



Issue Thirty Six | June 2024



Lighthouse

sussex

Combatting Homelessness, Creating Opportunities, Promoting Change

Dreams Tomorrow - Story of a song

No fly tipping please!

MyTenancy - what is it?

How to make a complaint - new procedure

Cuckooing - a harmful phenomenon

Brighton Pride with BHT Sussex

Community Days - getting to know our tenants better

Feeling the benefits - are you missing out ?



Dear Tenant,

It is my pleasure to welcome you to the Summer edition of Lighthouse Magazine. We are happy to announce the winner of the cover photo competition. The winning photo was sent to us by Libby Park of Hastings. Congratulations Libby, you have won a £10 gift card.

Thank you to all of you who have sent their photos. The competition is now on for the next cover. Anyone who would like to participate is encouraged to send their images to me.

Also in this issue, a tenant contributor, Ian Fyvie shares a fascinating and inspiring story about his life as a musician and his love for folk music.

In this edition you will read about our Community Days, find important information on new complaints procedure, MyTenancy service and fly tipping. You will learn about harmful Cuckooing phenomenon. We also tell you about some benefits you might be missing out on.

Have a cuppa, make yourself comfortable and enjoy the read.

Anna Kuzan - Involvement



Contents

3	Housing Services Manager Update
4	BHT Sussex Community Days
5	No Fly Tipping Please!
5	Environmental Tips from Mary
6-7	Our Environment
8-9	Tenant Contributor - Ian Fyvie
10	Brighton Pride with BHT Sussex
10-11	How to make a complaint
11	MyTenancy service
12	Cuckooing
13	Wordsearch
14	Housing Services Statistics
15	Feeling the benefit



Communal garden at The Causeway looked after by Derry O'Sullivan

Housing Services Manager Update

The period of personnel changes continued for Housing and Property Services in Quarter 4 following the departure of our experienced Housing Officer Toyah Thomas. We were delighted to be able to promote from the exceptional talent within the team and have appointed Shirley Bridle as our new Housing Officer. Shirley was formerly our Housing Services Administrator. Recruitment is underway for a new administrator, and I look forward to updating further on this in the next edition of Lighthouse.

Recruitment is also underway for a new Tenancy Sustainment Officer following the announcement that Jo Smith will be leaving the team after more than five years' service. Jo has accepted an exciting opportunity to join the NHS as a psychologist which is an area about which she is extremely passionate. We wish her all the best for the future.

We recognise the importance of regular communication with all our tenants who remain in alternative accommodation following the fire at Richard Allen Court in October 2023. In May we met with each tenant again so that we could update them on the current position and give them an opportunity to ask any questions and resolve any issues that they may have. Another round of meetings is scheduled for early July.

With the challenging financial climate continuing, our Income Recovery Officers and Tenancy Sustainment Officer have been working in partnership and proactively contacting tenants in Hastings or Eastbourne who may be entitled to the Household Support Fund.

They have been supporting tenants with their applications and keeping them updated throughout the process. This has seen 41 tenants being able to access a one-off payment of £300 (£200 in Eastbourne) which can be used towards heating, lighting, water or food.

Compliance remains a key area of responsibility, and I am pleased to report that for the third consecutive quarter we are 100% compliant on gas safety inspections.

Income Recovery continues to be managed effectively. Rent arrears currently stand at 5%. This has edged up from 4.6% at the end of Q3. Whilst this is still well within our target, it is certainly an area that we can improve upon and this will be given extra focus as we move in to 2024/25.

We continue to work in partnership with Mental Health Services at BHT Sussex. In January we were pleased to let a second property within the Brighton area as part of the Mental Health Supported Tenancies Pilot Scheme.

Written by Paul Fagan



BHT Sussex Community Days



Housing Services Team has been delivering a series of community events for BHT Sussex tenants. We have visited Golf Drive, Marine Parade and Cashman Lodge so far.

