

Issue FortyTwo | Spring 2026

Lighthouse

sussex

Combating Homelessness, Creating Opportunities, Promoting Change

**Keeping your contact
details updated**

Tenant data audit

ASB – what's changing

**Homes updates: heating
and solar upgrades**

When to contact the police

**Tenant voices and
contributions**

and more



Dear Tenant,

As we move into spring, we're pleased to share updates on the work happening across BHT Sussex homes and communities. From energy efficiency improvements like heating upgrades and solar panels, to faster broadband connections, we're continuing to invest in making homes more comfortable, affordable and future-ready.

This issue also focuses on keeping you informed and supported. You'll find important information about updating your contact details, upcoming tenant data checks, and how we are improving our response to anti-social behaviour following feedback from tenants.

We've also included practical tips to help manage energy use, enjoy seasonal food, and keep your home fresh with simple, low-cost cleaning ideas.

As always, we value your voice. Whether it's sharing your creativity, feedback or experiences, we encourage you to get involved and help shape our communities. So grab a cuppa and take a few minutes to explore what's new — we hope you find it useful and interesting.

Yours sincerely,

Anna Kuzan - Involvement Officer

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Keep your contact details up to date

Have your contact details changed recently? Keeping them up to date helps us make sure you don't miss important information about your home.

We may need to contact you about repairs, safety checks or tenancy visits, and having the right details means we can reach you quickly and arrange appointments at a convenient time.

You can update your details at any time by logging into MyTenancy, or by contacting the Housing Services Team:

Email: mytenancy@bht.org.uk

Phone: 01323 340018

Text: 07860 031036

Letting us into your home when appointments are arranged is really important. It allows us to carry out essential safety checks and complete repairs to keep your home safe and in good condition.

If we can't get access, it can lead to missed appointments, delays to work, and in some cases additional charges or further action.

Keeping your details up to date and staying in touch helps everything run smoothly — and helps us support you better.

Important information about tenant data audit

Why tenant data audits matter?

Keeping accurate and up-to-date information about our tenants helps us provide better services. A tenant data audit is a review of the information we hold about residents to make sure it is correct, complete and relevant.

During the week commencing 20 April, members of the Housing Services team will be visiting sites to carry out a tenant data audit. This means checking that the information we hold about you is accurate and up to date. These routine visits help us make sure we can contact you when needed and continue to provide the best possible service.

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.

Tackling anti-social behaviour – what we’ve heard and what’s changing. Notes from the report.

We know that anti-social behaviour (ASB) is a big concern for many tenants. A recent report by the Tenant Scrutiny Panel looked at how ASB is being handled and gathered feedback from tenants about their experiences.



The report shows that many tenants are not fully satisfied with how ASB cases are managed, particularly when it comes to communication, response times and feeling supported. Some tenants shared that ongoing issues have affected their sense of safety and wellbeing. We take this feedback seriously. Over the past year, we have already made

improvements, including taking a stronger, zero-tolerance approach to anti-social behaviour and working more closely with local authorities and partner agencies. This has led to more action being taken in serious cases.

What will improve next

The report has helped highlight what matters most to tenants, and we are taking steps to improve our service:

- **Better communication, including clearer updates on ASB cases**
- **Additional training for staff to improve how cases are managed**
- **Extra support for Housing Officers, including a new senior role**
- **Looking at ways to strengthen tenancy agreements and expectations**

We are also exploring ways to improve how we respond to issues in communal areas, waste management and building safety.

Listening to tenants

The report is based on surveys and interviews with tenants, many of whom shared their personal experiences. These showed that clearer communication, quicker responses and more consistent action are key priorities.

Moving forward together

We know there is more to do, and we are committed to improving how we deal with anti-social behaviour. Your feedback is helping shape these changes, and we will continue to keep you updated on progress.

If you are experiencing anti-social behaviour, please report it so we can take action and support you.

