

# Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change



Gardening Competition

**Community Days at  
Shanklin Court and Baird  
House**

Meet Tenant Sustainment  
Officer – Jo Smith

**Tenant contributor  
– David Mayhew**

Hoarding awareness

**Energy Saving tips**

And much more





Dear Tenant

Welcome to the latest edition of the Lighthouse magazine.

In this issue we are pleased to report on numerous activities our team had a pleasure to attend and meet with BHT Sussex tenants. We visited sites in Brighton and St Leonards-on Sea during Community Days. Our annual gardening competition took the judging panel to various locations in the area. And some of us had a chance to enjoy Pride Parade in the company of our clients and tenants. We also feature one of our tenants – Mr David Mayhew, his life and work at Springfield Road.

As always our Environmental Officer - Mary, has prepared numerous tips to help us maintain healthy eco households. You will also have a chance to meet our Sustainment Officer - Jo and read about her work at BHT Sussex.

Lastly, we are happy to introduce to you two new members of staff at Housing Services: Karen Moignard - Maintenance Administrator and Shirley Bridle – Housing Services Administrator.

Enjoy!

**Anna Kuzan**  
Involvement Officer

Front cover image: flowerpots and beds at Ditchling Rise



## Maintenance Administrator

**Please welcome Karen Moignard**

Karen was born in the roaring 70's in Watford, Hertfordshire. She moved to Margate in 86 where she got her passion for traveling and a career in this field, working for Hoverspeed on a hovercraft as a Stewardess. She enjoyed a very rich career with numerous flight companies, including British Airways, making her way up to the position of Inflight Manager.

Karen has a great passion for delivering excellent customer service. Challenges provide variety and no day is the same. Bringing with her 5 years' experience in Property Management and having worked in Maintenance Repairs dealing with over 850 properties for Countrywide Residential, Karen has joined BHTS in April: firstly as Housing Services Administrator, quickly moving to the role of Maintenance Administrator. Karen lives in Hasting with her husband Darren and 7-year-old dog Ollie.



## Housing Services Administrator

**Please welcome Shirley Bridle**

I started working for BHT housing services in June, coming from an administrative background. Most of my career I have worked for the NHS, I worked in general practice for 12 years. I decided recently I wanted to take my career in a new direction and was very fortunate to be offered the Housing Services administrator role for BHT. I am also doing a degree in Business management.

I have 5 children with the oldest being 20 and the youngest being 3. They are my main focus in life and my greatest achievement. My weekends will always be spent entertaining them and standing on the side-lines cheering my son on while he plays football. There is never a dull moment in our house.



# The Tenancy and Sustainment Service at BHT Sussex

**Jo Smith the Tenancy sustainment Officer tells us about her work with tenants and how she could help you.**

I have now worked at BHT for 4 years. My role was introduced to help tenants who are struggling with their tenancies. This can be due to several factors such as rent arrears, personal debt, hoarding, mental health and benefit changes.

Over the past four years I have developed the role and adapted to our tenants needs. My priority is to build relationships with tenants, understand their stories and help them in a person-centred way.

Over the past 4 years I have worked with over 150 tenants in Brighton, Eastbourne and Hastings. Tenants have the option of either meeting me in their homes or at one of our three locally based offices.

Over the past few years circumstances have become particularly difficult for some tenants dealing with Covid and the cost-of-living crisis. I have worked hard to identify and access funds for tenants most in need. Over the past year I have been able to access over £2000 in funding towards utilities and food and secure several grants for carpets. I have also been able to refer tenants to mental health services when needed, help with foodbank vouchers and benefits. I try to help our tenants as much as I can personally and where I cannot help, I refer to outside agencies.

I enjoy my role within BHT as I get to work with and meet a great mix of people and love seeing first-hand what a difference my role can make to our tenants' well-being, perspective and outlook.

If you are a tenant that I may be able to help, please ask your housing officer or rent officer to make a referral. I am always happy to meet new tenants and help where I can.

- 3** BHT Tenancy Sustainment Service
- 4, 5** Hoarding Awareness
- 6, 7** Gardening Competition
- 8, 9** Tenant Contributor
- 11** Community Day
- 14** Environment
- 15** Pride



# Hoarding – a disorder that is on the rise

**Hoarding disorder is an ongoing difficulty throwing away or parting with possessions because a person believes that they need to save them.**

Hoarders may experience distress at the thought of getting rid of the items. They gradually keep or gather a huge number of items, regardless of their actual value.