These versatile events not only allow to identify and address issues, but are also a great opportunity to interact with the tenants and create connections. We want to have meaningful conversations about your experience as BHT Sussex tenants, so gathering feedback and updating information is a big part of the day.

On the day we provide bulk item removal service, which has proved very needed and popular. Repairs and Maintenance Teams, as well as the contractors are present during the event and available for ad hoc jobs on site.



Massive thanks to all members of the team who attended as well as to the members of board for their interest in the events and support in delivering the service.

Upcoming Community Days:

17 July, Albany Road, St Leonards-on-Sea,

20 August, Blake Court, Brighton

4 September, Cavendish House,

Eastbourne. See you there!

No fly tipping please!

It has been brought to our attention that there have been incidents of fly tipping at BHT Sussex.

Not only is this costing BHT Sussex as a charity an extreme amount of money to remove abandoned items when funds could have been better spent on repairs and maintenance. Fly tipping is also a fire hazard and not a nice sight for the tenants. Fly tipping is a criminal offence. If we have good evidence that someone has dumped items illegally, we will take action against them. This could mean issuing fines or taking legal action.

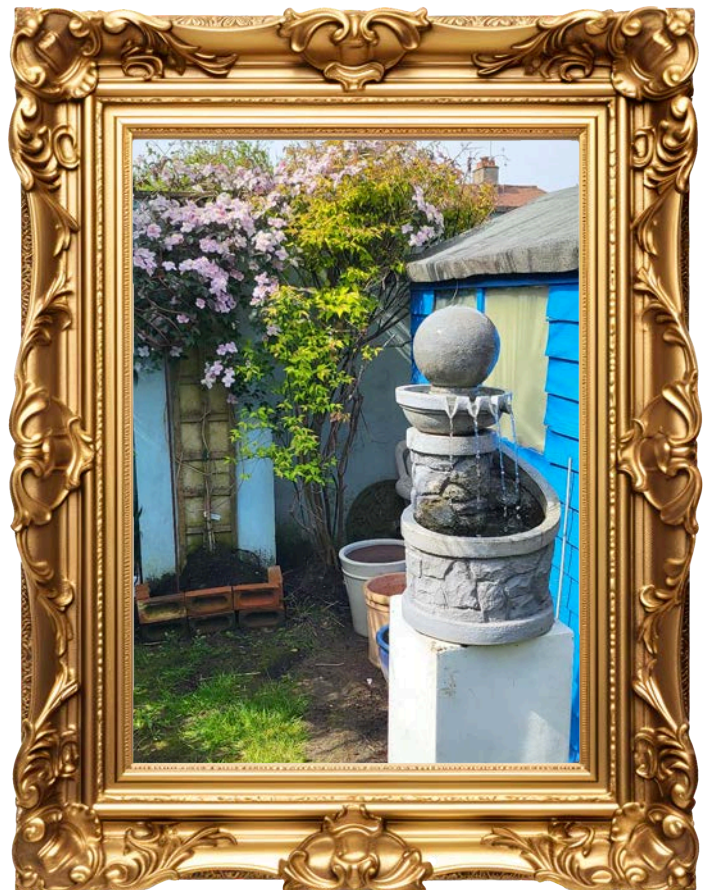
BHT Sussex urges you to contact the council if there has been a missed bin collection so we can keep on top of the clearance.

If you need to dispose of items like mattress, bed, white goods, the council will not take them with bin collections. There are other options to remove them. There are 2 recycling sites, that take household waste or recycling, electrical items, garden waste and some DIY waste. More info here:

<https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/recycling/get-access-city-recycling-sites>

Fly-tipping hotline on **01273 295 063**.

You can always reach out to us for more information.



Beautiful garden by Steven Brown

Our Environment by Mary Stevens

Water

We've had a very wet winter and spring, but that's no excuse to waste water. Being mindful of water use saves money if you have a water meter. Being water wise also reduces impacts on our environment, as keeping our water clean and pumping it to us produces carbon emissions. Here are some tips:

- Now its warmer, turning down the temperature in your shower can save energy, and keeping showers to 4 minutes reduces bills.
- If you have a garden or plants on a balcony or patio, watering early morning or in the evening means plants get the most benefit as water doesn't evaporate
- If you have a dripping tap or shower – report it for a repair – its surprising how much water a drip can waste!
- Always doing a full load of washing reduces water and energy use.



