

Issue Twenty Two | Oct 2020

# Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change

Houseproud Pledge –  
BHT is committed to  
supporting our LGBT+  
communities

News from The Choir  
with No Name

Be inspired by a secret  
garden haven created  
by BHT tenants

BHT's new Pet Policy  
Panel – get involved  
and support safe pet  
keeping policies

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





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

So, we're now 6 months into the pandemic, and it's still all very strange, but it's good to see some semblance of normality returning. I'm back in the office a few days a week, and the place is still like a ghost town – but it's good to see a few colleagues around.

Another bit of good news is that the repairs service is back to normal operations, not just emergency repairs. So don't be shy if you have a repair request that wasn't considered 'critical' during the lockdown. Just give the repairs service a ring on 01323 340018.

Nevertheless, the situation as we know could change at any point if there is a peak again, so listen out for government announcements on this, and do please refer to our website for information and updates.

Anyway, I really hope you enjoy this edition of the Lighthouse. As usual it's packed with lots of interesting and useful articles. Look out for news on the BHT Pet Policy put together by a panel of tenants and staff. You'll be blown away by Glenn and Keir's wonderful garden paradise in Golf Drive, Brighton. Tenant Louise tells us about her Sunday Roast fests with neighbours and how she has coped during the crisis. There's useful information on the Warm Home Discount scheme and of course all the regular slots, such as things to watch, listen to and read. This time some tenants have given me their suggestions.

Thanks all for reading. Stay safe and healthy!

Alasdair



Free Flu jabs this Autumn

Influenza can be a killer. There are likely to be up to 30 million free flu vaccines in 2020.

This year, the Government has extended the free jab to those aged 50 and over, children up to Year 7 at school, pregnant women, and those with conditions which make them more vulnerable to the virus. Frontline health and social care workers are also eligible to receive the flu vaccine.

When is the NHS flu vaccine available?

Availability will be starting from the beginning of October through to the end of January. You can arrange an appointment with your GP, local pharmacy or for pregnant women, your midwife may offer the jab.

If you are eligible, then it is important you get yourself the vaccine jab. With the threat of Covid-19 this winter it is more important than ever to make sure those who are most vulnerable are protected from the flu.

Front cover photo: Dazzling Autumn colours over Middle Lake at National Trust Sheffield Park and Garden, East Sussex. Photo by Dylan Jones from his brilliant travel blog, 'Shoot From The Trip'.

Photo of Alasdair across the page: 'I'm back in the office some days a week now. Notice my build has become slightly more-em-robust over the lockdown.'

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Houseproud Pledge

BHT are looking into signing up for The Houseproud Pledge.

This is a scheme that all social housing providers can sign up to, to demonstrate their commitment to LGBTQ+ resident equality and support. Research has shown that a third of LGBTQ+ residents felt unsafe and that they felt their landlord unable to deal effectively with issues like harassment.



**GDPR: keeping your data safe**

CLIMB GDPR survey

Have your say on how the NHS shares and uses data on you.

- Who should share your health data?
- How should your NHS health data be shared?
- What consent should be given?

Health data is information collected by the NHS. It is used to provide care, and sometimes also for research to improve care for others. However, there are ways of

David Chaffey, Director 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.'

More on **The Houseproud Pledge** in the next edition of Lighthouse.

Want to help run a BHT LGBTQ+ page in your Lighthouse?

We at Lighthouse are asking for volunteers to help run an LGBTQ+ section in your Lighthouse newsletter. We are also looking to enlist BHT LGBTQ+ staff volunteers to help us with this venture.

As a group, you will be discussing input into the Lighthouse LGBTQ+ Corner. For example, sharing upcoming events, webinars and links with tenants, and signposting them to other useful local information, services and resources.

If you are up for this, then please get in contact with Alasdair – **07825425084** or **a.tenquist@bht.org.uk**.

controlling how health data is used. Researchers based at the University of Cambridge would like to know your view.

Take part in a national survey. To access the survey, scan the QR code below:



Or visit **www.climbproject.org.uk**.

Note that you must be over 16 years old to participate in the survey (or under 16 with the consent of a parent / guardian).

It's important that you record the fact that you come under the Sussex Partnership NHS Foundation Trust in the survey when prompted.