Hoarding often creates extremely cramped living conditions with only narrow pathways winding through stacks of clutter. Countertops, sinks, stoves, desks, stairways, and all other surfaces are usually piled with stuff. Those affected by hoarding disorder may not be able to use some areas for their intended purpose. For example, they may not be able to cook in the kitchen. When there's no more room inside your home, the clutter may spread to the garage, vehicles,

yard, and other storage areas. Hoarding ranges from mild to severe. In some cases, hoarding may not have much impact on your life, while in other cases it seriously affects your daily functioning. People with hoarding disorder may not see it as a problem, so getting them to take part in treatment can be challenging. But intensive treatment can help those affected understand how their beliefs and behaviours can be changed so that you can live a safer, more enjoyable life.

## Symptoms

Problems with hoarding gradually develop over time and tend to be a private behaviour. A person who hoards may avoid having family, friends or repair workers in their home. Often, major clutter has developed by the time it reaches the attention of others. Typical symptoms of hoarding include:

- Getting and keeping too many items that you may not have a need for right now and don't have space for.
- Ongoing difficulty throwing out or parting with your things, regardless of their actual value.
- Feeling a need to save these items and being upset by the thought of getting rid of them.
- Building up clutter to the point where you can't use rooms.
- Trying to be perfect and avoiding or delaying decisions.
- Problems with planning and organizing.
- Hoarding disorder is different from collecting.

People who have collections, such as stamps or model cars, carefully search out specific items, organize them and display their collections. Collections can be large, but they aren't usually cluttered. Also, they don't cause the distress and problems functioning that are part of hoarding disorder.

## Complications

Hoarding disorder can cause a variety of complications, including:

- a fire hazard
- increased risk of falls
- injury or being trapped by shifting or falling items
- family conflicts
- loneliness and social isolation
- conditions that aren't clean and can be a health risk
- poor work performance
- legal issues, such as eviction.

Hoarding disorder also is linked with other mental health conditions, such as: depression, anxiety disorders, obsessive-compulsive disorder (OCD), attention-deficit/hyperactivity disorder (ADHD).

## When to see a doctor

If you or a loved one has symptoms of hoarding disorder, talk with a health care provider or a mental health provider with expertise in diagnosing and treating hoarding disorder as soon as possible. As hard as it might be, if your loved ones hoarding disorder threatens health or safety, you may need to contact local authorities, such as police, fire, public health, child or elder protective services, or animal welfare agencies.

If you would like more advice please get in touch with a member of Housing Services team, we will be happy to support you. by clicking on this link you can learn tips on how to help someone who hoards For even more info visit [www.hoardinguk.org](http://www.hoardinguk.org).





The sole gardener winner: Keving T. of St Leonards on Sea

# BHTS in Bloom 2023

**This year's gardening competition has seen a big uptake of contestants at BHTS projects which was a nice mix in comparison with the previous years.**

The judges welcomed the opportunity to visit Shore House where staff and clients have presented the fruits of their hard work. This huge and full of potential outdoor space that had sat neglected for a while is becoming more accommodating allowing clients to relax, socialise and have a meal outside of four walls. With good use of recycled materials and a selection of vegetables being grown it is nice to see the community within the block coming together with one aim: to get the garden where they want it.

Another project presenting their garden is Archway. This garden has been remodelled thanks to Lottery Funding, very keen gardeners within the block and a wonderful, green-fingered volunteer, Sue. It is an excellent space based on sensory experience as well as colour and variety. Very nice new design to this garden, implemented a variety of materials - some of which are recycled. Bug hotels,

composting areas, pond and a wet garden area all contribute to this garden in an environmental way.

The judges also visited a garden at Ditchling Rise where one of last year's winners – Mary has showed us the work of Recovery Project clients which Mary has been actively supporting in her voluntary capacity. This garden has moved to having more planters and pots that are tended by individual residents. A very well-maintained planters with a variety of flowering plants and seeds as well as summer bedding throughout the scheme add needed colour. There is a woodwork shed at the back and it is a great resource to assist in helping build recycled timber planters.

Another project to visit was Move On where Mary now resides. The garden displays great energy and enthusiasm

Communal garden winner: Shore House project



and has a number of well-thought-out and eye-catching features. Mary has plenty of ideas on how she wishes to improve the garden area. Nice mix of colours and textures throughout the garden with the use of flower seeds and summer bedding. Mary had an interesting idea for the rear area to be left to go wild.