Gatekeeper butterfly on marjoram

Boost health with fresh herbs

Growing some fresh herbs can help boost biodiversity and our health – and they are easy to look after. Mint, rosemary, thyme, sage, marjoram and oregano all grow well in pots or on a sunny windowsill if you don't have a garden. If you have friends or neighbours who grow herbs – plants like mint and oregano are easy to split so ask them to share.

Slugs and snails don't eat them, pollinating insects including butterflies and bees love them, and adding them to stews and salads saves money and reduces packaging waste from buying dried herbs, sauces and salad dressings. You can also save money on flavoured drinks by making your own – add fresh herbs, a slice of cucumber and lemon to a jug of water and leave in the fridge for a few hours to make a tasty, healthy and refreshing drink for hotter days - [Macka B Cucumber \(Cucumba\) Official Remix Video \(youtube.com\)](https://www.youtube.com/watch?v=...).

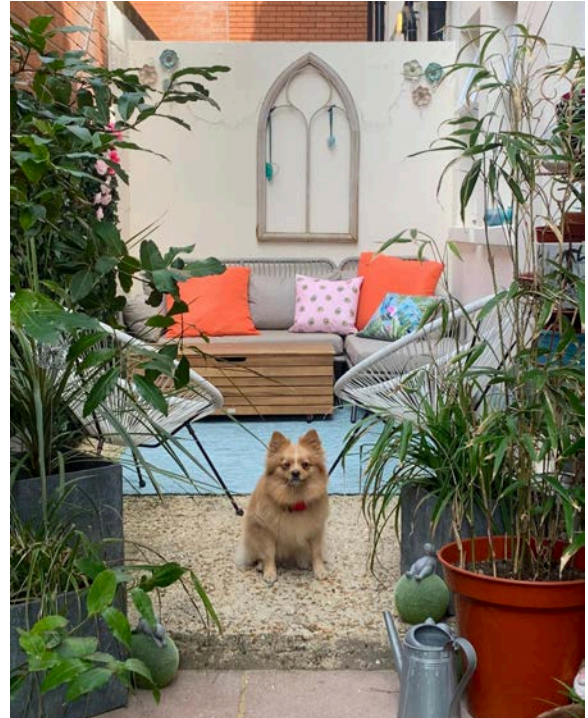
Enjoy eating outside – without waste

Eating outside is part of the fun of summer – if you're heading to the park or beach, or for a summer picnic or barbeque, or eating outdoors at home, think how you can reduce waste packaging. With a bit of preparation you can reduce your use of wasteful single use plastic packaging. Minimise waste:

- Take your own plate, cutlery and cup
- Take your own water/drink in a reusable bottle – it will save money on buying drinks
- If you do buy a drink - consider cans or glass instead of plastic bottles, and put them in a recycling bin when empty
- Take your food in reusable containers. No need to buy expensive boxes - (washed out empty margarine tubs or similar are great for snacks/salads/sandwiches).
- Fruit like apples, peaches and bananas are great portable snacks that don't need wrapping



Blooming Ceanotus in Steven Brown's garden.



Enhance your outdoor eating experience by creative gardening in your private or communal space. Above: Garden of Angela Clarke. Below: Steven Brown's garden.

- For biscuits, cakes and crisps – avoid buying multipacks that come in a bag – this doubles the waste.
- While BBQs can be fun – they are an unhealthy way to cook – for us and our air – as they cause smoke and particle pollution
- If you do have a BBQ, avoid single use BBQs – these are very wasteful, and difficult to dispose of – often causing fires in bins if not completely cooled down, and can cause injury to people and animals. Because of this, they are banned at parks and beaches in Brighton and Hove.

