to be won!

Fun FREE things
to do this Summer!

Jump on board
the BHT Pride Bus!

Anti-social behaviour
concerns? – Our
advice inside



Issue Seventeen | July 2019

Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change

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Lighthouse Editorial Column

Hello, and welcome to the Summer 2019 edition of the Lighthouse newsletter. I'm Alasdair and I am honoured to be the new editor of Lighthouse. I am also the new Tenant Involvement Lead for BHT following in the illustrious footsteps of Juliet O'Brien and I'm looking forward to seeing much more of you all.

We have put together what we think is the best ever Lighthouse. For a start, we decided 8 pages was simply not enough – so this time we have 12 pages packed with informative, practical and interesting articles and other items.

I know we are really excited about this new Lighthouse. However, we value your opinion. We have included with this edition a **Lighthouse Survey** for you to complete. Online readers can complete the survey online. You will receive the link in the email with your Lighthouse. The process is simple and quick. If you receive your Lighthouse by post then your survey sheet and stamped addressed envelope will be enclosed.

To make it worth your while we will be awarding a **prize of a £10 shopping voucher** to three lucky people who have kindly taken the time to fill in the survey. We want to make sure that each edition we are putting together a newsletter that reflects what you really would like to see. We want it to become a 'must-read'!

All the best

Alasdair



Front cover photo: The Hastings net shops are the traditional storage buildings of the Hastings fishing fleet. Many centuries old, these buildings were used to stow materials made from natural materials – cotton nets, hemp rope, canvas sails and so on, which would rot if left out in the open. They were known as 'shops' not because they were selling anything, but because the word was short for 'Workshops'.

Andy Winter tells us about the potential merger with Sussex Oakleaf

You may have heard that BHT is talking to Sussex Oakleaf about a possible merger of the two organisations.

If we do merge we will be able to extend services for clients and tenants, strengthen our joint financial position, and increase opportunities for further growth. Should it proceed, the merger will take place in April 2020. There will be little, if any, impact on you or your services.

My colleague, Philippa Thompson, the Chief Executive of Sussex Oakleaf, said:

"We have for many years enjoyed a close relationship with BHT, working to provide training for our staff teams, attending each other's conferences and, most recently, collaborating on various projects. It became increasingly apparent that there is an exceptionally good cultural fit, and this has been evolving further over the last six months."

We were delighted when we were approached by Sussex Oakleaf regarding a merger. It makes complete sense to come together in the interests of our tenants and clients, our financial wellbeing, and our ability to grow in the future.



A decision on whether to proceed with the merger will be taken by the Boards of the two organisations in June 2019.

If you have any questions or comments about the merger, please email me on **andy.winter@bht.org.uk**

Front Page Photo Competition

Would you like to see your photo of your local town on the front cover of Lighthouse and get a prize?

As well as a **£25 shopping voucher**, the winner's picture will grace the front cover of the next edition of Lighthouse, and the winner and 3 runners up will be featured in an article in the next edition. An expert panel will judge your entries. The closing date for entries is **Wednesday 31st July** and the winners will be chosen on **Monday 12th August**. These will be contacted shortly after (dates may be subject to minor changes).

Please send all entries to **a.tenquist@bht.org.uk**. Please also include your name, address, telephone number, and the location of the photo. We will need to receive the photos by email. **Good snapping!**

BHT cycle fundraising day

BHT's third annual charity cycle extravaganza (Greater Brighton Cycle Challenge) took place at the scenic Preston Park Velodrome on Sunday 19th May 2019.

There were rides for everyone. Experienced cyclists took on the 30 or 60 mile routes and children, families and people of all ages just cycled around the velodrome raising vital funds for BHT First Base Day Centre. Bikes were available to borrow- even a tandem! We also had singing from Brighton's Choir with No Name and homely refreshments stands.

Daniel O'Connell, BHT's Head of Human Resources and Learning and Development (a volunteer on the day) said:

"This has become a great annual event promoting and fundraising for BHT's vital work with the homeless."



Cycling has proven mental and physical health benefits, and we encourage everyone to join in- or why not just come and picnic? You will meet some great fun people, get fitter and help a great local cause. Interested?

Look for the 2020 Challenge advertised on the website or in your Lighthouse newsletter. Why not get some practice in now? We look forward to seeing you there."

Christmas Card Competition 2019

Calling all lovers of creativity and Christmas!

This year we will be selling our own **BHT Christmas cards** designed by BHT tenants/clients to raise funds for First Base day centre.