In Bloom 2026 Gardening Competition for BHT Sussex clients and tenants



Pick your category:

- Best communal garden
- Most environmentally friendly garden
- Best individual garden / indoor plant display

Contact Anna to submit your entry:

anna.kuzan@bht.org.uk
Tel. 07500 972509

Or speak to your Housing Officer

The closing date for entries is 3 July.

Our sponsors:



Judges will visit shortlisted entries on 10 July to select the winners



Your green fingers

could win a £40 B&Q voucher

Or a £20 B&Q voucher for two runners-up

Or a token of appreciation

Free seeds for eager gardeners to get you started — contact Anna or your Housing Officer

Homes Updates

Text prepared by
Mary Stevens -
Environmental Officer

Heating and solar upgrades underway

As funding becomes available, we are working to upgrade the energy efficiency of BHT Sussex homes to help reduce bills, make homes more comfortable, and achieve an EPC (Energy Performance Certificate) C rating, which is expected to become a requirement in the coming years.

We are pleased to say that work is underway with EcoApproach on heating upgrades and the installation of solar panels at Baird House in St. Leonards-On-Sea and Blake Court in Brighton.

We currently have further funding through the Warm Homes Scheme, which will cover 10–12 more homes, and we are working to identify which properties best fit the criteria for this funding.



Baird House, Hastings, where work is underway installing solar panels and heating upgrades.

For any energy efficiency upgrade work, access to homes is required for surveys before funded work can be confirmed. In some instances, we may also need information about your electricity supplier so that appropriate measures can be identified. Access is also required for follow-up surveys once work is completed, to ensure the required building and installation standards have been met.

For these schemes to go ahead smoothly, we appreciate your co-operation in allowing access.

The government recently published its **Warm Homes Plan**, which sets out national plans for saving energy and upgrading homes. We are awaiting further details on new funding streams that will enable us to carry out additional work.

Updating broadband connections

In our blocks of flats, where the service is available, we are rolling out the installation of full fibre broadband from Openreach. This will give tenants access to faster broadband speeds, more reliable Wi-Fi and streaming services, and a choice of providers. Installation is currently taking place at Baird House and Blake Court and will be rolled out to other blocks in due course.

Managing your energy use

While energy prices remain high, a smart meter can help you avoid the surprise of a large energy bill. If you don't already have one installed, it's a great way to keep track of your energy use and costs. Smart meters send your energy usage information directly to your supplier, helping to avoid estimated bills. They also show how much energy you are using and spending in real time.

If you have a pay-as-you-go meter, you can also get a smart meter, and top it up online or by phone, and check your credit. If you contact your energy supplier, they should be able to arrange installation for you at no cost.

Understanding smart meters –
<https://www.nea.org.uk/get-help/resources/know-more-about-smart-meters/>

Home and Environment

Managing Costs of Using Portable Electric Heaters

While spring is on its way, we still need heating to keep warm for a while yet.

Portable electric heaters are useful if you need to heat one room for a limited time or want an extra boost of warmth. However, they can be expensive because they use a lot of electricity. If you are using an electric heater, use a timer if it has one. If not, you can buy a plug-in timer. A heater with a thermostat can help manage running costs, as long as it isn't turned up too high.

If you are on Economy 7, try to avoid using heaters for long periods during peak daytime hours. It's better to use night storage heaters, which are charged at night.

In terms of running costs, halogen heaters tend to be the cheapest radiant heaters because they have a low power rating (although they also produce less heat), while oil-filled radiators are often the cheapest convector heaters as they have a thermostat to control the temperature.



Text on this page prepared by
Mary Stevens - Environmental Officer

Enjoy Spring Greens

After a long and very wet winter, green shoots are starting to show – making it a great time to enjoy fresh seasonal foods. Cauliflower, kale, leeks, purple sprouting broccoli, rhubarb and spinach are all at their best in April.

Buying seasonal food can help reduce energy use, as crops often grow without the need for heating and lighting and are less likely to be transported long distances.