# Brighton Choir With No Name update

**Choir with No Name is a charity offering a choir for people with life experience of homelessness.**

Since 2018 we have been singing our hearts out at rehearsals, leading to some sensational gigs. Last year we had amazing Christmas gigs at Brighton Dome and Cadogan Hall in London.

During the lockdown we stopped rehearsals, but we ran a 'virtual choir' weekly via Zoom as well as keeping in touch with our choir members.

## But now, some exciting news...

Government guidelines have now declared that singing is no worse than talking loudly – so we decided to move outside while the weather is still warm enough. On Monday 7th September we held our first rehearsal in



person – but outside, at Preston Park. There is strict social distancing and clear rules to ensure we are not breaking government guidelines.

## How long will we be doing this?

We're already looking into whether we can safely move indoors during winter. However, if there is another lockdown locally we will of course transition back online.

In light of recent government updates, this may be subject to change. Check the website for further announcements: [www.choirwithnoname.org/choirs/brighton-choir](http://www.choirwithnoname.org/choirs/brighton-choir) or contact Alex Procter, the choir manager on **07825 079132**.

# Amazon Smile – Fundraise for BHT whilst shopping on Amazon

## Did you know, you can fundraise for BHT for free?

Amazon Smile is a charitable scheme in which Amazon donates 0.5% of the net purchase price (excluding VAT, returns and shipping fees) of eligible purchases to BHT. AmazonSmile has exactly the same products, same prices, same service but for a good cause.

The money raised from Amazon Smile for BHT will help thousands of people with complex needs secure safe accommodation, overcome barriers to work and learning, and address issues such as addiction, poverty and mental health.



### Setting up Amazon Smile is easy:

Visit [smile.amazon.co.uk](http://smile.amazon.co.uk) and sign in to your Amazon account.

Go to 'My account' and choose 'Change your charity'. Then choose 'Brighton Housing Trust' as your chosen charity.

Save Amazon Smile as a bookmark, shop with Amazon and you on every purchase you raise funds for BHT!

If you have any questions, get in touch with [fundraising@bht.org.uk](mailto:fundraising@bht.org.uk)

# BHT Digital Champions – Help Your Community get Online.

The COVID crisis has meant that digital inclusion has become a necessity. But it isn't easy for everyone- according to the 2019 Lloyds Consumer Digital Index, 22% of UK adults (11.9m people) are classified as not having the Essential Digital Skills needed for day-to-day life. Amongst vulnerable groups, the figure is even higher- 93% of UK adults over 70 years old are effectively digitally excluded.

If you would like to share your knowledge and support other tenants to get online, you could volunteer to be a digital champion. Being a digital champion is about encouraging others to understand the benefits of being online and how to connect in this way.

You don't need to be a technical expert, you simply need to have a bit of spare time, have a few basic digital skills, and be passionate about helping others.

You can help anyone – family, friends, neighbours. And you can help tenants on any number of basic computer skills. For instance, managing their BHT MyTenancy online account, internet banking, using social media, shopping online – anything you want really.

It's a lovely way to meet people and a great skill to add to your CV. We'll provide you with everything you need, including training, free online courses and resources to support you. Have fun and feel good – it's very satisfying to know you've made a difference to those around you.

## How to get involved

If you'd like to be a digital champion, then please get in touch with Alasdair on **07825425084** or email [a.tenquist@bht.org.uk](mailto:a.tenquist@bht.org.uk).

# Louise Knight's Sunday roast fests and how she's coping in the lockdown

## Louise is a BHT tenant living at Cavendish House, Eastbourne. Here she tells us of her experience of living through COVID 19.

I'm coping OK I guess – though I watched a lot of TV! I care for another lady and we 'did' the lockdown together. It was good to have some company. I think I may well have gone stir crazy otherwise.

However, I did go out – I like to keep active, and I went for walks daily, e.g. prescriptions and provisions.

## Louise's Sunday Roast Fests

When I used to live in Essex, we had a group of neighbours who used to club together to make a proper Sunday roast. One person provided the cooked meat, another the veg, another say the gravy and the spuds etc. It worked brilliantly – we would have an agreed meeting place where we would divvy out the portions and then enjoy the meals together or on our own.