To help us find unique, eye-catching designs we are running a **Christmas card competition**, offering two lucky winners the chance to have their design printed on cards that will be sold online, through BHT services and in local shops. The two winners will also each receive a **£25 voucher** of their choice.

There will be a panel judging the competition, including Andy Winter, BHT's CEO, Joan Mortimer, Chair of BHT's Board of Management and a local artist (tbc). We need your artwork supplied digitally. If you are interested in taking part, we'll get in touch with you to discuss the digital options you have.

Entries should be sent to fundraising@bht.org.uk. Entry deadline is **31 August** and the judging will take place in the week beginning **2nd September**. Winners will be contacted shortly after and the cards will be on sale by **1st October 2019**. (Dates may be subject to minor changes).



Marine Parade Community Day

– Charlie Green

On a lovely March morning just across from the quieter side of Brighton beach, Marine Parade held its Community Day.

These open days give tenants the chance to meet their housing team and some of BHT's other staff members and volunteers. The turnout was very good with twenty or so attending.

As always there were plenty of hot and cold refreshments and a free raffle for the residents with prizes such as shopping vouchers, chocolates and sweets.

There was the chance of playing table tennis on the large lawn with Brighton City Table Tennis Club's very own UK Chinese champion, Wen Wei Xu. Participants were rewarded with token medals with neck ribbons, as a keepsake, which really looked great.

The New Garden area had a much needed makeover with the help from Groundscapes Grounds Maintenance. Environmental Manager, Michael Steel together with his team donated their time and resources (including plants, seeds and a lovely Cherry Tree) to transform a good part of the garden area into a large, beautiful, quiet and safe space for the tenants to enjoy all year round.

Also, there was money advice from the Credit Union with the help from Emma and her student assistant. If you need a bank account or a small loan, Credit Union is an option if your credit rating declines and you can't get help from larger banks.

There was also fire safety advice from East Sussex Fire and Rescue Service firefighters and a great big fire engine at the front of the property – that's how I knew I was at the right address!

Kaz, our gardening volunteer at Richardson's Yard

Kaz, Our Gardening volunteer at Richardson's Yard, is interested in horticulture therapy. Here she tells us about her work as a volunteer at Richardson's Yard and what motivates her to continue.

"I volunteer every Wednesday with Jess, a professional gardener and a horticulture therapist. The ground at Richardson's Yard is contaminated, so we had to bring in compost and fill various sized containers so we could begin to put together a pleasant open space for the residents to enjoy."

I believe nature can be a cure for all kinds of physical, mental and emotional stress. A garden can generate an air of tranquillity and is healing. The smell, the colours, the forms of the plants, the feeling of the different textures of plants, watching the weather change over the year – all this helps reconnect the city dweller to the natural world."

We do gardening for the residents' sense of well-being, and we're most happy when people participate. In



future, I'd like to add decorative hanging baskets in the communal shelter area (a resident of Richardson's Yard requested it). The sheltered area could function as a social space for residents. I'd also like a local artist to tastefully paint a mural on the current bare wall in the yard."

In conclusion, I would recommend volunteering for others. It uses your spare time in such a meaningful way, helping people makes me smile, too. If you're looking for employment, it is a helpful path towards a new career."

If you're interested in becoming a volunteer, get in contact with Alasdair, Tenant Involvement Officer on a.tenquist@bht.org.uk

Become a tenant Green Inspector and improve your property grounds

You will report on the state of the gardens, but you can also make suggestions for improvements!

Simply fill out regular inspection forms and send them to Alasdair at the London Road Office. There are quarterly meetings where the inspectors meet, but it's OK if you can't make it – send us your feedback forms and you will have done your job.

Derry, a Green Inspector at The Causeway, Brighton, said, *"I like the area to be well kept, and BHT can't monitor the gardens all the time so I am their eyes and ears. I really enjoy it and would recommend it to others".*

Irene, a Green Inspector at Walton Bank, Brighton, agrees: *"You're a voice for your outside surroundings – and it's a great opportunity to meet like minded tenants and exchange views and options".*

Want to know more? Email Alasdair on a.tenquist@bht.org.uk or give him a ring on **01273 645443**



BHT in Bloom gardening competition

BHT in Bloom – we look at one of last years' winners and encourage last minute entries – you still have time!

BHT in Bloom competition last year drew a lot of interest and we had more applications than ever. The judges had a hard time travelling across Brighton, Hastings and Eastbourne to find the winners, and were staggered by some of the gardens they saw.