And if you are out at the park or beach, use any empty packaging you do have as a bag for picking up litter and help wildlife and reduce pollution.

Dreams Tomorrow - Story of the Song

It all started with a schooldays holiday in Swanage. On the seafront was an old soldier playing beautiful melodic violin. A pocket money coin was about to go into his hat when my parents said: Don't give to beggars. The event stayed with me and became a song called Dreams Tomorrow. More later.

First, a quick story about how I found I could write songs.

I learnt to play guitar quite early. My next door neighbour also played. He and I met up with two other lads who shared our love of Beatles songs.

At one session one of the lads, Tom, said he'd written a song himself. Disbelief! Lads like us could write a song? He showed us how. First, he chose a chord loop - anyone who has played music for fun will know the easy ones. Then Tom simply sang a few thoughts over the loop. If you've heard a student protest song, you'll recognize the style.

Though Tom's early effort showed our group that ordinary people like us could do it. Next time we met I co-wrote a song with Tom. Songwriting had been demystified! Later on, we wrote some 'professional' quality songs, one of which our newly formed pop group adopted for its set. If you play in what's now called a 'cover band', however, you'll quickly learn that audiences rarely take to 'own' compositions - they've come to hear songs they know. Was that the end for anything I'd written going before an audience? No! I discovered Folk Clubs.

The scene here was completely different. Many singers performed their own songs. These stood side by side with traditional classics of various styles. In folk music you can sing about all sorts of subjects; and people sang naturally - you didn't have to adopt a transatlantic accent!

This all suited me. I'd written about a couple of campaigns to reopen old railways - an American accent was less than appropriate for a song about steam trains in Hampshire or Dorset. And here at the Folk Club I was able to try out the finished version of Dreams Tomorrow.

Let's rewind a bit to how this song came about. The image I opened with made me aware of others who were destitute and sad. Over the years I'd scribbled notes and these had accumulated into a collection of stories. The 'lightbulb' moment when these became a song, I will never forget.

My sister had a pet hamster with an exercise wheel. It was busy one afternoon racing around going nowhere but doing it in short bursts. It had set up a rhythm which reminded me of soul music 'covers' my first band had played. Almost on automatic pilot my fingers started playing a Tom style (see above) chord loop and the words flowed to fit. The result was a song which I am still playing - indeed it had a public airing just before I sat down to write this piece.

If there's a lesson it must be that ordinary people can write songs. Some would like us to think songwriters come from Heaven! Though, it has to be said, if you want to write the 'Marbabe*' type of song, there's a lot of competition - because that's where the money is! Most of my friends write beautiful songs about everyday things and are just happy to share them at Folk gatherings.

Of course there are health warnings attached to writing songs, e.g. don't use existing tunes without permission, and make sure you can prove your own song exists before it is ever publicly performed. But if you want to write about something you're passionate about - just go for it!

Written by Ian Fyvie, singer and songwriter

Ian Fyvie

Ian Fyvie

Dm Gm Am Dm Gm Am
 Next time you tra vel by train or by ri ver. Next time to Lon don's fair ci ty you
 8 Dm Gm Am Dm
 roam, Cast your eyes down to the banks and the brid ges,
 13 Gm Am Dm
 Wharfs and ware hous es that make peop les' homes, Those who
 17 Dm Gm Am⁷ Dm Dm Gm Am⁷
 Dream[s] To mor row Will not ev er come. Live[s] in sor row Scorned by eve ry
 24 Dm Dm Gm Am⁷ Dm
 one. Dream[s] To mor row Will not ev er come.
 29 Dm Gm Am⁷ Dm Gm Am
 Live[s] in sor row Scorned by eve ry one.

Words and music by Ian Fyvie - 'Copyright Control' (PRS/MCPS).

**Dream tomorrow will not ever come;
Live in sorrow; scorned by everyone.
Dream tomorrow... (repeat)**

Dreams tomorrow, will not ever come;
Lives in sorrow, scorned by everyone.
Dreams... (repeat)

Dreams tomorrow...