It's a great way for a community to bond and support each other and so I introduced it to Cavendish House in Eastbourne. Five/six of my neighbours and I in the property have been doing this for 2 years now, and it has proved really popular.

We had to stop for a while due to the COVID outbreak, but in late July we started up again – socially distanced of course.

## Louise's message for us all at this time?

*'I would just say look out for your neighbour, act as good neighbours and create a truly supportive community going forward...'*





## Glenn and Keir's Secret Garden Paradise

I first saw Glenn and Keir's garden last year at the Golf Drive community day. Whilst chatting with Glenn and Keir, I mentioned the *BHT in Bloom* competition, where awards are given for delightful gardens in BHT properties in East and West Sussex.

Glenn mentioned that he was a bit of a gardener on the quiet. I, being nosy, and loving all things horticultural, just had to have a look... What I found was a little gem of a garden, more like a luxurious jungle glade than suburban Brighton. I was delighted when they said they were happy to share their garden oasis with us. Glenn says:

*'We both feel extremely fortunate to have a little garden. Over the years we have developed it into the haven it has become for us (and our neighbour above). We have learnt what plants work best, and now have a place we enjoy all year round.'*



Thank you Glenn and Keir – theirs will be a hard garden to beat if you enter the **BHT in Bloom Competition** next year! Look out for more news about this in early 2021.



## Introducing the BHT Good Neighbour Award 2020

**Is your neighbour one in a million? Do they make a difference to your life or the lives of people in your community? Are they a BHT tenant?**

We're looking for nominations of tenants for this award for 2020. This is a chance for neighbours to say 'thank you' to

a BHT tenant who goes out their way to help others, someone who shows kindness and consideration.

The winner will be selected by representatives from a Good Neighbour Selection Panel made up of tenants and Housing Services staff. The winner will receive £50 worth of vouchers and a commemorative certificate. We would also like the winner to be featured in a press release on the award and to highlight why they won it.

The closing date for nominations is October 31st, 2020. Contact Alasdair for a nomination form: [a.tenquist@bht.org.uk](mailto:a.tenquist@bht.org.uk), 07825425084.

Unfortunately we cannot accept nominations from people who live together in the same dwelling..

## The BHT Tenant Pet Policy Panel

**BHT accepts that some tenants want to keep a pet. We acknowledge that keeping pets can offer significant health and well-being benefits to their owners.**

However, irresponsible pet ownership can cause a nuisance to other tenants and staff, as well as suffering for the animal(s).

Working with a group of tenants who are passionate about animal welfare, BHT has developed an official Pet Policy for tenants. The panel met online with Penny Laycock (Housing Services Manager) and Alasdair Tenquist to produce a clear policy. We wanted a document which would offer both clear guidance to tenants for pet safety and appropriate care, and also the safety of others who may be adversely affected by them.

*'I found being involved worthwhile as I'm so passionate about animal welfare and my community.'*  
Samantha,  
Panel member

As well as the policy itself, we have adapted some of the forms we currently use. In particular, the 'Pet Request and Welfare Form' now acts as a kind of pet 'passport', containing all the necessary information about the pet and the owner so that any issues can be rapidly and effectively dealt with.

*'I think the good 'passport' data will highlight poorly treated animals or people who may need a hand in some direction with control of their pet.'* Panel member

If you have any queries about the BHT Pet Policy and/or the process, please contact Alasdair, or your Housing Officer. Contact details are on the back page.

*'I'm delighted that BHT are taking such an interest in involving our community [in] creating [the] policy. It was a diverse group of people with a wide range of opinions, experience and abilities.'*  
Samantha,  
Panel member