Paul, a client at Route One Project has surprised us with his variety of summer bedding plants and flowering shrubs which add an amazing splash of colour as you enter the garden. Paul not only plants and tends to this space but buys himself the plants for the garden he likes most. It is a corner of brightness and calm in a communal space – an individual tenant's effort to keep the garden colourful.

Among gardens presented by tenants, judges were very pleased to see the space at Blake Court overseen by Mary Penegar. The space forms a lovely oasis of colours and textures amongst the pre-existing estate shrubbery, and it presents great sense of ownership of communal plant bedding. Colourful ornaments within the borders add to the overall presentation.

And a garden by Kevin – a tenant in St Leonards. Kevin's garden is as quirky as ever and continues to be improved with, for example, the addition of a water feature with the surrounding rockery. Judges have noticed a good mixture of flowers, shrubs and vegetables. Kevin proves to know exactly how to upcycle objects, turning them into pieces of art adorning his garden. The incorporation of recycled materials and experimentation with numerous species to see what works best in this space leaves us without a doubt of Kevin's passion for his garden.

It has been decided that this year there will be a joint first prize in a Sole Gardener category and the awards go to Kevin Towner of St Leonards-on Sea for his quirky and amazing creation; and Paul Kestell at Route One in recognition of his



The runner up: Mary Penegar of Brighton

colourful creation, dedication and of the obvious pleasure that he gets from tending his garden. Congratulations to both.

There is another joint first prize this year for two gardens in the Communal Garden category and the awards go to Mary Davies at Move On and the residents of Shore House. Well done!

Finally we would like to award the Archway Project for the best Environmentally Friendly Garden. Amazing achievement!

Archway Project: winners of the most environmentally friendly garden





# David Mayhew: Life and Work at Springfield Road

In this issue of the Lighthouse magazine we are pleased to introduce you to a very talented, long-term tenant at BHTS.

Mr David Mayhew is a multi-disciplinary artist and a philosopher. Previously the staff and tenants had a chance to familiarize with David’s amazing gardening skills during BHTS in Bloom competitions. But David’s passion and interests reach far and wide beyond plant cultivation.

On a beautiful sunny day myself and Charlie (Tenant Scrutiny Panel) are being invited to David’s flat at Springfield Road. The flat is filled with classical music of which David is a keen admirer. We are being immersed in an eclectic space full of interesting objects and pieces of art. David invites us to take a sit. We are confused as the chairs are so unusual and look like objects to admire rather than to sit on. Since his early days at Springfield Road David has been taking a very keen interest in the house, actively working towards house improvements, refurbishing and building. ‘There was a lot of devastation to the properties in this area back in the late 70’s and early 80’s. My friends and I opposed to the vandalism by building and creating.’

Since then David played a key role in the restoration of the property at the same time working in the coach house located at the back of the property. His artistic nature kept him busy as he dedicated his life to making grandiose old oak refectory tables, chairs, dressers, bed frames.