A small and beautiful garden in recycled planters created by Derry O'Sullivan Baker was one of the winners chosen in last year's competition. The judges decided it added a real splash of colour to a Brighton street and made the most of recycled materials. He scored highly on the garden's visual impact and design and plant variety and health.

"It really is a lovely garden," says Juliet O'Brien, former BHT Tenant and Client Involvement Co-ordinator, *"and we were very impressed with the way Derry has used old water tanks and recycled*

wood for his planters and old gate posts for his hanging baskets."

Derry won a £30 B&Q voucher!

The competition is on us again, and it's not too late to enter! You have until the **28th June** to get your entry in.

Maybe you're quite pleased with the way your garden is going at the moment, and feel with a little TLC it could become something quite special. If so, you could enter and win a **£30 B&Q voucher** as a winner (or a **£10 B&Q voucher** for three runners up).

There are two categories in the competition:

- Best individual garden/indoor plants
- Best communal garden

Judges will be visiting the entrants on **Friday 12th July** to pick our winners.

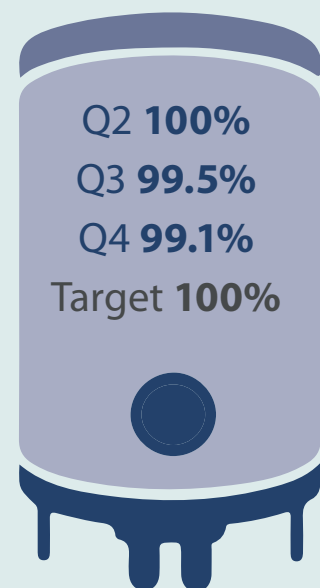
Please contact Alasdair Tenquist on **07825 425084** or email on a.tenquist@bht.org.uk for more details.

BHT Housing Services 2018/19

How Well Are We Performing?

Boiler Servicing

Percentage of boilers serviced yearly



Repairs: Routine

Response time: 28 days

Q2 **92%**

Q3 **94%**

Q4 **96%**

Target 95%



Rent Arrears

Percentage of overall rents collected

Q2 **98.8%** Q3 **98.5%**
Q4 **98.1%** Target **94.2%**



Letting

Days until vacated property is re-let



Repairs: Urgent

Response time: Four to seven days

Q2 **93%**

Q3 **92%**

Q4 **92%**

Target 95%

Overall Satisfacton

Response time: 28 days



Q2 **91%**

Q3 **97%**

Q4 **93%**

Target **90%**



Repairs: Emergency

Response time: 24 hours

Q2 **100%**

Q3 **98%**

Q4 **97%**

Target **100%**

Noise or anti-social behaviour

Summer is the time for long evenings and barbecues and nights can sometimes become very noisy. If you inform us we'll talk to your neighbour and usually the matter is sorted quickly. However, occasionally the nuisance persists.

What is anti-social behaviour and what does BHT do about it?

Anti-social behaviour (or ASB) ranges from violence or threats of violence, to relentless loud noise and arguments. If serious, the matter will always be dealt with straight away by BHT. However usually we rely on tenants providing detailed reports so we can build up a history of the nuisance over time.

You (or BHT on your behalf) can ask Environmental Health for assistance if noise is the problem, and sometimes BHT can apply to court for an Injunction requesting the ASB ceases.

BHT, the police and the local authority can work together to deal with ASB- e.g. a Community



Protection Notice can be issued which requires a person to change their behaviour.

For those with an Assured Shorthold Tenancy or a Starter Tenancy we can issue a legal notice ending the tenancy. Assured Tenancies are different- after issuing a Notice Seeking Possession, BHT must prove it's "reasonable" for the District Judge to grant BHT possession. It's a lengthy court process and can feel very slow for the victims.

As a last resort we take cases to the County Court.

Want to know more? Email info@bht.org.uk or contact your Housing Officer.

Direct Debits – the easy way to pay

Direct Debit is far and away the easiest and most convenient way to pay us your bills.

Once set up you can review your payments either on your bank statement or on **BHT My Tenancy** website.

If there are any changes, e.g. a rent increase, BHT will always inform you beforehand. And guess what? Every two months every person who signs up to a Direct Debit goes into the hat to receive a **£20 shopping voucher**.

Direct Debits can be organised via your bank or online banking. For help with this or other ways to pay, email info@bht.org.uk or contact your Housing Officer.

Keeping your belongings protected

Do you need contents insurance?

My Home contents insurance scheme provided by the National Housing Federation (in conjunction with Thistle Tenant Risks and Allianz Insurance plc.) is a scheme specifically designed for tenants living in social and affordable housing.