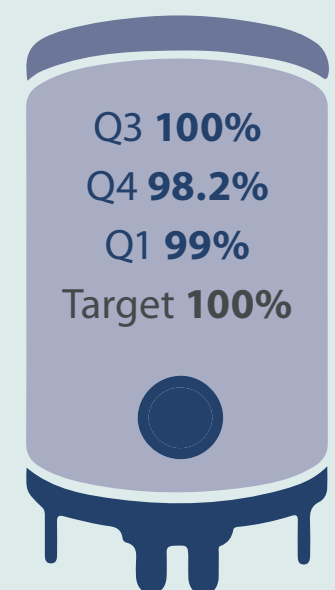
# BHT Housing Services

## How Well Are We Performing?

Q3 Oct-Dec '19, Q4 Jan-Mar '20, Q1 Apr-Jun '20

### Boiler Servicing

Percentage of boilers serviced yearly



### Repairs: Routine

Response time: 28 days

Q3 **95%**  
Q4 **92%**  
Q1 **100%** ✓  
Target **95%**

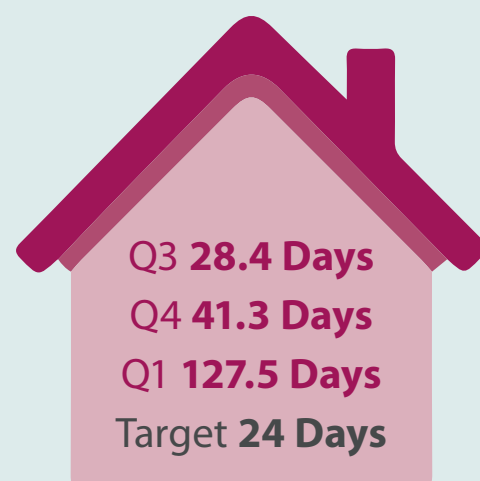
### Rent Arrears

Percentage of overall rents collected

Q3 **97.1%** Q3 **97.2%**  
Q1 **96.8%** Target **94.2%** ✓

### Letting

Days until vacated property is re-let



### Repairs: Urgent

Response time: Four to seven days

Q3 **90%**  
Q4 **84%**  
Q1 **99%** ✓  
Target **95%**

### Overall Satisfaction



Q3 **97%**  
Q4 **95%**  
Q1 **98%**  
Target **90%** ✓



### Repairs: Emergency

Response time: 24 hours

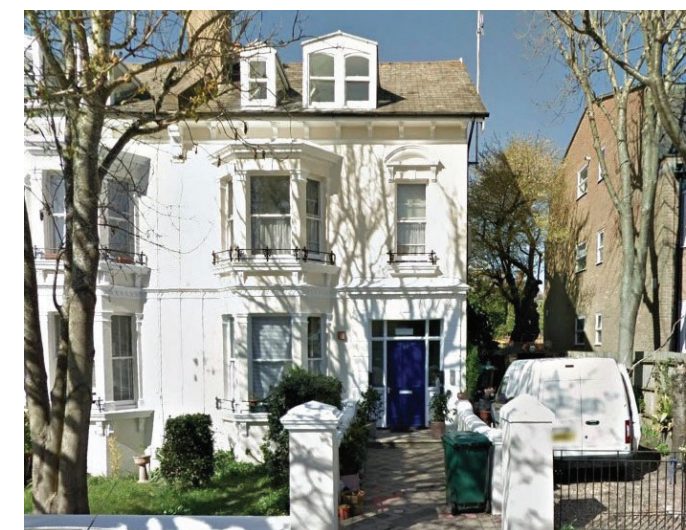
Q3 **95%**  
Q4 **100%**  
Q1 **100%** ✓  
Target **100%**

## Building works recommence at BHT

**Bonnie Bird, Building and Maintenance Surveyor for BHT, tells us what has been happening at BHT properties.**

We have faced some difficult times this year with the restrictions of lockdown, lack of materials and uprisings costs due to Covid-19. However, we're pleased to have completed the replacement of windows and further external works to Shanklin Court Brighton, which will help to retain heat and aid airflow in the properties – and has given it an overdue face-lift. 65-67 Springfield Road has also had an external property makeover with new windows and looks fantastic. Tenants of the completed projects were delighted with the results. Veronica, a tenant at Shanklin Court, said:

*'They're lovely! So much easier to use than the old heavy wooden windows, most of which were dilapidated, warped and difficult to open.'*



Ongoing external works at Marine Parade are hopefully looking to be completed by the end of October – if the weather behaves itself. We are spending in the region of £330,000 to improve the external property, replacing the front balconies, repairing windows or fitting replacements, a new fire escape walkway at the rear building, new roofs, parapet walls, re-decoration, and steel works to the structure of the bay windows.

We think that the new windows have created a much brighter, more comfortable and more attractive environment for our tenants. We hope they enjoy them!