Dreams tomorrow...

Dreams tomorrow...

Dream tomorrow...

Chord loop - Am: /:Dm: /:Em: /:Am: /; except chorus to verse link (capo 5 recommended)

Brighton Pride Parade 2024

Join the Parade!!

On Saturday 3 August BHT Sussex will be joining the Pride Parade. We will have a flatbed truck again (our float last year in picture below) and we will have MUSIC onboard!

We have spaces on the float for a maximum of 40 people (staff, tenants and clients).

We will also need 2 people to volunteer as wheel stewards, this is an important and fun role and involves lots of banter with the crowd.



Places are available for anyone, you don't necessarily have to be a member of the LGBTQIA+ community, you can just be a fabulous ally!

To guarantee your place on the float, please contact: **Donna Denyer**

donna.denyer@bht.org.uk as soon as possible.

For those who would like to attend the Pride festival in Preston Park there are discounted tickets available through the Pride Low Income Ticket Scheme.

<https://www.brighton-pride.org/brighton-hove-pride-low-income-ticket-scheme/>

How to make a complaint about BHT Sussex's service

While BHT Sussex aims to always provide the best possible service to its tenants, we are conscious that there will be times where we fall short of our tenants' expectations. When that happens, BHT Sussex welcomes feedback, complaints and expressions of dissatisfaction as an important way for us to learn, improve and develop our services and practices and to better meet the requirements of our tenants.

If you want to make a complaint about any aspect of the service you have received from BHT Sussex, you can make this verbally, by telephone, text message, in writing, by email, on BHT Sussex's social media channels or by any other means.

Whenever a complaint is received by BHT Sussex that relates to Housing Services, this will be acknowledged, either by email or in writing, by **Joe Ashdown, Housing and Performance Administrator** within five working days of the date of the complaint. The acknowledgement will provide details of who is investigating the complaint.

Any complaint that is received at Stage 1 of the complaints process is passed to **Paul Fagan, Housing Services Manager** who is the named Complaints Officer within the Housing Services team at BHT Sussex. ➡

Paul has responsibility for investigating the complaint and communicating the outcome of the complaint directly to the complainant.

In accordance with our organisational complaints policy, all complaints will be responded to within ten working days of the original complaint, unless in exceptional circumstances, an extension is sought by the investigating manager.



If the complainant is dissatisfied with the outcome of the complaint at Stage 1, they can ask that the complaint is then escalated to Stage 2 of our complaints process. Any complaints that advance to Stage 2 are passed forward to be investigated by a BHT Sussex director. Should a complainant still be dissatisfied after the complaint has been investigated at Stage 2, they can ask the Housing Ombudsman to investigate it. Their website: www.housing-ombudsman.org.uk and they can be contacted via email at info@housing-ombudsman.org.uk or by phone at **0300 111 3000**.

Further information about BHT Sussex's complaints process is available on the organisation's website and an online complaints form is accessible via the following link: – www.bht.org.uk/contact-us/complaints-form. If you have any queries about making a complaint, please contact Joe Ashdown on **01273 645444** or email him at joe.ashdown@bht.org.uk.

On the flip side, if you would like to provide any positive feedback about any aspect of BHT Sussex's service, we do also welcome your compliments too and these can be sent in via any of the communication channels mentioned above. All feedback is important to BHT Sussex and helps us to provide a better service that is more responsive to our tenants' needs.

My Tenancy: Helping you manage your Interactions With BHT Sussex

BHT Sussex has an internet-based service for all of its Housing Services tenants called MyTenancy. This enables you to manage aspects of your tenancy online and is a quick and easy way of contacting BHT Sussex staff. All new tenants are issued with a username and password in order to access the online **MyTenancy** portal shortly after the start of their tenancy. **MyTenancy** enables you to:

- **check your rent account balance**
- **pay your rent**
- **report a repair**
- **view and amend your personal info.**

The website for MyTenancy can be found at <https://www.mytenancy.co.uk>. If you have any queries about MyTenancy or need assistance in accessing it, you can contact Joe Ashdown, Housing and Performance Administrator, on 01273 645444, or email him at joe.ashdown@bht.org.uk.