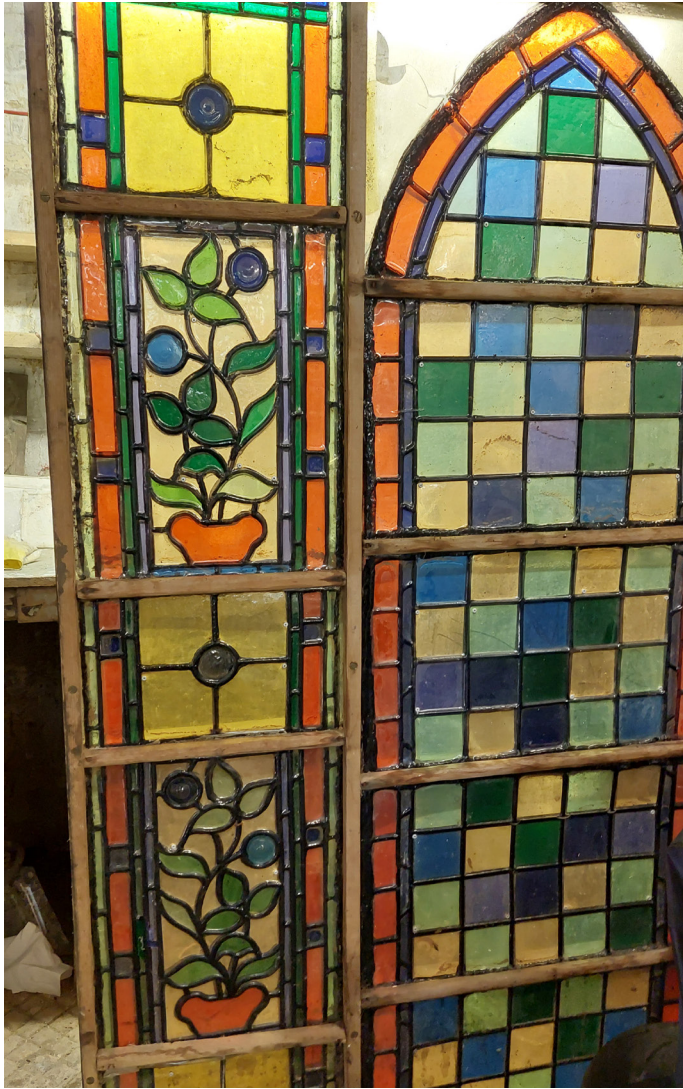
As we are passing through the flat and out to the garden we discover more furniture and sculptures. David explains that some of them are made of plastic film using a vacuum forming machine. And then he shows us his beloved coach house. ‘It was agreed I could use the Coach House as a workshop and studio as long as it was rendered safe. There was no roof, no stairs, half a wall was missing, some bits had to be knocked down and brickwork redone. It has cost considerable funding in money but, also in sheer physical labour which has been ongoing through the years.



I restored the fabric of the Coach House and have used it as a workshop.’ Then we walk up the stairs and the warmth and light pouring through the rows of windows cocoons us comfortably. And the colours that fill in the space seem to be announcing our arrival to some kind of magical place. There are dozens of sculptures and picture frames - probably David’s favourite object to recreate with the vacuum forming machine. So how does it work? David shows us how to operate the machine. Vacuum forming is a technique for shaping sheet plastics into 3D shapes. The process involves heating a plastic sheet until soft and then draping it over a mould. A vacuum is applied sucking the sheet into the mould. The sheet is then ejected from the mould. Colour can be applied before or after.

It has been an amazing adventure to have met David, to hear about his life at Springfield Road and how he’s been actively involved in the life of the place.

Would you like to be featured in the magazine? We want to hear from you if you would like to share your arts and crafts with us on the pages of the Lighthouse magazine.







## Shanklin Court and Baird House Community Days

Colleagues from various departments once again attended Community Days organised by Housing Officers at BHT Sussex – Toyah Thomas and Kiri Blackman.

The events took place at Shanklin Court in Brighton and Baird House in St Leonards by Sea and our partners and contractors were present and assisted us with numerous jobs. On two separate occasions we were blessed with beautiful, sunny weather which helped us in achieving the following goals:

- clearing rubbish and bulky items from the front of the properties and from gardens and residents' homes.
- Engaging with residents and following up on-going repairs issues
- Fixing slamming doors in corridors
- Filling annual tenant satisfaction survey
- Offering support with debt
- Updating residents contact details including NOK

- Discussing a plan to combat an on-going mould issue
- Checking fire alarms and fire safety catch ups
- Planting new plans and shrubs
- General cleaning

We would like to thank the residents who came out to talk to us – we appreciate your time and feedback. Big thanks also goes to the contractors (in no particular order): Groundscapes, Redman and Howard, Cleaning4U, Blatchington and also East Sussex Fire Services.



# BHT Housing Services:

How Well Are We Performing?