## Warm Home Discount Applications now open

**If you are eligible, you could get £140 off your electricity bill for winter 2020 to 2021 under the Government funded Warm Home Discount Scheme.**

Some Warm Home Discount applications open already.

Applications are invited from low-income and vulnerable households. The scheme opens officially on October 12th 2020. However, some suppliers are open for applications. If you're with E.ON, Npower, Sainsbury's Energy, or Utility Warehouse then you can contact them now to apply.

You qualify if:

- you get the Guarantee Credit element of Pension Credit – the 'core group'
- if you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

Contact your supplier to find out more details.

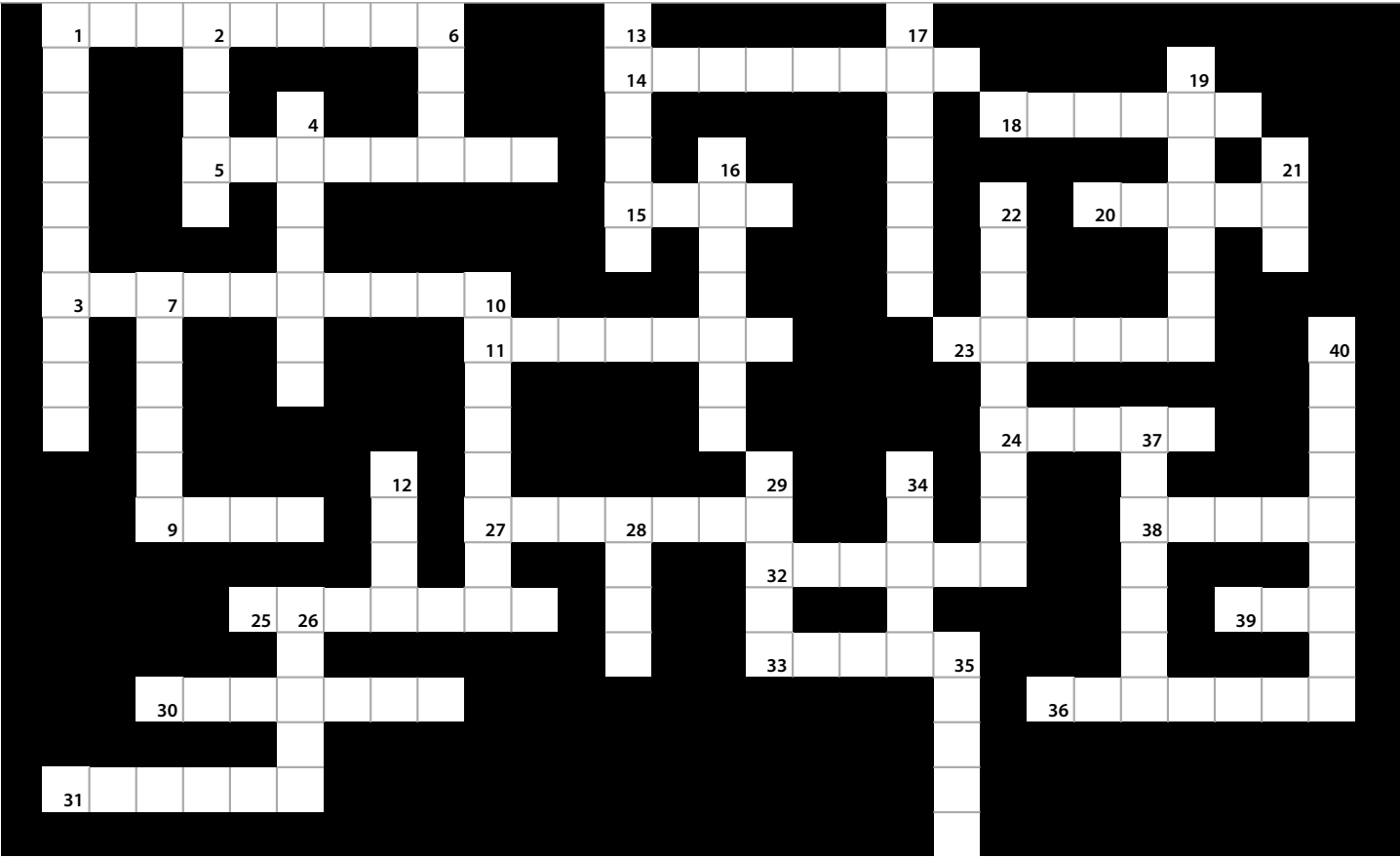
## Free Fire Safety Assessments for your home

Are you sure you are safe from fire – and would you know what to do in the event of a fire? And how risky is your property? As a result of COVID-19, the fire service have temporarily changed how they deliver their home safety visits to the community.