Using seasonal fresh veg with tinned ingredients like tomatoes and beans can make quick, healthy and cost-effective soups, stews and curries – like this simple spring greens and mixed vegetable soup with cheesy toasts.

Spring greens soup with cheesy toasts

Ingredients

- Olive oil
- 300g frozen mixed onion, carrot & celery
- 4 sprigs thyme
- 300g spring greens (e.g. chard, cabbage, spinach)
- 1 x 400g tin white beans
- 1 stock cube
- 4 slices stale bread
- 60g Cheddar
- Pinch chilli flakes

Method

Cook veg in olive oil with seasoning and thyme (10 mins).

Add half the beans, stock cube and 800ml boiling water. Simmer 5 mins, add greens, cook until tender, then blend.

Top bread with cheese, beans and chilli flakes. Bake until golden.

Serve soup with cheesy toasts and a drizzle of olive oil.

Top tip: Freeze leftovers for up to 3 months.

Make Your Own Healthy Home Cleaners

Bright days can mean the sun lights up those grubby corners we've forgotten about, so it's a great time for a spring clean.

You don't need to splash out on expensive cleaning products in yet more plastic bottles to keep your home fresh and clean. If a product has hazard warning symbols on it, it may contain stronger chemicals that some people prefer to avoid in the home.

You also don't need to buy more expensive products with eco labels. If you cut a lemon in half and sprinkle bicarbonate of soda on it, you can make a simple cleaner for kitchen and bathroom surfaces.

You can also make a general cleaning solution with:

1 part white vinegar → 5 parts warm water → a squeeze of lemon juice (optional)

Mix the ingredients in a bottle, spray your surfaces and leave it for a few minutes before wiping clean. Always test on a small hidden area first to make sure it doesn't damage the surface. If you have pets, it's best to avoid adding essential oils.

Find more simple recipes for homemade cleaners here:

<https://www.greenpeace.org.uk/wp-content/uploads/2024/07/GreenTok.pdf>

Text by Mary Stevens - Environmental Officer

Get Involved at BHT Sussex – Your Voice Matters

At BHT Sussex, we believe that the voices of our tenants are vital in shaping the services we provide. We're currently offering several exciting opportunities for tenants to get involved and make a real difference.

- **Become a Tenant Scrutiny Panel (TSP) Member**

Our TSP is a well-established group of four dedicated tenants who work closely with us to review and improve our housing services. We're now looking for new members to bring fresh perspectives and help us better understand tenancy issues from a wider range of experiences.

- **Join the Environmental Working Group**

Are you passionate about sustainability and protecting the environment? We're inviting tenants to join our Environmental Working Group, where you'll help shape how BHT Sussex approaches environmental issues. This group looks at ways we can reduce our environmental impact, improve green spaces, and promote eco-friendly practices across our services. Your ideas and input can help us build a greener, more sustainable future for everyone. Whether you have a lot of time to give or just a little, your input is valuable. Training and support will be provided, and you'll be part of a welcoming and supportive team. Interested?

We'd love to hear from you! Please get in touch to find out more or to express your interest in any of these opportunities.

07500 972 509

anna.kuzan@bht.org.uk



Tackling Tenancy Fraud: Protecting Homes for Those Who Need Them

BHT Sussex is committed to tackling tenancy fraud and ensuring that our properties are used only by those who need them.

It is estimated that around 148,000 social housing properties in England are not being used by the legal tenant. This is believed to cost the UK taxpayer more than £900 million each year.

What is tenancy fraud?

Tenancy fraud occurs when a property is not being used by the legal tenant. The most common type is unlawful subletting to a third party. However, fraud can also include providing false information on application forms or making wrongful succession claims following the death of a tenant.

What are the penalties?

Tenancy fraud is a criminal offence under the Fraud Act 2006 and the Prevention of Social Housing Fraud Act 2013. Penalties are severe and can include up to 2 years' imprisonment, unlimited fines, and court orders to repay any illegal profit in full to BHT Sussex.

What is BHT Sussex doing about it?