Cuckooing – help us protect victims

“Cuckooing” is when the home of a vulnerable tenant is taken over by a criminal or criminals.

It takes the name from cuckoos who take over the nests of other birds. The address can then be used to deal, store, or take drugs and can be used for other criminal activities such as storing stolen goods, facilitating sex work, or as a place for them to live. The tenant is often threatened with violence or assault and intimidation of some sort, and they may also be financially abused.



Cuckooing is a crime and criminals often target:

- People with mental health problems
- People with disabilities
- Lonely people
- Addicts
- People in debt

We need to know as soon as possible if there is suspected cuckooing so we can work with the police and other agencies to support the victims, keep them safe, help them keep their tenancy and bring the criminals to justice.

Signs of cuckooing at a property:

- Increased amount of people coming and going to the property
- Signs of drug use, such as unusual smells coming from the property
- Increased anxiety on the person
- Increase in the amount of anti-social behaviour in and around the property
- Being cut off from family and friends
- Visits from people you have not seen at the property before
- Tenant has less money



How to report it if you think you or one of your neighbours is being cuckooed?

If you suspect Cuckooing is going on at a tenant's property or you are a victim of cuckooing tell your Housing Officer:

07786 856478 or 07824306591,

You can also call BHT Sussex:

01323 340018.

Cuckooing is a crime. **It is important you are safe, so do not approach any of the people you believe may be cuckooing your neighbour or take photographs.**

You can call the police on 101 or online:

<https://www.police.uk/pu/contact-us/>.

If you think a crime is taking place at the property or you think someone is in danger, always call 999.

Wordsearch

A	S	H	C	F	R	U	I	T	S	A	L	A	D	N
I	L	W	O	R	H	E	A	T	W	A	V	E	G	O
R	S	T	I	T	I	B	B	A	R	B	E	C	U	E
C	T	A	S	M	A	C	E	S	K	Y	F	L	O	W
O	R	H	E	I	M	R	K	A	N	T	P	O	P	B
N	A	T	S	L	D	I	C	E	C	R	E	A	M	U
D	W	E	S	L	A	I	N	P	T	H	S	T	L	O
I	B	K	A	U	L	O	N	G	E	S	T	D	A	Y
T	E	C	L	G	N	A	D	B	P	C	A	P	V	A
I	R	U	G	A	C	S	O	V	L	O	T	R	I	D
O	R	B	N	E	O	A	H	L	S	O	O	Y	T	I
N	I	G	U	S	N	T	A	I	R	J	O	L	S	L
I	E	N	S	C	A	M	P	I	N	G	H	M	E	O
N	S	A	N	D	C	A	S	T	L	E	P	A	F	H
G	P	H	A	N	G	I	N	G	B	A	S	K	E	T

Swimming pool
Hanging basket
Longest day
In Bloom
Barbecue

Strawberries
Bucket hat
Beach
Sunglasses
Fruit salad

Sandcastle
Cricket
Holiday
Camping
Heatwave

Ice cream
Seagull
Sunshine
Air conditioning
Festival

Housing Services Statistics

Voids	Q4 23/24
Number	19
Average relet times in days	26.6
Year to Date Void Loss as a % of rent roll	0.62%

Effective arrears management	Q4 23/24
Current Arrears as a % of Annual Rent Debit	5%
Former Tenant Arrears as a % of Annual Rent Debit	0.80%
Year to Date Void Loss as a % of rent roll	5%

Gas Safety	Q4 23/24
Inspections Due	43
Inspections Completed within target date	43
Inspections Overdue	0
Performance for the previous 12 months	100%



Feeling the Benefit?

If you get welfare benefits or are on a low income, you could be missing out on a range of other “benefits”. These benefits can have significant wellbeing and financial value for you.