They now carry out special virtual visits over the phone where they talk to you about the fire risk in your home. They will then send you relevant information, and FREE smoke alarms to fit yourself (if you need them). In special circumstances the Fire Service can fit them for you.

Remember, you should test your smoke alarms regularly, at least once a month, and have one on each floor.

To book a FREE telephone assessment please call 0800 177 7069 – REMEMBER, IN THE EVENT OF A FIRE, GET OUT, STAY OUT AND CALL 999.



# BHT Crossword

(Answers on the back page)

- Across**

  - 1. The ninth month of the year (9)
  - 3. A medium that is watched when indoors during autumn months (10)
  - 5. They become longer when the sun sets earlier (8)
  - 9. Hot liquid food that is consumed in autumn to keep warm (4)
  - 11. The tenth month of the year (7)
  - 14. Name of both a tree and the edible nut that grows on them (8)
  - 15. Precious mineral that is the official birthstone of 11 across (4)
  - 18. Garment that provides an extra layer in autumn months (6)
  - 20. Agricultural material that is sometimes used to make hats (5)
  - 23. These go back at the end of October to mark the end of summer (6)
  - 24. Mystical woman renowned for wearing a pointed hat and travelling on a broomstick (5)
  - 25. Portable, enclosed source of light associated with 22 down (7)
  - 27. External means of combustion traditionally lit to commemorate Guy Fawkes Night (7)
  - 30. As canine is for dogs, this word describes the fox population (7)
  - 31. Bright colour of leaves during the autumn (6)
  - 32. The season that begins in September and ends in December (6)
  - 33. Mixture of rain and snow that partially melts when it falls (5)
  - 36. Traditionally worn to a Halloween Party (7)
  - 38. According to the firework code, how often you should go near a lit firework (5)
  - 39. Hot drink that warms the body up on a cold day (3)
- Down**

  - 1. The end of this leads to there being less daylight (10)
  - 2. Tall structures that shed their leaves in the autumn (5)
  - 4. This is turned on at home when the weather turns colder (7)
  - 6. Weather that becomes more frequent in the autumn (4)
  - 7. Foliage that is normally green but they change colour in autumn (6)
  - 10. The eleventh month of the year (8)
  - 12. Outer layer of clothing worn in autumn to keep warm (4)
  - 13. Where children return to at the start of September (6)
  - 16. The process of gathering crops which was traditionally marked with a festival (7)
  - 17. Squash-like fruit that is used as a decoration during Halloween (7)
  - 19. Small items grown on shrubs, such as Holly and Pyracantha (7)
  - 21. Nocturnal bird with good eyesight found in rural areas (3)
  - 22. Traditional feast day that is celebrated on 31 October (9)
  - 26. Type of fruit that is traditionally 'bobbed' during the autumn (5)
  - 28. What autumn is called in the United States (4)
  - 29. English romantic poet who wrote "Ode To Autumn" (5)
  - 34. Multi-storeyed accommodation where we spend more time in autumn (5)
  - 35. Woody shoots that fall from the branches of trees (5)
  - 37. Seeds of the Horse Chestnut tree that are used in a children's game (7)
  - 40. What certain animals and plants do during winter and autumn (9)

# Our top picks of books, films, shows and podcasts

BHT Housing Services, staff & tenants share their recommendations from tv, film, literature and radio.

## TV series

**W1A, Hugh Bonneville, Jessica Hynes**  
**On BBC iPlayer, recommended by Joe**  
A spin-off from the comedy series "Twenty Twelve", the team are this time in charge of creativity at the BBC, with hilarious consequences.

**'Vera' Brenda Blethyn**  
**On ITV Hub, recommended by Samantha**  
'Vera' is a brilliant police detective genre. Set against some stunning rural scenery, it's gritty at times but not offensive for the sake of it.