Housing Services staff have received specialist training to help identify the signs of tenancy fraud and carry out investigations. We routinely carry out tenancy audits and ID checks to confirm that properties are being used by the legal tenant.

We also rely on tenants to report any suspected fraud within their communities.

Over the next couple of months, we will be taking further steps to tackle tenancy fraud. This will include a Tenancy Fraud Amnesty Month, giving those committing fraud the opportunity to return properties obtained unlawfully.

Alongside this, we will be increasing the number of tenancy audits. Further details will be shared on community notice boards and sent by post closer to the time.

If you are aware of or suspect tenancy fraud, please report it to us in confidence by contacting Housing Services. By reporting tenancy fraud, you are helping ensure homes are available for those who truly need them.

BHT Sussex Housing Services: How Well Are We Performing? Q1 Apr-Jun 2025, Q2 Jul-Sep 2025, Q3 Oct-Dec 2025



Repairs: Routine

Response time: 28 days

Q1 92%

Q2 88%

Q3 95%

Target: 95%

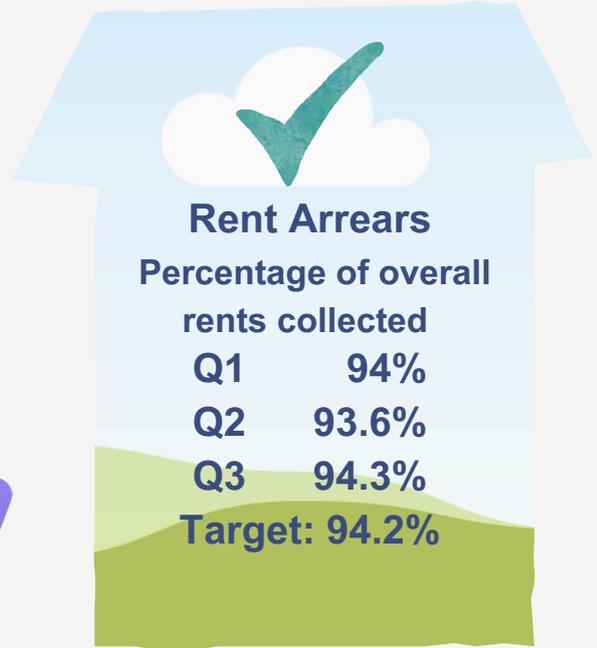
Repairs: Overall Satisfaction

Q1 93%

Q2 96%

Q3 98%

Target: 95%



Rent Arrears

Percentage of overall rents collected

Q1 94%

Q2 93.6%

Q3 94.3%

Target: 94.2%

Repairs: Urgent

Response time: 4 to 7 days

Q1 90%

Q2 94%

Q3 97%

Target 90%

Letting

Days until vacated property is re-let

Q1 22 days

Q2 35 days

Q3 44 days

Target: 26 days

Boiler Servicing

Percentage of boilers serviced

Q1 95%

Q2 95%

Q3 82%

Target: 100%



Repairs: Emergency

Response time: 24 hours

Q1 100%

Q2 100%

Q3 100%

Target 100%

Artists in Their Own Right – Exhibition Update



Photo: St Stephen's Hall - our venue during AOH

Contact:

01273 645649

exhibition@bht.org.uk

www.bht.org.uk/fundraising-event/art/

www.instagram.com/bhtsussex/

www.linkedin.com/company/bht-sussex/

www.facebook.com/BHTSussex

Location:

St Stephen's House, Montpelier Place,
Brighton, BN1 3BF

We're excited to share that preparations are well underway for this year's BHT Sussex in Focus exhibition, Artists in Their Own Right. The exhibition will take place over four weekends in May at St. Stephen's Hall (First Base) as part of Artists Open Houses (AOH).

This exhibition is all about celebrating creativity, individuality and self-expression within our community. It's open to both clients and staff, and you don't need to be an experienced artist to take part — it's about giving things a go and sharing your ideas.

