

Issue Twenty One | June 2020

Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change

COVID 19 – Help with
ASB and plumbing
emergencies.

Take part and join a
virtual choir

Been busy gardening?
Show it off in our
'BHT in Bloom' photo
competition

Coping during
Lockdown – ideas to
connect with your
neighbours

Our book, film, tv, radio
recommendations &
BHT crossword

Hello, and welcome to the Summer 2020 edition of the Lighthouse newsletter. I'm Alasdair and I am editor of Lighthouse as well as BHT Tenant Involvement Officer.

When I last wrote to you as editor of this newsletter, we were in the early stages of the lockdown. We are now some months in and things are still very challenging for everyone. I know I'm running out of things to do in the garden (which has never looked so good by the way).

BHT may have had to send almost all its housing staff home, but we are continuing to produce your newsletter, keeping you up to date with all that is going on and providing lots of interesting and useful articles.

The theme this time round is probably a message of strength and resilience in these difficult times. We have stories of how tenants have adapted their normal social life to fit the times, for example an online 'Girl's Night In' at Baird House in Hastings. There's binge-worthy things to watch on TV if you've run out of ideas and of course the ever-present crossword puzzle to get you scratching your head.

Remember that for now we continue to offer an emergency-only repairs service but that we are keeping this continually under review – please refer to our website for information and updates on this and other BHT COVID-19 announcements.

In the meantime, I hope you have as much fun working your way through this edition of *Lighthouse* as we have had putting it together, and I wish everyone all the best. Keep going. Keep strong. And keep safe!

Alasdair



The Lighthouse environmental policy

We at Lighthouse are strongly committed to environmental sustainability and to the continual improvement of our environmental performance.

We have a duty to reduce pollution and environmental impact from our business activities. Hence we are reviewing the ways in which we print and distribute your newsletter to ensure we minimise the impact that the regular distribution of this newsletter may continue to have on our environment. We would welcome any views you have around this.

Please contact Alasdair on a.tenquist@bht.org.uk if you want to pass on your thoughts.

Front cover photo:
A view from up high as the sun sets over Hastings

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How can BHT help with anti-social behaviour during the current restrictions?

Despite the lockdown we are still committed to supporting victims of **anti-social behaviour**. If we receive a complaint we will contact you by phone, email or text, whichever you prefer.

Our investigations may include:

- Giving you help to make a record of the complaints, and contacting you on a regular basis to see if the situation is improving.
- Contacting those causing nuisance to gather further information as to why it is happening.
- Working with other agencies and signposting those causing nuisance to support services where relevant.
- Issuing verbal or written warnings to those causing nuisance, issuing Acceptable Behaviour Agreements (for significant behaviour incidents) or issuing injunctions in serious cases of breaches of tenancy.

Until the lockdown is lifted, taking possession action in serious cases now has a delay period of three months imposed by the Government before referral to the County Court. For this reason it is important to let your Housing Officer manage the situation and keep you updated.

If you feel your neighbours are breaking the Covid-19 'lockdown' guidance, you can phone the Police on 101, who have the appropriate powers to manage this.

Robert Heath, BHT plumbing contractor answers your FAQ's about lockdown

Q What if I have an emergency?

Please phone only in an emergency, e.g. no heating or hot water, or a major leak. If you smell gas, have a CO alarm activation or concerns about your appliance safety, call the gas emergency service provider on 0800 111 999. Switch off appliances until the gas emergency supplier has attended and advised that the appliances are safe to use.

Q Will Gas Safety inspections still go ahead?

Yes. There is a legal duty to repair and maintain gas pipework, flues and appliances, and to do an annual gas safety check on each appliance and flue. It is essential work.

Q How are you keeping customers safe?

On appointment booking, we'll ask you a few questions, e.g. is there anyone in your household with a high temperature or a recent cough, or over 70. If you answer 'Yes' to any of the questions, we'll discuss the necessary precautions we'll need to take. On the day of your visit the engineer will ask the same questions as things may have changed since appointment booking.

Our engineers will always social distance, wash hands throughout the visit, and wipe down all surfaces touched. This is a challenging time for everyone and we're working hard to meet the needs of our customers. Keep Safe!

Robert Heath Customer Service Team

Brighton Choir With No Name

Choir-with-No-Name is a charity for people affected by homelessness.

Until COVID-19 we had been meeting once a week at One Church Brighton for singing, chatting and a wonderful meal to follow. We had two amazing Christmas gigs last year at Brighton Dome and Cadogan Hall in London.