Q3 Oct-Dec 2022, Q4 Jan-Mar 2023, Q1 Apr-Jul 2023



### Repairs: Routine

Response time: 28 days

Q3 **92%**

Q4 **87%**

Q1 **86%**

Target **95%**



### Repairs: Urgent

Response time: 4 to 7 days

Q3 **81%**

Q4 **71%**

Q1 **73%**

Target **97%**



### Repairs: Emergency

Response time: 24 hours

Q3 **88%**

Q4 **72%**

Q1 **81%**

Target **100%**

### Repairs: Overall Satisfaction

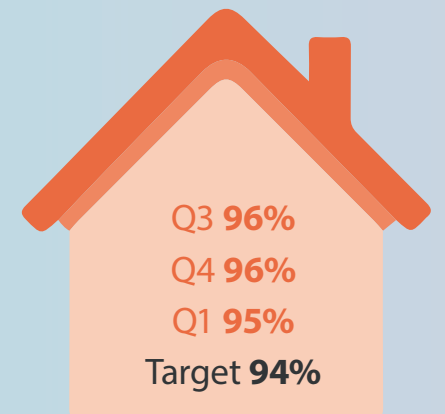


Q3 **98%**

Q4 **93%**

Q1 **87%**

Target **90%**



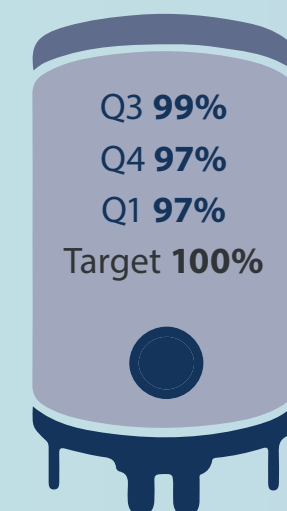
### Rent Arrears

Percentage of overall rents collected



### Boiler Servicing

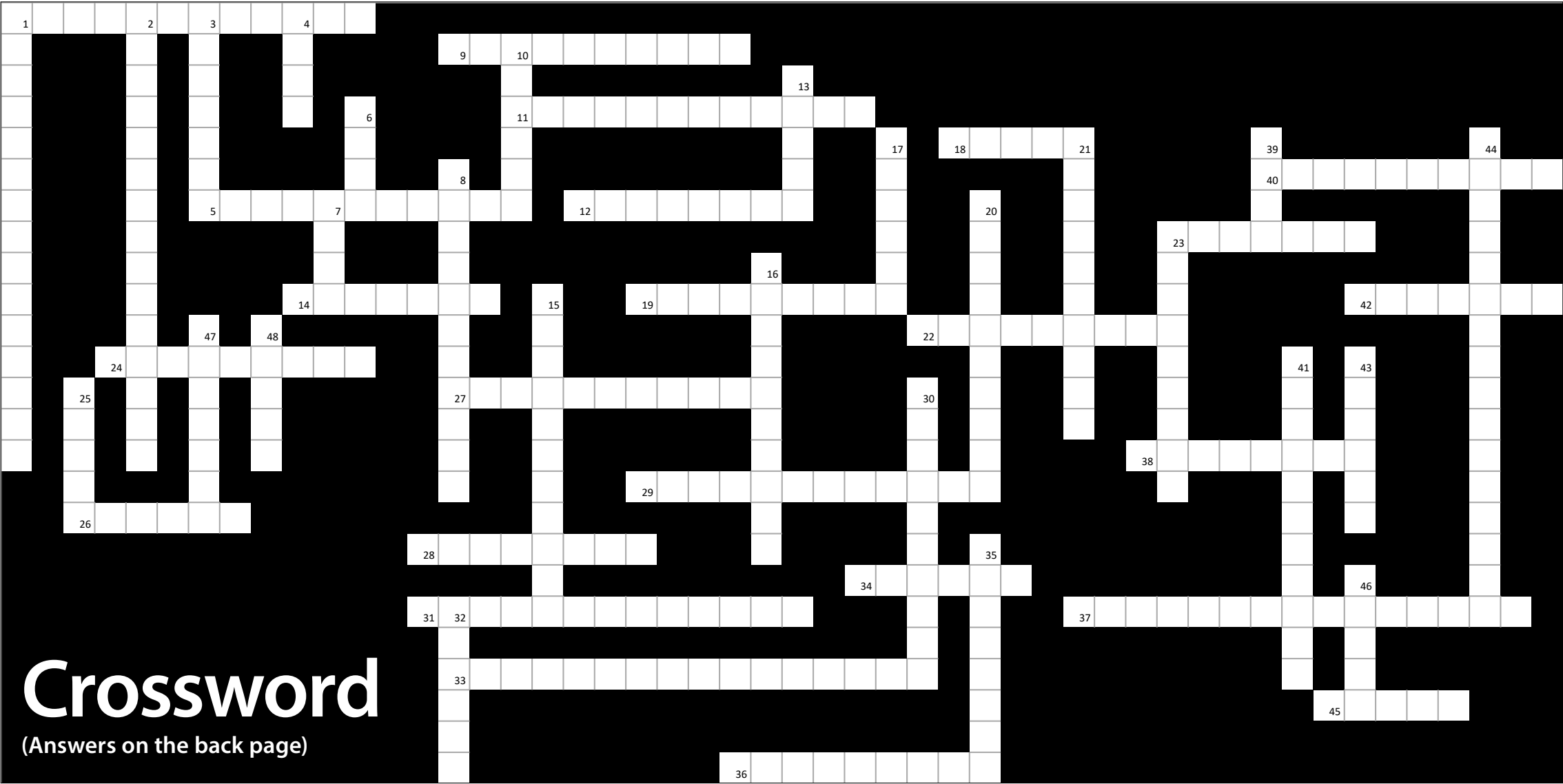
Percentage of boilers serviced yearly



### Letting

Days until vacated property is re-let





# Crossword

(Answers on the back page)