Alongside the artwork, we're planning a programme of live performances, including music and spoken word, to create a lively and welcoming atmosphere for everyone who visits.

There will also be a range of fundraising activities during the exhibition, including a café with drinks and cakes, as well as postcard and anthology sales. Donations will also be welcomed. Any money raised will go back into projects to support future creative activities, such as art sessions and workshops.

Artists in Their Own Right is more than just an exhibition — it's a chance to come together, be creative, and celebrate the talent and stories within BHT Sussex.

If you'd like to find out more or get involved, please speak to Anna - Involvement Officer or your Housing Officer.

| M | T | W | T | F | S | S |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

Opening days and hours:

Sat - Sun: 11.00 - 17.00

Bank holiday Mon:

4/5 and 25/5 13.00-17.00

When to contact the police and how we can help

We understand that issues like drug use or dealing can be worrying and affect how safe you feel in your home. If you are experiencing this, it's important to know who to contact and how to report it.

BHT Sussex is your landlord, but we are not a blue light emergency service. This means there are some things we cannot do. We do not have the legal powers to investigate crimes, search properties, or make arrests. Only the police can do this safely and lawfully.

If you suspect drug dealing or other criminal activity, it's important to report it to the police. They are trained to handle these situations and have the powers to take action.

Why reporting matters

Reporting concerns helps build a clear picture of what is happening. Even if action is not immediate, reports are recorded and can help the police take stronger action over time. It also helps us as your landlord to take appropriate steps where needed.

You can ask for a crime reference number when you report something. This is useful for keeping a record and may help if further action is needed.

Your safety comes first

Please do not try to deal with suspected criminal activity yourself. This can be dangerous and may put you and others at risk. Always report concerns instead.

How to report

Call 999 if a crime is happening now or there is immediate danger

Call 101 for non-emergency concerns

Contact Crimestoppers (0800 555 111) if you would prefer to stay anonymous

What BHT Sussex can do

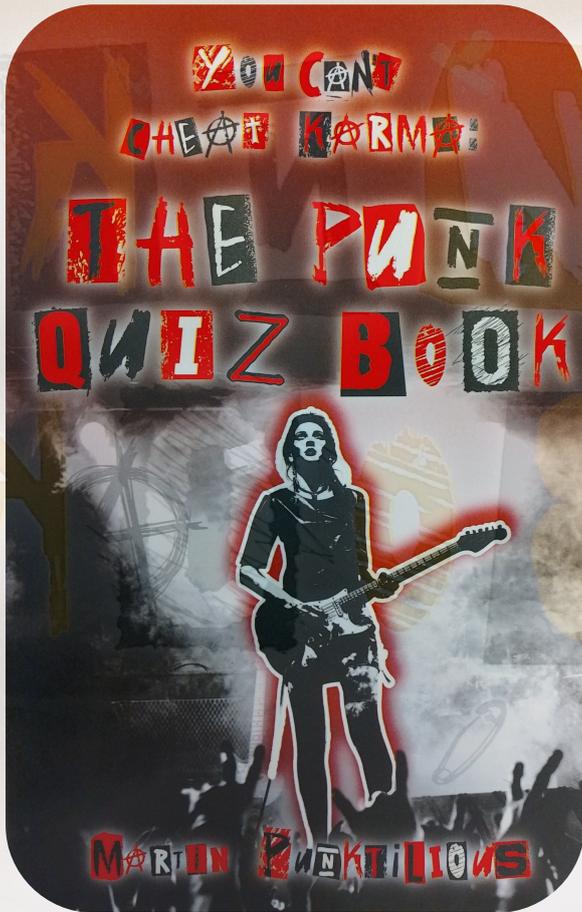
- Work with police and local partners
- Look into reports of anti-social behaviour
- Take action if tenancy rules are broken
- Take legal action in serious cases
- Support tenants affected by ASB
- Keep you informed where possible

What we can't do

- Investigate crimes or gather evidence
- Enter homes without permission or a legal order
- Search for or remove illegal substances
- Make arrests or stop criminal activity directly
- Act without reports or evidence

Working together to keep our communities safe

We all have a role to play in keeping our communities safe. By reporting concerns to the police and keeping us informed, you help us take the right steps to support you and your neighbours.