The COVID-19 outbreak has meant that normal activities such as physical rehearsals and gigs have had to be postponed. We are also currently not taking new members.

However, the choir continues! We've set up a weekly 'virtual choir' online and are keeping in regular contact with all of our lovely choir members. We're also sending out musical activity packs to offline members, and have set up local choir Facebook and Whatsapp groups.

Look at our website at www.choirwithnoname.org/choirs/brighton-choir for the latest updates, or you can contact Alex Procter, the choir manager on 07825 079132.

BHT Virtual Choir

BHT has some exciting news!

Following the success of the Brighton CWNN virtual choir sessions, starting in a week or so, Freya, the Musical Director of the choir, will be hosting a fortnightly interactive online singing session for all interested BHT tenants and clients. If you register your interest, you will be contacted by email with a link so you can join the fun in the Zoom room as everyone belts out their favourite songs from the comfort of their own homes. Freya will encourage you to sing as if no-one is listening, because they won't be. Due to latency (delay) it is not possible to synchronise and hear all of the singers the same time. But you will be able to see each other so sing with a smile!

And don't worry if you're not confident with Zoom, as clear and simple instructions will be given as well as phone support if you need it.

Join the first session of the **BHT Virtual Choir** on Thursday 18th June at 2.30pm. Just contact Alasdair on 07825425084 or a.tenquist@bht.org.uk to receive a Zoom invite and the details of the session.

Focus Group Update

You may already be aware of our **BHT Focus Groups**. They arose from concerns you raised during the **Annual Snapshot Survey** last year. In this round three key areas of concern were identified:

- **The Neighbourhood Group:** Does BHT encourage healthy and harmonious neighbourhoods?
- **The Communications Group:** Are BHT forms of communication, written and verbal, up to scratch?
- **The new BHT Website Group:** Is the new website user friendly, easy to navigate and relevant?

Unfortunately due to the Coronavirus restrictions the group meetings had to be cancelled. However, we asked those who had kindly volunteered to join the groups to

give their feedback via online questionnaires, offering each group member £10 for each questionnaire completed.

These should all be returned by the middle of June, and we will make sure we report back to you on the results of the survey in the next edition of the Lighthouse.

An additional Focus Group – Pet Policy
Following requests from some tenants, we have decided to put together a Focus Group discussing whether the Pet Policy is fit for purpose, and whether we could clarify/improve it in certain ways.

If you are interested in joining the **Pet Policy Focus Group**, or joining in the next round of Focus Groups then just get in contact with me, Alasdair on 07825425084 or a.tenquist@bht.org.uk.

BHT In Bloom Competition



When 'social distancing' means that we're spending more time at home than ever before, you may well have been creating something beautiful in your outdoor space. Take a photo of it and send it to us and you could win a £20 prize!

The **BHT In Bloom competition** judges last year were staggered by the quality of the gardens they saw. BHT tenant Frances White of Hastings won the **Individual Garden Competition**. She transformed an overgrown garden into a magnificent riot of colour.

Due to the restrictions following the COVID-19 crisis, we will run the competition differently this year. We would like photos of what you have managed to create in your garden or patio area despite the restrictions. You have until the end of August to send us a photo – or series of photos.

It can be a collection of colourful pot plants on your patio, or a flower bed you have lovingly created. It could be a picture of a single plant you have nurtured to maturity. Or your garden in all its glory. Whichever it is, we want those garden photos!

Just send your photos to me, Alasdair, by email on a.tenquist@bht.org.uk, or get in touch on 07825425084 for more details. You could be receiving £20 for your green-fingered efforts!



How are you coping with lockdown?

Get inspired by BHT tenant Janette

We hear from BHT tenant Janette MC about how they are dealing with the lockdown, and her great idea for starting 'Girls' Night In' with friends.

Janette from St Leonards on Sea says she is really enjoying this time of restrictions. She has found that in this time of social isolation, she is noticing more, and has found the space to appreciate more the things she values.

'It's brought colour to my life', she says. 'I am noticing all the beauty around me, the birds, the flowers, the butterflies dancing in the sun. It's really heightened my senses'.

Janette is putting together a 'Lockdown scrapbook', a collection of photos and thoughts about anything that is particularly inspiring her during this time.

Janette's faith is very important to her. Thanks to her local Jehovah's Witness congregation continuing meetings four times a week by Zoom, she still gets the spiritual meeting content as before, and afterwards sees friends online to chat to. She says this has made a huge difference to coping with lockdown.