SCHEME	WHAT YOU GET	FIND OUT MORE HERE
Cheaper Social Tariffs	Cheaper internet and phone details for people on benefits.	https://www.uswitch.com/broadband/guides/broadband-deals-for-low-income-families/
Grants from Energy Suppliers	Variety of schemes from utility suppliers to help with the cost of energy bills, some are open to anyone. Some will clear the arrears.	https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/
Water Schemes	Capped/reduced water bills for certain health conditions.	https://www.citizensadvice.org.uk/consumer/water/problems-with-paying-your-water-bill/watersure-scheme-help-with-paying-water-bills/
Healthy Start Vouchers	Vouchers to buy milk, fruit and vegetables - worth £4.10 a week per voucher.	https://www.healthystart.nhs.uk/
Free NHS Costs & low-cost Scheme	Free prescriptions, dental treatment, eye tests, vouchers towards the cost of glasses or contact lenses.	https://www.nhs.uk/nhs-services/help-with-health-costs/
Free NHS healthcare travel costs	You can claim back the cost of travelling to hospital appointments.	https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/
Disability bus pass	Free off-peak travel on local buses throughout England, also includes a carer.	https://www.eastsussex.gov.uk/roads-transport/public/concessionary-fares/bus-pass
Disability Railcard	1/3 off train fares for you and another adult travelling.	https://www.disabledpersons-railcard.co.uk/
Help with funeral expenses	Help to pay for funeral costs plus an additional amount up to £1,000 for any other funeral expenses, such as funeral director's fees, flowers or the coffin.	https://www.gov.uk/funeral-payments
Help to Save Scheme	Can save between £1 - £50 per month - The government adds 50p for every £1 saved over 4 years.	https://www.gov.uk/get-help-savings-low-income
Help with the cost of prison visits	Help for one visit every two weeks to visit a close relative or as an escort to a qualifying child - includes travel to the prison, somewhere to stay overnight and meals.	https://www.gov.uk/help-with-prison-visits#:~:text=Claim%20for%20help%20with%20prison,meals

You can also find more about these and other available schemes on BHT Sussex website. You can also find more information about welfare benefits. [Cost of Living Resources - BHT Sussex](#)

Contact Us

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 online

Housing Officers

Brighton Housing Officer:
Daisy Fellowes
01273 645454
07826 874849

Officer for Hastings,
Eastbourne, Saltdean,
Marine Parade and
Southdowns Court:
Shirley Bridle
07824 306591

Involvement Officer

Anna Kuzan
01273 645443
07500 972509

Out of Hours Emergency Repairs

Redman Howard
07493 223016

Gas emergencies

Robert Heath Heating
0333 014 1000

Issues with fire alarms and detectors

Eastbourne Alarms
01323 729420

Our mission: Combating homelessness; Creating opportunities; Promoting change.
Our values: Empowering People; Inspiring Change; Collaboration; Delivering Excellence; Being Accountable.

Wordsearch Solution

A	S	H	C	F	R	U	I	T	S	A	L	A	D	N
I	L	W	O	R	H	E	A	T	W	A	V	E	G	O
R	S	T	I	T	I	B	B	A	R	B	E	C	U	E
C	T	A	S	M	A	C	E	S	K	Y	F	L	O	W
O	R	H	E	I	M	R	K	A	N	T	P	O	P	B
N	A	T	S	L	D	I	C	E	C	R	E	A	M	U
D	W	E	S	L	A	I	N	P	T	H	S	T	L	O
I	B	K	A	U	L	O	N	G	E	S	T	D	A	Y
T	E	C	L	G	N	A	D	B	P	C	A	P	V	A
I	R	U	G	A	C	S	O	V	L	O	T	R	I	D
O	R	B	N	E	O	A	H	L	S	O	O	Y	T	I
N	I	G	U	S	N	T	A	I	R	J	O	L	S	L
I	E	N	S	C	A	M	P	I	N	G	H	M	E	O
N	S	A	N	D	C	A	S	T	L	E	P	A	F	H
G	P	H	A	N	G	I	N	G	B	A	S	K	E	T