Tenant Contribution

We always welcome the voices of BHT Sussex tenants and the creativity within our community. We'd love to hear from anyone who would like to share their work, ideas or experiences – whether that's artwork, writing, photography or personal reflections. It's a great way to celebrate talent, tell your story and connect with others. If you'd like to contribute, please get in touch – we'd be delighted to feature your work.

Punk Quiz Challenge

Think you know your punk history?

Here's a quick challenge for music fans and trivia lovers alike.

We've put together a short Punk Quiz featuring three classic questions from the world of punk rock. The first person to return with all the correct answers will receive a copy of the punk quiz book written by Martin Punktilious. It's a fun collection of punk trivia and music history, perfect for fans of the genre.

Give it a go and see how you do:

1. With which band do you associate Captain Sensible and Rat Scabies?
2. Which Great Train Robber was temporarily lead vocalist with the Sex Pistols?
3. In 1980 the Angelic Upstarts had a minor hit with a cover of which song made famous by The Animals?

If you think you know the answers, send them in. The first correct entry wins the book!

Good luck!

"Just Because" - poem by Bruce Bennet

I love my family, immediate, extended. It does not matter, we argue, we disagree.
We may not talk for a period of time. I might not agree or they disagree with me. If and when they ask, I am there rather than not be. Just because I can doesn't mean I should.

I have compassion for life and humanity. Just because I can.
I have empathy for rights and liberty. Just because I can.
I promote positivity for growth and structure. Just because I can.
I use manners for equality and integrity. Just because I can.

'Just because I can' is the next right move. 'Just because I can' centres from my heart and soul. 'Just because I have can' is my happiness unrefined.

Because you've done that to me. I'm going to do that to you. Because you didn't do that for me. I'm not going to do that for you. You could do that for me, just to be nice. That's too easy, instead I'll put hurdles and mountains in your way. Just because I can doesn't mean I should.

I seek forgiveness and humble my ego. Just because I can.
I will do good unto others. Just because I can.
I stop and think about actions to be taken. Just because I can.

'Just because I can' brings understanding and patience. 'Just because I can' brings liberation and acceptance. 'Just because I can' promotes peace, love and unity.

My word is my bond, in this life that's all I have. Mean what I say and say what I mean. I could go against the next right move and lead myself and others into fool's paradise. Just because I can doesn't mean I should.

I want to share what I have. Just because I can.

I love being teachable, learn when and where possible. Just because I can.

I want to listen more as I have two ears, I want to talk less as I have one mouth. Just because I can.

I'm here available to give some time, help out. Just because I can.

Just because I can, I let go of resentments. Just because I can, fear has no place here.
I have honest behaviour; my heart is free. I live the truth.
I don't take the knee for racism.
I take the knee because I can.

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
07826 868957

Hayley Rootes - Sustainment Officer

hayley.rootes@bht.org.uk
07741 123672

Anna Kuzan - Involvement Officer

anna.kuzan@bht.org.uk
07500 972509

Head Office and General Enquiries

144 London Road Brighton BN1 4PH
01273 645400
info@bht.org.uk
mytenancy@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

Update your contact details

Email: mytenancy@bht.org.uk
Phone: 01323 340018
Text: 07860 031036

Have your say – annual satisfaction survey

The Tenant Scrutiny Panel (TSP) would like to encourage all tenants to take part in the upcoming Annual Satisfaction Survey.

Recent feedback from tenants has already made a real difference. Insights shared, on anti-social behaviour, have helped shape important discussions and improvements to services.

Every response matters. By taking a few minutes to complete the survey when it becomes available, you can help us understand what's working well and where we need to do better.

Thank you to everyone who has taken part before – and we hope many more of you will share your views this time. Your voice really does make a difference.