She also has socially distanced chats while walking her dog, and chats to neighbours from her balcony.

One of her bright ideas to keep connected with her friends was the brilliant concept of a 'Girls'-Night-In'. Everyone gets dressed up as if they are going to a posh restaurant. They send photos of themselves to the group's busy Whatsapp thread. They then plan themselves a nice meal, and post photos of what they're planning to cook on the same thread.

On the night the meals and drinks are posted and generally eaten before they start. The meal photos whet everyone's appetite, and include delicacies such as hot

cucumber and lime relish with Chicken Jalfrezi, and lemon drizzle crumble with mango. Yum!

After an online chat together it's dance night! They play their favourite songs and dance together, as if no one was watching. Her personal highlights included 'Crocodile Rock' by Elton John, and songs by Earth Wind and Fire.

Those who cannot attend on the night don't miss out. They catch up later and see what's been going on the next day where the Whatsapp comments, photos and videos remain for their delectation.

Janette seems to have adapted brilliantly to these difficult times, bringing the positives out of what could have been a very dark time for her – but she's noticing it in others as well. *'There is a feeling of communal love right now', she says. 'Every day is different and life is unexpectedly joyful'.*

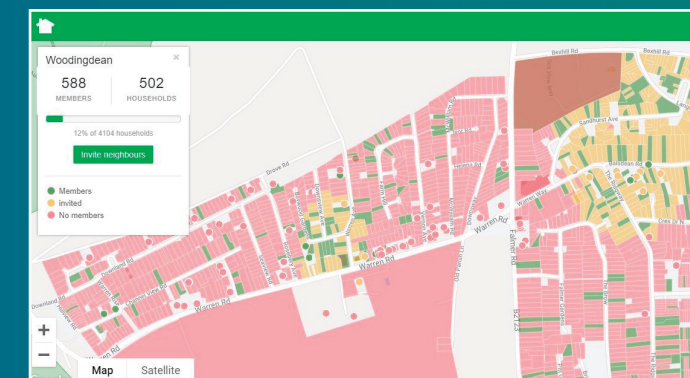
Do you have an inspiring story to tell? Please get in touch with us to share your uplifting news, or your bright ideas about how to cope during the pandemic.



One of the meals cooked on the night, hot cucumber and lime relish, garlic crackers with greek yoghurt, and a wonderful chicken jalfrezi.

Discover your local community

Nextdoor is a new kind of local social networking site, which enables you to connect and communicate with other residents in your neighbourhood. It's a great way of finding out what's going on locally, getting good recommendations and meeting new people.



Nextdoor also has a free mobile app for iPhone and Android devices

You can view all your neighbours that have signed up to Nextdoor and invite new neighbours around you by going to the homepage and then clicking on 'Map'. If you click on the 'events' link you will see all local events. You can also add an event of your own.

How about setting up a book club? Or maybe a yoga class?

On the homepage, **Nextdoor.com**, you will see the most recent public conversations posted by local **Nextdoor users**. These allow people to draw upon neighbours for advice and support, and spread information about events, activities and other local news. You can post to these conversations where appropriate.

Start your own conversation

You could let your community know about a local event, start a poll to find out your neighbour's opinions on a certain topic, or offer something for sale. Or you can have a private conversation with one neighbour if you want.

Kahuti and Scooploop are some other community websites you could try too

As you explore **Nextdoor** you will see that there are many other tools and features at your disposal. Take a look for yourself and become really involved with your community!

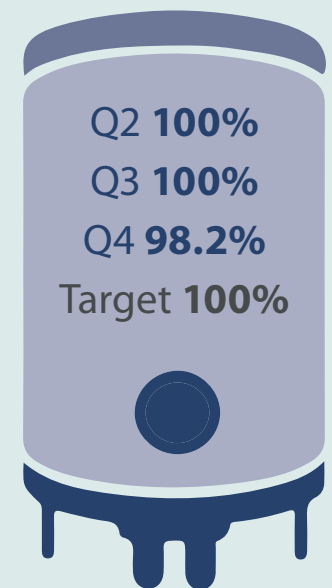
BHT Housing Services

How Well Are We Performing?