Across

- 1. Tenant event that takes place in summer months at BHT Sussex properties (9,3)
- 5. Ongoing upkeep that takes place to buildings (11)
- 9. A set of precautionary measures aimed to prevent a blaze (4,6)
- 11. The amount of expenditure accrued on essential items of spending (4,2,6)
- 12. East Sussex seaside town famous for a 1066 battle (8)
- 14. Remedial works that take place in a property (7)
- 18. Electrical components that produce light (5)
- 19. Secure web-based portal that enables BHT Sussex tenants to check their rent account (2,7)
- 22. Yearly inspections that take place to boilers (3,6)
- 23. A humorous drawing found in a newspaper or magazine (7)
- 24. Costs levied directly to tenants for repairs (9)
- 26. Channels that control the safe movement of unwanted water (6)

Down

- 1. Community singing group of homeless people in Brighton (5,4,2,4)
- 27. Tips to reduce areas of financial outgoings (5,6)
- 28. Local centre that stores provisions for people living with a restricted budget (4,4)
- 29. Peripatetic exercise gathering (7,5)
- 31. BHT Sussex tenant group that reports on how Housing Services is performing (8,5)
- 33. Regular checks that take place on the upkeep of BHT Sussex properties (5,11)
- 34. Pictures taken with a camera (6)
- 36. Lockable upright storage units (9)
- 37. Suggestions made on good films and television programmes to watch (15)
- 38. City in East Sussex where BHT Sussex's Head Office is based (8)
- 40. A thorough routine check (10)
- 42. A radio broadcast made available via the Internet (7)
- 45. Thoughts or suggestions on possible courses of action (5)

- 2. Government-funded social security payment for people on a low income (9,6)
- 3. BHT Sussex's annual gardening competition (2,5)
- 4. Random ballot that takes place to determine winner of competitions (4)
- 6. Town located directly to the west of Brighton (4)
- 7. Tall shrub planted at Baird House in early 2022 (4)
- 8. The surroundings in which an animal or plant lives (11)
- 10. A list of ingredients and set of instructions for cooking a set dish (6)
- 13. Regular items of household expenditure for items such as utilities (5)
- 15. An agreement made with a bank to pay a third party on a set date (6,5)
- 16. Handy hints on making best use of power sources (6,4)
- 17. Organised research carried out to obtain feedback (6)
- 20. A collection of people assembled to discuss a particular topic (5,5)
- 21. Device fitted in homes to help provide accurate energy bills (5,5)

- 23. Word puzzle that features 'up' and 'down' clues (9)
- 25. The group of directors responsible for BHT Sussex's strategic direction (5)
- 30. Substantial repairs or redecorations carried out to a property (5,5)
- 32. Insulated wires used for transmitting electricity (6)
- 35. A list of names and their telephone numbers (8)
- 39. An inventory of items (4)
- 41. Regular feature in Lighthouse for people from the lesbian, gay and trans communities (5,6)
- 43. Living organisms sometimes grown in pots (6)
- 44. Policy of ensuring all users have access to information regardless of skills and access to I.T. (7,9)
- 46. First name of BHT Sussex's Chief Executive since January 2023 (5)
- 47. Listings of local events section published in Lighthouse (5,2)
- 48. Annual festival for the LGBTQ community that takes place in Brighton every August (5)



# Witches Brew: Pea and Bacon Chowder

In anticipation of autumn festivities Charlie Green shares with us his recipe for Witches Brew.

Ingredients

- 1 tbsp olive oil
- onion, finely chopped
- 1 garlic clove, crushed
- 650g frozen petit pois
- 750ml vegetable stock
- 6 rashers streaky bacon – can be substituted with vegetarian/vegan option
- 1 tbsp butter, optional

Method

Heat the oil in a saucepan. Add the onion and gently cook over a medium heat for 5-6 mins until softened but not coloured. Add the garlic and cook for a further minute. Stir in three-quarters of the petit pois, then pour in the stock. Bring to the boil and simmer for 10-12 mins. Meanwhile, grill the bacon until crisp.

