

Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change

**Repairs Christmas Hours
Bulky Waste Disposal
Meet New Senior Housing
Officer**

**Tenant Data Audit
Christmas Meals
in the Community
Supporting Others
During Festive Season
and more**



Important information about Tenant Data Audit

Why Tenant Data Audits Matter

Keeping accurate and up-to-date tenant information isn't just good practice—it's essential. A tenant data audit is a review of the information we hold about residents to ensure it's correct, complete, and relevant. But why does this matter?

Accuracy = Fairness

When tenant records are accurate, we can make fair decisions—whether it's about rent charges, support services, or communication. Mistakes in data can lead to incorrect billing or missed opportunities to help. Currently, 10% of the tenant email addresses we hold are incorrect, and messages sent to them are returned as 'undeliverable'.

Legal Protection

We have a duty to protect tenant data and comply with regulations like the UK GDPR. Auditing helps us ensure we're handling personal information responsibly and legally. This means collecting only what's necessary, keeping it secure, using it appropriately, and being transparent about how it's used. It also ensures we comply with laws like the Data Protection Act 2018.

Better Services

Understanding who lives in our homes helps us tailor services to real needs. Whether it's repairs, community events, or support programs, good data means better planning.

Spotting Risks Early

Audits can highlight issues like overcrowding, unauthorized occupancy, or vulnerabilities. This helps us act early to support tenants and protect communities.

Building Trust

When tenants know their information is handled with care, it builds confidence in our service. It shows we're listening, acting fairly, and respecting your privacy.

Equality, Diversity and Inclusion (EDI) Matters

As part of our commitment to the Together with Tenants Charter, we're working to ensure our services are inclusive and fair for everyone. This means collecting data on characteristics like race, sex, disability, and more. By understanding who lives in our homes, we can identify gaps, improve services, and make sure no one is left behind. Your participation helps us build a more equitable housing community.

Working Together for Charter Status

In the coming weeks, Housing Services staff will be reaching out to tenants to collect this important information. We kindly ask for your cooperation—your input will help us meet the standards of the Together with Tenants Charter and ensure our services reflect the needs of all residents. Being chartered means we're committed to transparency, fairness, and continuous improvement.

Disposing of bulky waste

We all have large items we need to dispose of sometimes – when we're replacing furniture or appliances or they're broken. This is a reminder of the correct way to dispose of large items – like mattresses, fridges, furniture and avoid fines or charges for wrong disposal. Also, if anything is still in good condition it may be of use to someone else. You can advertise anything on the

Freecycle: Front Door

<https://www.freecycle.org/> or

Freegle Don't throw it away, give it away!

<https://www.ilovefreegle.org/>

Also, some charities collect certain items - <https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me> - BHF Check by searching online if any charities do this in your area. Whatever you do, don't dump it. Leaving items in communal areas/corridors/stairwells causes obstruction and trip risks for neighbours and is a fire hazard. If items are left in shared areas or outside blocks of flats, these will be removed and the cost recharged to you. Leaving items outside on the pavement outside your home is fly tipping, and you will be at risk of a fine. Local authorities provide collection services for bulky waste – contacts are listed below. Or you can use a private contractor – if you do make sure, they have a valid waste carrier license – as you could be fined if an unlicensed carrier disposes of your waste illegally.

Mary Stevens - Environmental Officer

Bulky waste collection from councils

For up to 3 items:

Collection – Hastings £40 - How much does a bulky waste collection cost in Hastings?
https://www.hastings.gov.uk/waste_recycling/bulky/fees/

Collection Eastbourne £50 - Bulky waste - Lewes and Eastbourne Councils
<https://www.lewes-eastbourne.gov.uk/Bulky-Waste>

Collection Brighton - £60 - Get your large and electrical household items collected
<https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/bins-and-collections/get-your-large-and-electrical-household-items-collected>

Collection - Mid-Sussex £26.50 – one item, items 2 – 10 £16.50 Bulky Household Waste - Mid Sussex District Council
<https://www.midsussex.gov.uk/waste-recycling/bulky-household-waste/>

Grit Box Replenishment

If you use any of our grit boxes, please make sure to let BHT know when they are running low. This will allow us to order more grit in good time and ensure the boxes remain fully stocked for everyone's use.