Q2 Jul-Sep '19, Q3 Oct-Dec '19, Q4 Jan-Mar '20

Boiler Servicing

Percentage of boilers serviced yearly



Repairs: Routine

Response time: 28 days

Q2 **95%**
Q3 **95%**
Q4 **92%**
Target **95%**

Rent Arrears

Percentage of overall rents collected

Q2 **97.2%** Q3 **97.1%**
Q4 **97.2%** Target **94.2%**



Letting

Days until vacated property is re-let



Repairs: Urgent

Response time: Four to seven days

Q2 **93%**
Q3 **90%**
Q4 **84%**
Target **95%**

Overall Satisfaction



Q2 **97%**
Q3 **97%**
Q4 **95%**
Target **90%**



Repairs: Emergency

Response time: 24 hours

Q2 **97%**
Q3 **95%**
Q4 **100%**
Target **100%**



Want to help run an **LGBT+** page in your *Lighthouse*?

We at *Lighthouse* are asking for volunteers to help run an **LGBT+** section in your *Lighthouse* newsletter. We need to hear your voices! We are also hoping to enlist BHT **LGBT+** staff volunteers to help us with this venture.

The newsletter section could be used in a host of ways which we can discuss together. For example, to share

upcoming events, webinars and links, and to signpost to other useful local information, services and resources. We will aim to integrate **LGBT+** experiences in service design and delivery.

David Chaffey, Head of BHT Housing Services said:

*'We want to lead by example in ensuring that every **LGBTQ+** resident feels at home in a BHT home. We look forward to working with residents, allies and partners across the organisation and the wider housing sector.'*

If you'd like to discuss this, or just pass on your thoughts please get in touch with me, Alasdair, on 07825425084, or by email on a.tenquist@bht.org.uk.

Return of the Jedi Diorama

Charlie Green, BHT tenant, tells us about his love of Star Wars

I have been a fan of *Star Wars* since I was a child, with *Return of the Jedi* being my favourite film. I especially love the Endor attack with the Ewoks and Chewbacca in the AT-ST Walker.

Since the Covid-19 lockdown I have spent most of my spare time making this diorama – a moving display with lights. Check out the flickering fire and moving speeder bikes.

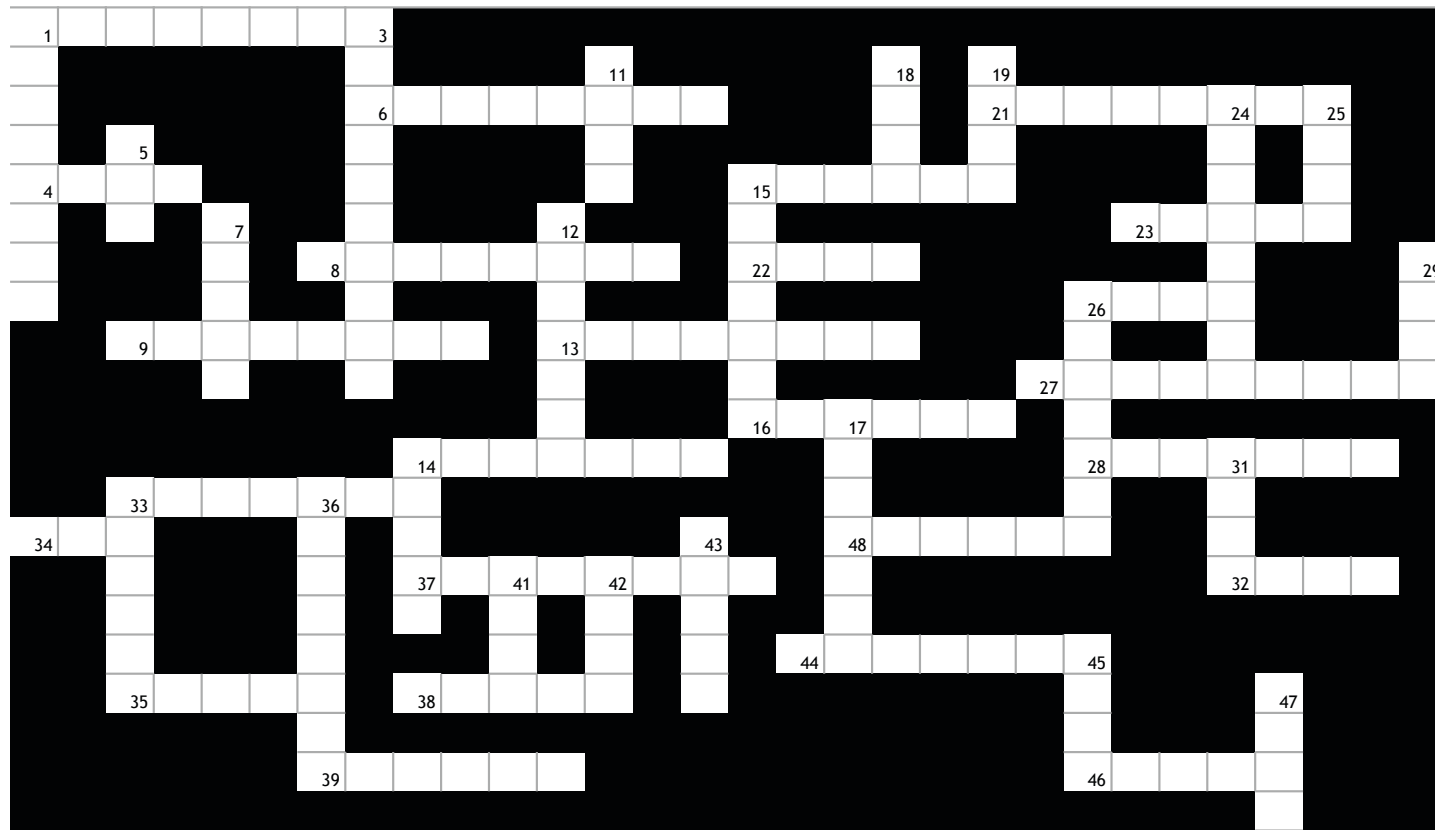
Having something that I am passionate about to occupy my time has been keeping me close with the force. I am