Allow to cool for a few mins, then carefully transfer to a food processor and whizz until smooth. You might need to do this in two batches, depending on the size of your processor

Return the soup to the pan and add the remaining petit pois. Bring to a boil and simmer for 2 mins or until the whole peas are tender. Season to taste, then stir in the butter, if using. Break the bacon into pieces and scatter over bowls or mugs of soup. The soup can be made up to a day ahead; just grill the bacon on the day.

Serve with crusty bread.

Enjoy!



# Environment

## Make winter homes for wildlife

In autumn it’s not just us who are preparing to huddle up for the winter months. Much of our wildlife is preparing for winter too. Where we have a garden or outside space, leaving some areas untidy and not cutting back some plants until spring can be a big help to creatures over winter. A pile of dead leaves, vegetation, and twigs can provide a cosy place for hedgehogs, frogs and toads to hibernate. It will also provide space for insects. Bugs need warm and dry shelters in the cooler months. We need insects to pollinate plants, some eat the insects we don’t like, and they provide food for birds, frogs and toads. So, don’t leave your outside space too tidy – leave a home for the wildlife. You could even make a bug hotel using bricks, wood or or broken posts – giving them a better chance of making it to spring. More on how to make insect homes.

10 Ways to Help Wildlife in Autumn - Woodland Trust

## Counting the cost of energy

Now we are moving towards shorter days the cost of energy is a concern for us all. Go Compare have produced a handy energy cost calculator that can give you an idea of how much using your everyday energy appliances can cost. Be aware that your actual cost will depend on the tariff you pay on your electricity – however it gives you an idea of where you could reduce costs eg it shows a 10-minute electric shower costs 49p, and a four-minute shower 18p. And an oil-filled radiator for two hours is estimated to cost £1.20. You can find the calculator here: [Energy Cost Calculator UK | GoCompare](#)

## Winter energy saving tips

A reminder of ways you can save energy:

Simple everyday changes can help cut your energy costs and reduce your impact on the environment. Remember to turn off lights and appliances when not using them, and if you can dry washing outside when we have wind and in winter.

- Using LED lightbulbs saves on energy use and they last much longer.
- Doing fewer loads of washing – by making sure the machine is full and washing clothes when they are dirty saves energy and water

- Reducing the time you spend in the shower saves energy and water.
- Draught-proofing doors and windows can save money and make your home feel warmer – make sure you open a window when using the kitchen and bathroom though, and if drying washing indoors – to reduce moisture indoors and avoid damp and mould.

## Enjoying Autumn outdoors

Autumn can be one of the loveliest times of the year to get outside – which is great for our physical and mental health. By taking a walk to a local park or green space you can see the leaves of the trees changing colour, and enjoy the lovely golden light of autumn, and see birds eating autumn berries. Also, it’s a chance to enjoy some late sunshine and get some vitamin D3 – which keeps our bones and muscles healthy and immune systems strong.

Walking for health - NHS ([www.nhs.uk](http://www.nhs.uk))

## Have a low waste Halloween

If you enjoy celebrating Halloween, reduce waste by avoiding buying plastic decorations. The scariest thing about Halloween is the amount of waste it produces. Many decorations and costumes are made of plastic that is used once and thrown away. Look for paper pumpkin and garland decorations, paint scary faces on used jars to make lanterns instead of buying glow sticks that are used once and thrown away, and if you carve a pumpkin use the flesh to make soup. You can also get creative by making your own masks and costumes from clothes you already have – there are plenty of ideas and tips online, for scary fun that doesn’t cost the earth.

Top tips for a sustainable Halloween – The TerraCycle Blog

# LGBT+ Corner

## Bring on the rain, bring on the train strikes, the spirit of the LGBTQIA+ community in Brighton and Hove could not be quelled.

**Eight thirty a.m. on 5th August, what started off with menacing showers and belting winds, volunteers gathered on the lawns. Everyone donned to the hilt in all the colours of the rainbow a mix of feathers, and flamboyant balloons.**

There was certainly a message to be carried by each and every float and specifically the BHT staff, clients, tenants and board members who did not disappoint on their open topped bus, encompassing the theme of Love, Protest and Unity.

