

Issue Nineteen | Dec 2019

# Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change



Your tenant trustees' first year in office

Tenants' artwork on special BHT bus

BHT Christmas Card Competition winners

The Choir With No Name – get involved

Free and What's On this Christmas

BHT out of hours emergency contacts





Hello, and welcome to the Winter 2019 edition of the Lighthouse newsletter. I'm Alasdair and I am editor of Lighthouse as well as BHT Tenant Involvement Officer.

We received some very positive feedback from the Summer Lighthouse – thank you! We think you will like this edition just as much, if not more – it is certainly packed full of information, news and fun stories.

A big development on the Tenant Involvement front, was the appointment of two tenants to the BHT Board last year, Mary and Gerry. Inside this issue, they tell you more about their experiences during their first eventful year in the post.

We also have some useful tips on energy saving in the winter, as well as our regular guide to all the best freebies coming up over the winter period – including some great stuff over Christmas in your area!

To finish, we've included a survey about Lighthouse. It's a short survey with a prize of a £10 shopping voucher, given away to three lucky people. The survey will help us produce a newsletter that reflects the things you want to read about, and make sure it's a 'must read' for all our tenants.

All the best,  
Alasdair

**Front cover photo: Front Cover Photo:** On the occasion of our 50th anniversary, Brighton and Hove Buses kindly agreed to have one of their buses beautifully adorned in tenant and client artwork to showcase BHT and what we offer the city. See the story across.

## BHT Christmas Card Competition

Earlier this summer, the fundraising team at BHT hosted a festive artwork competition for clients and tenants.

We had lots of entries from people across our services, all with different styles and ideas. The competition was judged by Andy Winter, BHT CEO and local artist, Paul Liddiard who has exhibited paintings at the The Royal Academy, The Royal Society of Marine Artists, The Royal Society of British Artists and in galleries across the UK and in the USA.

The competition was close, with all entries being of a high standard, but the judges decided that there should be two winners – Tamsin and Martin who produced two very different styles of artwork as seen!

If you'd like to find out more about the artwork or how you can support BHT this Christmas please email [fundraising@bht.org.uk](mailto:fundraising@bht.org.uk). Lauren Ellis Fundraising Manager for BHT.



## Brighton and Hove Bus celebrating 50 years of BHT

A new Brighton and Hove Bus hits the streets this week, decorated to celebrate the work of BHT for our 50th anniversary

The art work for the bus was prepared by tenants and clients, working to the theme of 'Journey', reflecting individual journeys as well as the primary business of Brighton and Hove Buses.

Huge thanks to everyone who contributed to the artwork and project. The bus will be serving many different routes across the city. So far the bus has been seen on the number 6 route and the number 5B route, so keep an eye out for it!



## Merger with Sussex Oakleaf

In March, BHT announced that it is planning to merge with Sussex Oakleaf, a wonderful organisation that works in West Sussex and Brighton & Hove. It is best known for its work with people with mental health problems.

What will this mean to you as tenants of BHT? The answer is very little. Over the next year we will be consulting on a possible name for the merged organisation but, for the time being, we will still be called Brighton Housing Trust.

One benefit from the merger is that it will strengthen our finances which will allow us to invest more in maintaining your homes.

The merger will take place in April and it has been decided that I will be the chief executive of the merged organisation.

Andy Winter, Chief Executive Brighton Housing Trust



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## Golf Drive Community Day

On Wednesday 7th August, BHT staff set up camp in a Golf Drive car park for a Community Day for BHT tenants in Golf Drive and Brentwood Road. The day started damp and overcast but like English weather, turned out bright and sunny!

This was the first for Golf Drive and was clearly welcomed by the people attending. Apart from the delicious sandwiches, there were games for kids and adults, who are young at heart, to play – e.g. splat the rat (no rat was harmed), badminton with the biggest shuttlecock known to man, putt the golf ball through arches and the old favourite of getting the tennis balls into a bucket. I failed miserably at all three. There was also a telescope set up for people to observe the sun belonging to a Paul Foster (BHT Maintenance Manager) which was fascinating!