very keen to start making another one soon, so keep a look out for more.

You can watch the short video at this link:

www.youtube.com/watch?v=YXa5SZackJQ



BHT Crossword

(Answers on the back page)

Across

1. Grilled food cooked outdoors (8)
4. What the Sun generates in the summer (4)
6. A celebration that takes place in June in Northern Hemisphere (8)
8. There is plenty of this on a dry summer's day (8)
9. East Sussex seaside town with a fishing village (8)
13. There are more hours of this in summer than winter (8)
14. Disc shaped object thrown in parks in the summer (7)
15. Protective fort made out of sand in the summer (6)
16. Outside space in our homes to spend time in summer (6)
21. Item that shields you from the rain on wet summer days (8)
22. Insect similar to a butterfly that is attracted to the light (4)
23. Small items planted in spring to grow plants later in year (5)
26. Amphibian that normally lives on land (4)

27. Type of book you can read in the sun, as featured in Beatles song (9)
28. The larva of a frog or other amphibians (7)
32. Type of bird normally found in 31 down (4)
33. Flat, circular device used to tell the time of day (7)
34. Female farm animal that grazes in a field (3)
35. Place to seek refuge in the sun when it is hot (5)
37. Fitness activity carried out in the water (8)
38. Colourful large summer flowers grown on tall bushes (5)
39. Black and white scavenging bird found in gardens (6)
44. According to proverb, one of this bird doesn't make a summer (7)
46. Hard object used to make jewellery which is official birthstone of June (5)
48. Sugary fluid found in flowers that is collected by bees (6)

Down

1. East Sussex seaside resort that is home to Palace Pier (8)
3. East Sussex coastal town between Seaford and Bexhill (10)
5. Object used to cool down with on a hot day (3)
7. A stretch of land that borders the sea (5)
11. Plant that has leaves with a rich aroma that are used in cooking (4)
12. Parts of a building that are opened to let in air (7)
15. Summer activity that involves setting up a tent outside (7)
17. An arch of colours visible in the sky following a shower (7)
18. A portable shelter that is set up outside (4)
19. Summer month that has thirty days (4)
24. Evergreen shrub found in gardens with purple flowers (8)
25. Flying varieties of these insects are typically found in humid

weather (4)

26. Vehicle commonly operated on farms in the summer (7)
29. A garden tool that shares its name with an item of cutlery (4)
31. A small, enclosed pool of water that attracts nature (4)
33. Play features used by children in public parks (6)
36. Popular dessert consumed regularly in the summer (3, 5)
41. Species of flowering summer plants, named after a Greek goddess (4)
42. According to proverb, a rolling stone does not gather this green covering (4)
43. Slow moving mollusc that is a common garden pest (5)
45. Yellow and black striped insect found in gardens (4)
47. Seventh month of the year (4)

Our top picks of books, films, shows and podcasts for lockdown

Joe, Alasdair, Penny and Kittie of *BHT Housing Services* share their recommendations from tv, film, literature and radio. All of these are widely available FREE at the moment.

TV series

Back To Life – Daisy Haggard plays Miri, just released from prison and trying to cope with life on the outside. It's a black comedy, and the best thing I watched on TV last year on BBC iPlayer.