The parade got off to a great start and the weather very generously subsided and the sun came peeking out. Led by the veterans, some of whom marched in the first Pride, celebrating 50 years of gay liberation and equal rights for all. The streets were adorned with well wishers, local supporters

and those who had travelled from afar. We personally chatted to several revellers who had come from Australia and the States to be a part of what is arguably, the biggest weekend in Brighton.

The celebration of diversity weaved its way through the streets of Brighton with music blaring, lights flashing and vibrant colours, finally arriving at Preston Park which was necessarily secured and policed.

Preston Park had evolved into a small village with a variety of food stalls, pop up bars, coffee shops and of course music tents, catering to every genre imaginable.

The line up on the main stage was a combination of home grown and international artists culminating with Black Eyed Peas on Saturday, and Steps, closing down on Sunday. Performers such as Mel C and B\*witched were not to be missed and DJ sets from Gok Wan and honey Dijon had the masses enthralled.

Unfortunately, due to the train strikes, the numbers were down which did affect the sales of food and drink outlets, however this did cut down on the queuing time for those who attended, and certainly did not affect the morale.

The pictures speak volumes and no doubt, the message of “Love, Protest and Unity” was carried far and wide and the LGBTQIA+ community, once again, did Brighton and Hove proud.



## The Pride Parade reportage is brought to you by our new volunteer Craig.

Hi, I'm Craig, 35 a member of the LGBTQI+ Community and a tenant of BHT, I look forward to starting my new role with the Lighthouse Magazine and hope to bring you all the latest information within the LGBTQI+ Community Sussex.



# Contact Us

## 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 4425.

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 4425

## Head Office and General Enquiries

144 London Road  
Brighton BN1 4PH  
01273 645400  
[info@bht.org.uk](mailto:info@bht.org.uk)

## Rents and Repairs

01323 340018  
[rents@bht.org.uk](mailto:rents@bht.org.uk)  
[repairs@bht.org.uk](mailto:repairs@bht.org.uk)

## MyTenancy

[www.mytenancy.co.uk](http://www.mytenancy.co.uk)  
Report a repair or check your rent statement on-line

## Housing Officers

Brighton Housing Officer  
Daisy Fellowes 01273 645454 /  
07826874849

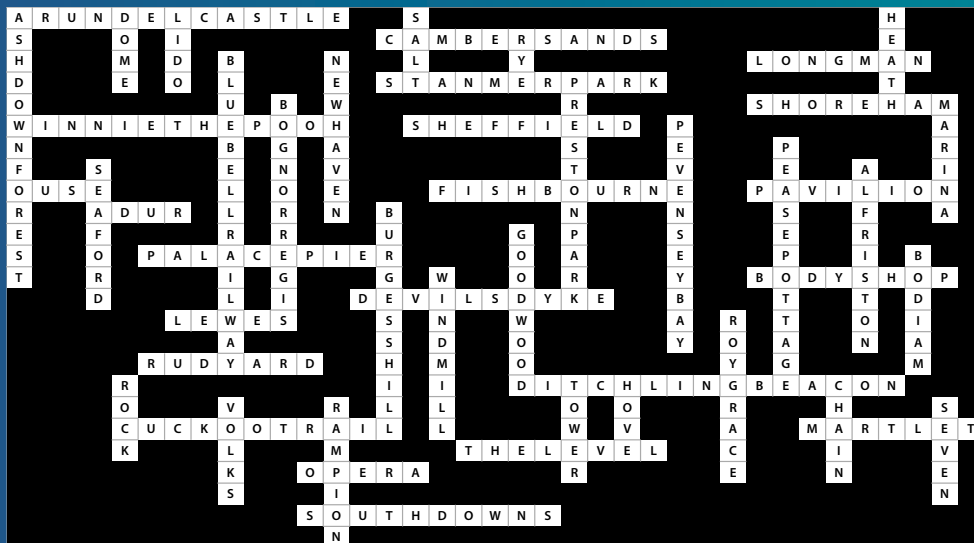
Hastings, Eastbourne & Saltdean  
Toyah Thomas  
07824306591

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.

## Crossword Answers



## Congratulations to our prize draw winners

Congratulations to Toby from Brighton who won £50 shopping voucher in the Snapshot Survey prize draw.

Congratulations to Naser from Brighton and Jacqueline from Brighton, both won £20 shopping voucher in the Snapshot Survey prize draw.

Thank you all of you who participated in the survey.