I'd like to thank all the BHT staff for the day – their efforts were greatly appreciated. When other Community Days are arranged in your area, I would fully recommend that local residents come along and enjoy the fun.

**Steve**

## One Year On: BHT tenants Mary and Gerry share their experience of joining the BHT Board of Trustees

### My year as a BHT Board member: Mary Tawiah

Poverty keeps people bound and limits them from achieving their full potential. BHT as an organisation is truly remarkable as it helps combat homelessness, create lasting opportunities and promote change in the lives of people. My love and passion to help make a positive difference in the lives of others is the driving force behind volunteering as a BHT Board member.

Although the initial stages were nerve racking for me, my mentors and the Board were very helpful, accommodating and friendly. A year on and I can honestly say it has been an unforgettable journey. I have learnt a lot about BHT as an organisation, their various policies, services and projects they run. I have been on project visits and it was very fulfilling to understand the positive impact it has on those involved.

As part of the Finance, Audit and Risk Committee you get to challenge and advise how finances are managed. This is most challenging for me as you must make a clear distinction between the heart and mind, and the financial effects it has on BHT as an organisation and on its staff, clients and tenants.

As a shy and reserved individual, being part of the Board has brought me out of my shell and enabled me to interact with people, motivated me to aim higher in life, and improved my communication skills and leadership skills. I would wholeheartedly recommend getting involved to clients or tenants.

### My first year on the Board of Trustees: Gerry Main

Having gone through the application process and been selected, it all felt a little surreal.

I have a long history with BHT from service user to current tenant. So I am aware of the varied and vital services provided throughout Brighton and these days across the wider Sussex area.

As a board member, I want to ensure that BHT continue to put the needs of our clients and tenants at the very heart of all that we do.

So with a deep breath and some guidance from a senior member of the board allocated to mentor me I ambled off to my first board meeting.

Although daunting, I have been made to feel very welcome by the other board members and have got more comfortable over the year. And as I am regularly reminded nobody expects you to know everything and any question's a good question.

One of the most enjoyable aspects of this job are the yearly BHT project visits. Here we get updated on the fantastic work carried out every day by the dedicated staff teams to allow their clients to find a safer, more stable and happier direction in life than they may have had prior to finding the help and support of BHT services.

## Congratulations to our prize draw winners

**Congratulations to Luke from Brighton** who won a £20 Love to shop voucher in the direct debit prize bi-monthly draw simply for setting up a Direct Debit with BHT. Your Housing Officer can guide you through the process step-by-step.

**Congratulations also to Claire from Brighton** who won a £50 Love to shop voucher in the prize draw for the repairs survey. Have you had a repair carried out recently? If so, how did you find the service? We need your feedback, so fill in the survey you receive in the post and you could win a £50 shopping voucher in our quarterly prize draw.



# Choir with No Name

## – Alex Procter

### How did the choir come about?

Choir with No Name is a small national charity that sets up choirs for people who have been affected by homelessness. It was founded 10 years ago by Marie Benton, a musician and gospel conductor. The idea behind it is that everyone can sing (yes, everyone!) and everyone should be given the opportunity to come together and try singing out, meeting new people, building confidence and making friends along the way.

Ten years later, there are now four choirs, the original London Choir, Birmingham, Liverpool and us – Brighton Choir – the baby of the family at just over 1 year old! What's really exciting about Brighton Choir is that it's run in partnership with BHT, meaning we've got a brilliant opportunity to offer something truly unique to BHT clients and tenants.

### What happens at a rehearsal?

We meet once a week at One Church Brighton, and it's always a joyous and fun occasion! We start the night at 6.30 with tea and biscuits and chat. After about 20 mins warming up in a circle at 7pm, we

get into choir sections and learn our current songs. As we're a pop choir, that can be anything from Beach Boys and Jackie Wilson to Rag & Bone Man. After singing for an hour and a half we share a hot meal, cooked by our amazing volunteer team. At the moment we have around 35 core members, but some weeks it can be more!

### What's next for you and the choir?

We had two fantastic Christmas gigs this December at Brighton Dome and Cadogan Hall in London. These were very fun, exciting affairs. Apart from our songs there's mass audience singalongs as well. It's also a very connecting event - at London all four choirs perform, it's the only time we all come together and is such a brilliant opportunity to meet our fellow choirs. We love it!