The Detectorists – Unique, heart-warming comedy about two metal detectorists searching for hidden treasure. Beautifully paced and so funny. Mackenzie Crook is just brilliant.

Sex Education – Easy watching. Gillian Anderson (Scully) plays a sex therapist. All about her son's experience of college and the questions teens have about the birds and the bees.

Blue Bloods (Sky One) – In its 10th series now – I watched it from the start! It follows members of an Irish Catholic family in NYC with a history of work in law enforcement.

Films

Walk The Line – The biopic of Johnny Cash starring Joaquin Phoenix as Cash and Reese Witherspoon as June Carter. It follows Cash touring the US in the fifties and sixties.

The Best Exotic Marigold Hotel – For travellers, this is a real feast for the senses. British retirees, including Judi Dench, Bill Nighy and Maggie Smith, experience culture shock on arriving in India.

Lion – Based on a true story. A captivating tale of a 5-year-old boy who ends up a long way from home, and his journey back to find his family. Heartbreaking and heartwarming!

Wild – Cheryl's world falls apart she goes for a REALLY long walk to find herself. Based on a true story, she treks alone more than a 1000 miles, across mountains, rivers and plains – a great watch.

Disney's Jungle Book – Loved this film since it came out ages ago! I still know all the songs!

Books

Everybody Died, So I Got a Dog – Radio presenter Emily Dean describes how she got a dog in the aftermath of losing two close family members and how this helped her grieving process.

Heresy (S J Parris) – I love historical thrillers. This is the first in a gripping series set in Elizabethan England featuring Giordano Bruno, philosopher, scientist and spy.

The Year of the Flood – Margaret Atwood is great at writing dystopian novels. Although the world we are living in now is a tad odd it was still nice to get lost in this weird fictional futuristic world.

Queenie – By Kimberley Chambers. I've just started reading it, Queenie is the mother of all gangsters. The story is a cross between Peaky Blinders and the Krays.

Podcasts

Grounded during lockdown – Louis Theroux has been recording fascinating and enjoyable interviews with famous people. Highlights include Lenny Henry, Boy George and Helena Bonham-Carter.

A Guide to Garden Wildlife (BBC podcasts) – I love nature, and these short guides to wildlife in your garden are excellent. Reveals wonders commonly found in habitats like walls, trees and under stones.

Contact Us

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 / 07826874849

Hastings, Eastbourne
and Saltdean
Kittie Ogden 07824306591

Tenant Involvement

Alasdair Tenquist
01273 645443 / 07825 425084

Out of Hours Emergency Repairs

01323 340018
(Details of emergency out of hours
service provided by our contractors)

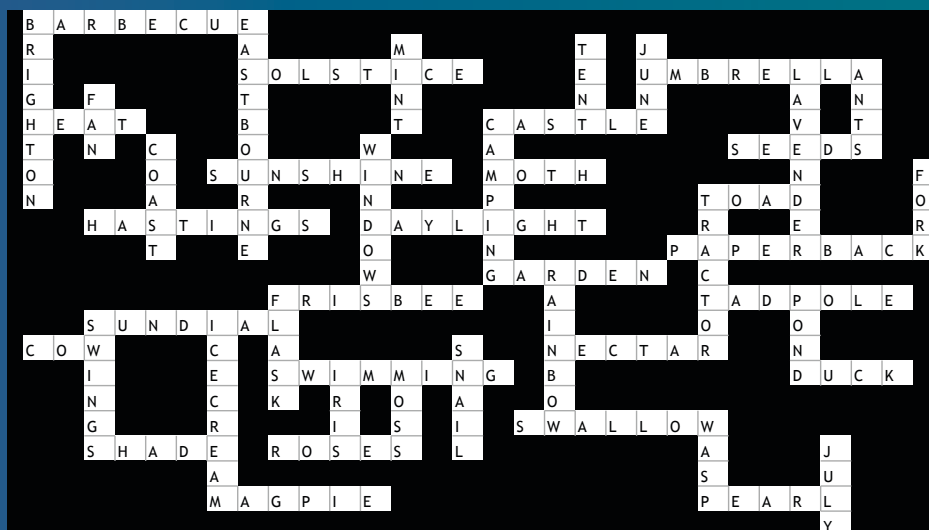
Gas emergencies

08000304435
(Robert Heath)

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

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

Crossword Answers



Congratulations to our prize draw winners

Congratulations to Amy from Hastings who won a £20 shopping 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 Owen from Brighton who won a £50 shopping 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.