So what does it cover?

Items such as electrical, furniture, carpets and clothing. In fact, all those important items you have in your home. Accidental damage and things like flooding water or burglary are covered. Even those annoying things like lost keys or your freezer contents (Full details available on request).

This insurance is provided on a new for old basis.

Is contents insurance for me?

Look around your home and write a list of how much it would cost to replace all your belongings. You'll be surprised what you really own and how much it is to replace them.



How do I pay?

There are flexible regular Pay-As-You-Go payment options, it's quick and easy to apply (post or telephone). Premiums are based on your postcode, age, level of cover required and preferred payment method. Premiums start at £3.84 monthly which gives you £9,000 worth of cover.

For your first claim there is no excess to pay.

Want to find out more?

Speak to your Housing Officer or look on their website www.thistlemymhome.co.uk

Congratulations to our prize draw winners

Congratulations to Adrian from Saltdean who won a **£20 Love to shop voucher** in the direct debit prize bi-monthly draw. You too could win a shopping voucher if you set up a Direct Debit. Your Housing Officer can guide you through the process step-by-step, explaining all the details for you.

Congratulations also to Mark from Brighton who won a **£50 Love to shop voucher** in the prize draw for the repairs survey. If you've had a repair recently, we'd really value your feedback. It's vital in helping BHT to improve the service you receive. Please take five minutes to fill in the survey that you received in the post and you are in with a chance of winning a **£50 shopping voucher** in our quarterly prize draw.



Freebies this Summer

Feeling a bit cash strapped but still want to have fun this Summer? Have a look at these **FREE events** coming up over the next few months, hand-picked just for you...

In Brighton

Jazz On The Prom – A jazz festival, 15th-16th June at The Milkmaid Pavilion, Kings Road Arches.

The Open Air Big Screen – Playing a variety of films from 17th June to 14th July at Brighton Marina.

Paddle Round the Pier – Sports, live music, kids stuff, and lots more, 6th & 7th July on Hove Lawns.

Brighton Beats Buskers and Street Performers – May to August weekends at Brighton Marina.

The Big Share – A wide range of free acts, music and entertainment. Saturday 22nd June on Hove Lawns.

In Hastings

Stade Saturdays – Cultural events on Saturdays from June to October, Stade Open Space.

Hastings Pirate Day – Pirate-based events in Town Centre, Stade Open Space and Old Town, on 14th July.

Battle Scarecrow Festival – Follow the scarecrow trail around town, throughout July in Battle.

Old Town Carnival Week – Includes the Pram Race, the Seaboot Race, the Bike Race and the Carnival, Hastings Old Town, from 3rd – 11th August.

Hastings Pride 2019 – The Oval, Bohemia Road on Bank Holiday Sunday, 25 August.

In Eastbourne

Tour of Sussex Cycle Race – Eastbourne Seafront, 5th July.

Eastbourne Classic Bus Day – Check out the buses for free at the Railway Station or for a fee take a ride out, 7th July.

Beach Life Festival – Live Music, Saturday 13th-14th July by Princes Park and the Eastern Seafront.

Eastbourne Pride – starts at Grand Parade then live music at Princes Park on Saturday 20 July.

Airborne – Spectacular flying, 15th-16th August

Eastbourne Festival – Live music in Hampden Park, 24th-26th August.

Eastbourne Steampunk slopes – Curiosities and wonders at the Wish Tower, 7th & 8th September

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

Alasdair Tenquist

01273 645443

07825 425084

Our mission: Combating homelessness; Creating opportunities; Promoting change.

Our values: Empowering People; Inspiring Change; Collaboration;
Delivering Excellence; Being Accountable.

Want to get involved in Brighton Pride?

BHT has now booked an open-top bus in the Brighton Pride Parade on Saturday 3rd August and is inviting any tenants who are interested to join us. The theme this year is '*Generations of Love*' – Celebrating 50 years of campaigning with Pride, and Kylie Minogue is the headline act.

The bus holds a maximum of 30 people. Of the 30 people, we need 4-8 people to commit to being wheel stewards. We also need 26 people to join us early on Pride morning to dress/decorate themselves and the bus. Everybody who takes part will get free entry to the Pride festival at Preston Park (though we may ask for a small contribution to the cost of the ticket). A place on the bus will be on first come first served basis.

To book your place please contact Alasdair (BHT Involvement officer) on a.tenquist@bht.org.uk or call on **01273 645443**.