### How do you become a member?

Simple – just turn up on the night! One of our team of volunteers or Alex the choir manager will come over and say hi and tell you everything you need to know.

If you'd like to find out a bit more, then contact me – Alex Procter, the choir manager on 07825 079132

## Goodbye to Jenny, Carey-Anne and Kate

We say goodbye to Carey-Ann Burt who left in October to take up a role at another Housing Association working in Hastings. We also bid a fond farewell to Jenny Bojczuk, Senior Housing Officer after 6 great years at BHT, and to Kate Knight, Housing Officer. Kate has been seconded to a role at Whitehawk Inn until the end of March 2020. Kate will be offering free Information, Advice and Guidance sessions around finances, benefits, I.T., C.V. work, employability and lots more.' (Please call 01273 682222 for more information).

**We'd like to wish Jenny, Kate & Carey-Ann all the best for the future and thank them for their hard work and commitment during their time with BHT.**

## Welcome to Kiri & Kittie



Welcome to Kiri Black and Kittie Ogden who have both recently started as Housing Officers

Kiri says: "My previous roles have included working with people from all ages and backgrounds, supporting them in various ways. I have been a Housing Officer for Brighton and Hove City Council and will now be working as a Housing Officer for BHT." Kiri is the Housing Officer for the Brighton area and can be contacted on 01273 645454 or 07826874849.

Kittie is the Housing Officer for Hastings, Eastbourne & Saltdean and can be contacted on 07824 306591. Kittie says "I have worked in the past as a Housing Officer supporting tenants with learning disabilities and /or Autism, also as a support worker and with people at risk of homelessness as a housing support worker. I am passionate about tenant involvement and have spent 9 years running quality checking teams. I am really looking forward to getting out and about and meeting you all."

## Starter Tenancy Update

You said, we did! Last year a Tenant Focus Group was formed to look at Starter Tenancies. Penny Laycock, Housing Services Manager, tells us about the outcomes of that group.

This year as agreed by our tenant Focus Group held in 2018, we started giving Starter Tenancies to all new tenants in our General Needs properties from April 2019 (12 households so far).

The brief was to give them regular meetings with their Housing Officer after 6 weeks, 3 months, 6 months and 9 months. At the end of 9 months we are able to tell them if they are managing a successful tenancy and that they will have an Assured Tenancy at the end of the initial 12 month period.

Our Focus Group was very keen to see these tenancies as being helpful for new tenants and that BHT were not using them in a negative way. This was a good decision by our Focus Group and the thought and group discussions we had at the time the decision was held showed us how useful the ideas of tenants can be to the work staff undertake.

We will be asking all our new tenants in 2020 how they found or are finding their tenancy to report back to the Focus Group.

There is a lot to setting up and managing your new home and we hope these tenancies help the relationship with BHT as their landlord.

In early 2020 we will be holding three new Focus Groups, **The Communications Group** (how well are BHT communicating with its tenants), **The Neighbourhood Group** (how do we encourage BHT properties to be real communities) and **The BHT Website Group** (to ensure the new BHT website is as user friendly and useful to tenants as possible).