Thank you for your cooperation.
Please contact Repairs

 01323 340018 Option 1

 repairs@bht.org.uk

Reduce the impact of Christmas – on your wallet and the earth

For centuries mid-winter has been marked by special ceremonies and merrymaking as well as a time for rest and reflection. Whether you're celebrating with those you care about, or having a quieter time – you don't have to spend a fortune to mark and enjoy the season. For decorating your home – bring the outside in. Bunches of evergreen plants like pine or herbs like rosemary and bay leaves look festive, smell good ... and you can use some of them in cooking! Make your own simple decorations like paper chains, stars, reusing foil or a big bowl of tangerines can brighten your home, saving money and waste from plastic baubles. During the festive season there are also many ways to celebrate that cost less – community groups, churches and faith groups host events that bring people together. Look out on local social media or for posters around community centres, and halls in your neighbourhood to find out what's on. If you are giving gifts – small thoughtful presents – like a book, favourite food or charity shop find – can hold more meaning than a pricey present. Use magazine pages, or a scarf from a charity shop that can also be used – for wrapping instead of single use paper (which often contains plastic and can't be recycled), and tie them up with ribbon or string. [10 Eco-Friendly Christmas Gift Wrapping Ideas - Woodland Trust - Woodland Trust](#) For feasting – don't buy too much – tonnes of food goes to waste at xmas every year. Treat yourself, friends and family to foods you like – avoid getting things just because they are traditional – 17 million sprouts are thrown away each xmas – although I can't think why as roasted [Roasted Brussels sprouts | Jamie Oliver recipes](#) are delicious – nutritious and cheap!

Enjoy a winter walk

Getting outside – even on a dull day – is great for our mental and physical health. In winter there is plenty to see on a walk outdoors. Many plants have colourful berries providing food for wildlife and brightening up dull days - like pyracantha, hawthorn, crab apples and holly – all common in gardens and parks. When there are no leaves on the trees, we can see the sculptural shapes of seed heads, perching birds and branches and long shadows which look lovely in low winter light. It can also be a time of glorious skies -sunrises, sunsets and clear, starry night skies – so wrap up and enjoy the sights of the season.

Mary Stevens - Environmental Officer

Meet your new Senior Housing Officer



I'm delighted to be part of the Housing Services Team, having joined Brighton Housing Trust in late November. Before this role, I spent many years running my own video production company, creating corporate videos and training films.

However, my roots are in housing, a field I've always enjoyed. I bring over a decade of experience in various housing roles, starting as a Housing Officer at Brighton and Hove Council, and later working with large housing associations like Places for People and Hyde Housing. Originally from Durham, I also worked in the North East as a Housing Officer and Property Manager before returning to Brighton to work as Acquisitions Manager in the Temporary Accommodation Team at Brighton and Hove Council.

I'm passionate about working with people, ensuring they have peaceful enjoyment of their homes, and building relationships, especially in challenging times.

Outside of work, I'm an artist with a particular love for portrait painting. Earlier this year, I had a solo exhibition titled People, and I continue to enjoy painting in my spare time.

I'm excited to bring my experience and creativity to my new role as Senior Housing Officer.

SPARC Programme

(Supported Placements to Achieve & Rally Change)

WHAT IS IT?

The SPARC Programme offers BHT Sussex clients and tenants supported placements within other BHT Sussex services. Participating supports you to gain voluntary experience of a workplace within BHT Sussex.

- ✓ 3-6-month long unpaid supported placements within BHT Sussex
- ✓ Clarity about what you want from work
- ✓ New skills & experience for your CV
- ✓ 1:1 support throughout

FIND OUT MORE



To find out more, ask your housing officer or tenancy sustainment officer to email the SPARC Co-ordinator, emily.keeling-morgan@bht.org.uk



Supporting others at Christmas

It's important to understand that Christmas means something different to other people, and may bring up very different feelings. You might feel like you're sharing a celebration, but they might not feel the same way.

Let them know you understand Christmas can be difficult, and that you're there for them.

Tell them they're not alone. Reassure them that it's common to find things hard at this time of year.

Listen to what they say, and accept their feelings.

Ask them if there are certain things about Christmas that are difficult for them. And ask what they think might help. For example, it could be helping them plan how to deal with difficult conversations. You could also support them if they want to avoid certain situations, such as religious celebrations or visiting family.

Try to make Christmas more inclusive. For example, if someone has caring responsibilities at Christmas, try to arrange activities around their schedule so they can join in. Think carefully about gifts. Some presents may not be appropriate for



everyone, such as food or alcohol-related gifts. Or if someone you know has problems with hoarding, it may be unhelpful to give them new items as Christmas

gifts. You could think of alternatives, like going out to do something together.

Remember they aren't trying to spoil Christmas. No one chooses to find things hard.

Let people know you're thinking of them. If someone you know is struggling or feeling lonely at Christmas, it might mean a lot to them to hear from you. You could give them a call, send a card or pop by to see them.

Look after yourself. Supporting someone else can be difficult. For example, you might feel sad or conflicted. It might help to talk to someone you trust about how this is affecting you.