## Films

**'Fire In Babylon'**  
**On Amazon or YouTube for £3.99, recommended by Joe**  
A documentary on the brilliant 1980's West Indies cricket team. Features interviews and some archive footage – very relevant to the Black Lives Matter movement.

**The Matrix, Keanu Reeves, Lawrence Fishburne**  
**On Amazon for £3.50, Now TV and Netflix**  
**Recommended by Charlie**  
'The Matrix' depicts a dystopian future in which humanity is unknowingly trapped inside a simulated reality. The Matrix 4 is on its way soon, starring Keanu Reeves.

## Books

**William Dalrymple 'The City of Djinn's'**  
**Available on Amazon, or free at your local library,**  
**Recommended by Ian**  
Dalrymple has lived for years in India, and until a Rickshaw driver writes a book about Indian history this is as good as it gets. Also look out for Mark Tully, 'No Full Stops In India' – a brilliant book set in Calcutta.

**'Shantaram' by G D Roberts**  
**Available on Amazon, or free at your local library,**  
**Recommended by Ian**  
This is also brilliant read – a story of Australian criminal escaping from Pentridge and ending up in Bombay.

**Different For Girls: by Louise Wener**  
**Available on Amazon, or free at your local library,**  
**Recommended by Joe**  
The lead singer of 1990's indie band Sleeper, recalls experiences of the musical and cultural explosion in the UK at the time. A really entertaining read.

## Podcasts

**Making an Impression – Simon Lipson**  
**BBC Podcasts, Recommended by Joe**  
Simon is a retired impressionist. He discusses their craft and tries out impressions with other well-known impressionists. Look out for the episodes with Rory Bremner and Alistair McGowan.

# 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  
Redman Howard 07493 223096

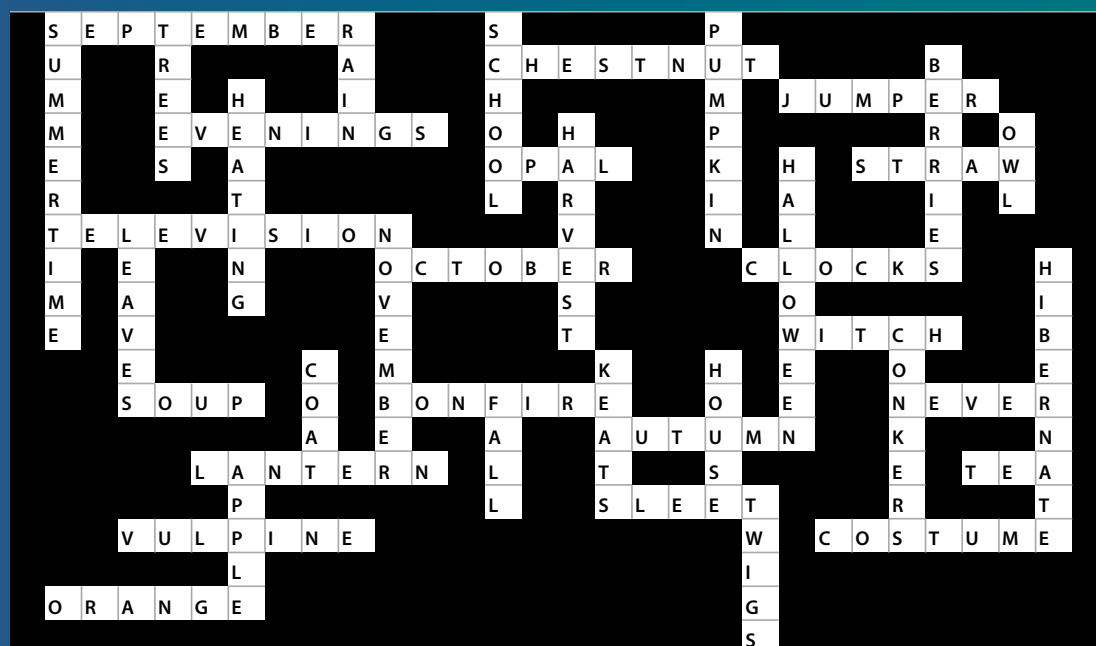
## Gas emergencies

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 Sean from Saltdean** 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 Ann from Hastings** 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 or complete a survey on the phone and you could win a £50 shopping voucher in our quarterly prize draw.