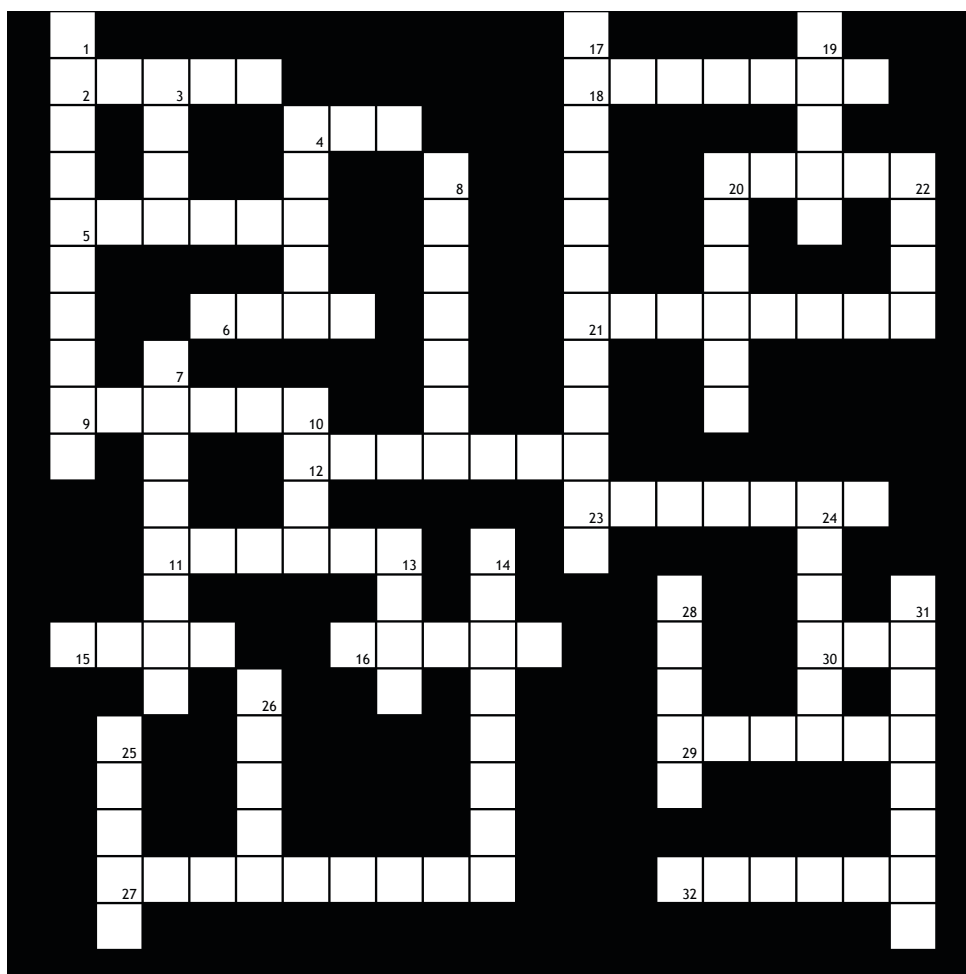
If you think being a member of a Focus Group is for you, please contact Alasdair Tenquist (BHT Involvement Officer) on **07825 425084**, or **a.tenquist@bht.org.uk**.



# Lighthouse Christmas Quiz

Answer the questions below and then take the 1st letter of each answer to spell out a word. Find the answers on page 11.

1. Which English city is home to The Beatles museum
2. Which country is the Taj Mahal building found in?
3. Apples, celery, walnuts and what other fruit make up a traditional Waldorf Salad?
4. What types of item are a Casquette and a Homburg?
5. What word can go after Time, Periodic and Card to make new words or phrases?
6. American Paint and Clydesdale are breeds of what animal?
7. What type of bird is the fastest bird on land in the world?
8. Which planet in the Solar System lies between Saturn and Neptune?
9. How many pieces does each player have at the start of a game of chess?
10. Hieroglyphic writing is associated with which ancient civilisation?



## Christmas Crossword Clues

### Across

2. Shelter made of snow (5)
4. Paper item worn during Christmas dinner (3)
5. Shiny item of Christmas decoration (6)
6. Popular Christmas presents for children (4)
9. Santa's preferred transport (6)
11. Horselike animal in a Christmas carol (6)
12. Popular pantomime (7)
15. Green item decorated at Christmas (4)
16. Santa's team of helpers (4)
18. Santa's red nosed companion (7)
20. Items rung in celebration (5)
21. School play at Christmas time (8)
23. Wintertime sculpture (7)
27. Welcoming words of the season (9)
29. Two of these doves were gifted (6)
30. Female sheep (3)
32. Decorative block of wax lit by match (6)

### Down

1. Publication you are currently reading (10)
3. Animal such as Simba or Aslan (4)
4. Festive plant with red berries (5)
7. Horned animals pulling Santa's transport (8)
8. Wreath of flowers or Wizard of Oz actress (7)
10. Instruction to listen to angelic singers (4)
13. Chocolate log eaten at Christmas (4)
14. Gifts left wrapped under the tree (8)
17. Perfume resin gifted at Christmas (12)
19. Fruit ingredient in Christmas Pudding (5)
20. Day after Christmas Day (6)
22. Not possible to do if no room at the inn (4)
24. Calendar used in December (6)
25. Three wise men of royal stock (5)
26. Filling for a Christmas pie (5)
28. What 25 down came bearing (5)
31. Month that features Christmas (8)

# Charlie's Festive Pie

I really enjoyed this pie. It's a homemade version of Greggs bakery's famous xmas festive slice. You can just as easily use chicken and ham. A new tasty way of using up sunday roast leftovers. Enjoy.