Christmas Meals in the Community

Eastbourne

Langney Community Centre

Free Christmas dinner and light entertainment.

☎ 07856 574346 or pick up a booking form at the centre.

Salvation Army: Provides Christmas lunches and companionship for older people living alone, food parcels for families, and toys for children.

St Wilfrid's Hospice: Hosts "Christmas in The Street" events; check their website for details

Eastbourne Foodbank

Unit 3 55 Brampton Road, Eastbourne, BN22 9AF, United Kingdom

www.eastbourne.foodbank.org.uk

Hastings

His Place, Robertson Street

Christmas Day 10am - 4pm, Boxing Day 10am - 4pm

Dogs welcome for their Christmas dinner too! Working with Warming Up the Homeless. We offer meals, refreshments, entertainment, haircut, beard trim, medical assistance, TV, games and much more.

Hastings Foodbank

www.hastings.foodbank.org.uk

Offers three-day emergency food parcels

Brighton

The Salvation Army, Conway Street, Hove, BN3 3LA

Free Christmas Day lunch

Christmas Day 10.30 arrive, 12.30 food served, end around 3pm

✉ hove@salvationarmy.org.uk or ☎ 01273 323072

Real Junk Food Project at Fitzherbert Hub

9,10,11,12,16,17,18,19 Dec 2025

10:00 -14:00

2 Bristol Road BN2 1AP

No booking needed

Brighton Foodbank

www.brightonfoodbank.org.uk

Get Ready for Our 2026 Exhibition!

We're excited to announce that BHT Sussex will be part of Artists Open Houses (AOH) in May 2026! This is a fantastic opportunity for tenants to showcase their creativity, share their stories, and be part of something truly inspiring.

Why take part?

This project is all about supporting mental health through artistic expression. Exhibiting your work can boost confidence and help us celebrate the amazing talent within our community. Plus, it's a great way to show the wider public what BHT Sussex is all about.

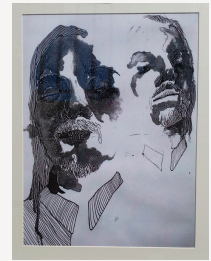
When and where?

The exhibition will take place at First Base, a spacious venue perfect for displaying artwork, hosting live performances, and even audio/visual installations. We'll also have tea, coffee, and cakes for visitors!

Likely dates:

2–4 May
9–10 May
16–17 May
23–25 May

Theme:



As last year, the theme is open, so all forms of artwork are welcome—paintings, photography, sculpture, audio/visual pieces, and more.

Important dates:

Registration for AOH opens: January 2026 - this is when the dates will be confirmed.

Art/craft submission deadline: 27 March 2026

Please note: Submitting work does not guarantee inclusion in the final exhibition, but we encourage everyone to get creative and give it a go!

Get in touch if you are interested or would like to discuss it in more details.

Thank you for setting up Direct Debt with BHT Sussex

Matthew of Brighton

Oliver of Brighton

Kathleen of Brighton

Kevin of St Leonards on Sea

Michelle of Brighton

Rebekah of Brighton

are the lucky winners of £20 shopping vouchers

Congratulations!

BHT Sussex Repairs Christmas Hours

Our Repairs phone line will be closed and email will not be monitored from Wednesday 24th December 2025 until Monday 5th January 2026. Please only raise emergencies during this time. Any other repairs will be picked up by our staff from Monday 5 January.

Redman Howard will be covering Emergency callouts over Christmas period.

Their office will close on Tuesday 23rd December at 16.30PM and will open again on Friday 2nd January 2026.

In between these dates Redman Howard will run emergency out of hours (OOH) service.

Call Redman Howard at 07493 223016

- For all repairs
- Lock changes and lost keys

**DO NOT CONTACT REDMAN HOWARD
FOR GAS OR RAIDIATORS**

Robert Heath

This contractor can provide services for gas.

Call Robert Heath at 0333 014 1000 for:

- boilers and radiators
- gas caps

Eastbourne Alarms

Call Eastbourne Alarms at 01323 729420 for:

- fire alarms
- alarm faults and smoke detectors
- emergency lighting

Contact Us

Melanie Hickmore - Senior Housing Officer

✉melanie.hickmore@bht.org.uk

☎07501 624537

Daisy Fellowes - Housing Officer

✉daisy.fellowes@bht.org.uk

☎07786 856478

Shirley Campbell - Income Recovery Officer

✉shirley.campbell@bht.org.uk

☎07826868957

Hayley Rootes - Sustainment Officer

✉hayley.rootes@bht.org.uk

☎07741123672

Anna Kuzan - Involvement Officer

✉anna.kuzan@bht.org.uk

☎07500 972509

Head Office and General Enquiries

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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