## Ingredients

- 2 x 320g (11.3 oz) ready rolled puff pastry sheets
- 120 g (4.2 oz) cooked turkey
- 100 g (3.5 oz) cooked bacon or lardons
- 50 g (1.8 oz) made-up stuffing
- 2 tbsp cranberry sauce
- 225ml milk (plus a little to glaze)
- 1.5 tbsp flour

Remove pastry from the fridge 15 minutes (may crack otherwise). Preheat the oven to 200C (400F/180C fan).

## To make the white sauce

Mix flour with a little bit of the milk. Add to pan with the rest of the milk and a pinch of salt and pepper. Whisk over a low heat until thickened, then set aside to cool completely.

## To make the Festive Pie

Unroll one sheet of pastry and cut to fit your baking tin. Top with an equal share of turkey, bacon and stuffing, leaving a few centimetres clear around edges. Dot with cranberry sauce and spoon white sauce on top. Layer the second sheet of pastry on top of your fillings. Press all around the edges with a fork to seal well. Mark edges with a knife and transfer to a baking tray. Brush the top with milk. Bake for 25-30 minutes until golden and well puffed.

Yum! Yum!

## Tips on energy saving

### LEAP – Free Energy & Money Saving Service

Keep warm and save money this winter! LEAP are a brand new free service working in close partnership with Local Authorities and Housing Associations across the country to offer eligible residents a completely FREE energy and money saving service.

LEAP offers a free in-home advice visit. Friendly Home Energy Advisors can:

- install free simple energy saving measures such as LED light bulbs and draught-proofing
- check if you're on the best energy tariff via our dedicated energy switching service
- arrange a free money advice consultation
- help you find funding for further energy-saving home improvements.

LEAP target households that either are in, or are at risk of falling into, fuel poverty. It is open to all types of householders (including social housing tenants!). Apply now, for you (or somebody else) via this webpage [applyforleap.org.uk](http://applyforleap.org.uk) or by phoning (FREE) 0800 060 7567, 8:45am – 7:00pm Monday to Friday and 9:00am-12:00pm on Saturdays.

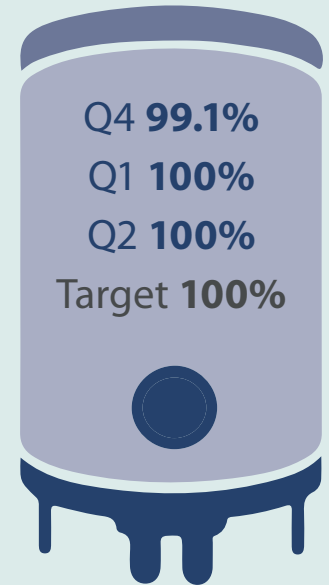


# BHT Housing Services

How Well Are We Performing?

Q4 Jan-Mar '19, Q1 Apr-Jun '19, Q2 Jul-Sep '19

**Boiler Servicing**  
Percentage of boilers serviced yearly



**Repairs: Routine**  
Response time: 28 days

Q4 **96%**  
Q1 **93%**  
Q2 **95%**  
Target **95%**



**Rent Arrears**  
Percentage of overall rents collected



Q4 **98.1%** Q1 **97.3%**  
Q2 **97.2%** Target **94.2%**

**Letting**

Days until vacated property is re-let



**Repairs: Urgent**  
Response time: Four to seven days

Q4 **92%**  
Q1 **95%**  
Q2 **93%**  
Target **95%**

**Overall Satisfaction**



Q4 **93%**  
Q1 **97%**  
Q2 **97%**  
Target **90%**



**Repairs: Emergency**  
Response time: 24 hours

Q4 **97%**  
Q1 **95%**  
Q2 **97%**  
Target **100%**

# What's On



## In Hastings

### Passing of the Light Art Exhibition

Oscars on the Square, Lower Promenade, St Leonards on Sea. Now until 5 January 2020 from 12.20pm to 10.00pm

**£1 per person for all day at Summerfields Leisure centre** 27 January 2020, Bohemia Road. Register from 9.30am

**Hastings Fishermens Museum** Rock a Nore Road, Hastings. Open 11am until 4pm daily

**History House** usually open Thurs/Fri/sat. Closed Sundays

**The True Crime Museum** Open daily 10am to 5pm but closed from 24 December until 2 January 2020

**Salvation Army Hall** St Andrews Square, Hastings, Dec 25-26th. For those in need of company and a free hot meal – From 10am.

## Brighton and Hove

**Hove Methodist Church, Portland Road, Hove** Free Christmas Day Lunch and fun for anyone on their own. Tuesday 25th Dec, from 12pm. Tel 01273 324600.

**Also St Mary's Church** 61 St James's Street, Kemptown, Brighton – Free Christmas Lunch. From 12.30. Call 01273 698601.

**Brighton Unemployed Centre & Families Project** Dec 18th centre users Christmas Party 1pm (please book). Closed Dec 24th-26th. Open 27th 10-2 free light lunch, closed 1st Jan. Call 01273 601211

**Cascade Coffee Shop**, 24 Baker Street, Brighton – Substance misuse recovery focussed cafe. Open Dec 24th-26th and Jan 1st, all 11-3pm. Cascade Christmas Crafternoon 1- 4pm, Saturday 21st Dec. Closed Mondays. Tel: 07477072956

## In Eastbourne

**The Story of Eastbourne** 248 Terminus Road open until 31 December 2020. Open 10am until 5pm

**Free Concert**, 25 December, The Bandstand, Free concert from 10.30am

**Free Concert**, 26 December, The Bandstand, Free concert from 11am

**Free Concert**, 1 January, The Bandstand, Free concert from 11am

## Christmas Quiz Answers

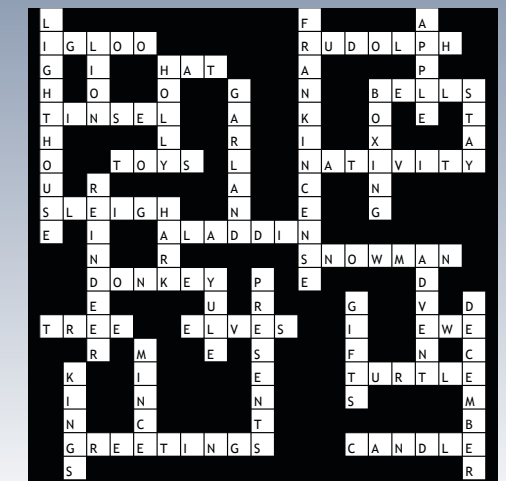
See page 8. Acrostic – 'Lighthouse'

- Liverpool
- India
- Grapes
- Hats
- Table
- Horses

- Ostrich
- Uranus
- Sixteen
- Egypt

## Christmas Crossword Puzzle Answers

See page 8





# 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

Brighton Housing Officer:  
Kiri Black  
01273 645454

Hastings, Eastbourne  
and Saltdean  
Kittie Ogden  
01323 340018

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.

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**We would like to wish all our tenants and families celebrating Christmas a very Merry Christmas and a happy and healthy 2020.**

## Christmas and New Year

The Housing and Property Service will be closed from 2pm on Tuesday 24 December (Christmas Eve), reopening at 9am on Thursday 2 January.

## Emergency Repairs

If you have an emergency repair over the holiday period call G Saunders on 01273 555499. For gas emergencies call Robert Heath on 0800 030 4435. Our contractors also take time off over the holiday, but they will respond to messages received.

## General contact details for BHT

**Out of Hours Emergency Repairs**  
01273 555499

**Gas emergencies**  
0800 030 4435