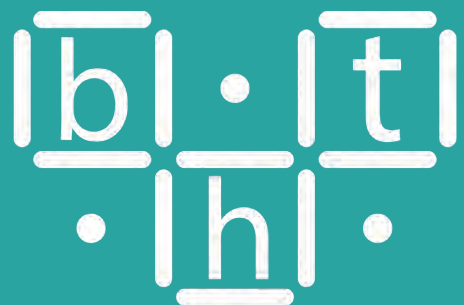




sussex

Issue Forty Three | Summer 2026

Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change



Inside this issue:

Your voice matters

How tenants are helping improve our complaints process

Summer smarter

Simple tips to save water, energy and support wildlife

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New member of staff

My name is Glyn David, and I have been working in Housing and Housing Support for around 30 years. I began working in the Housing Sector with the YMCA, supporting homeless young people. I then worked for Richmond Fellowship providing floating support for people in the community who were suffering with severe and enduring mental health issues. Following that I had various roles in housing advice and tenancy sustainment, working for Adur & Worthing Council. Worthing Homes was my next port of call, providing Financial Inclusion and benefits advice to tenants of the housing association. I have been aware of and a long-term admirer of BHT Sussex so was very pleased to accept the Role of Temporary Accommodation Officer, working out of Carlisle Road, Hove, from April 2026. I am looking forward to all the challenges and rewards of continuing my career with BHT Sussex.



Glyn David

Community Days

We are pleased to let you know that our Housing Services and Asset Management teams will be visiting the following properties on the dates below:

Deepdene Gardens – 16 July
Richard Allen Court – 6 August
The Causeway – 10 September

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 by -



email: mytenancy@bht.org.uk

phone: 01323 340018 or 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.

Complaints Process Review – Thank you for your feedback

Members of our Tenant Scrutiny Panel (TSP) have been working with BHT Sussex to review the Complaints Policy and Procedure, helping to ensure the process is clear, fair and easy to understand. Thank you to everyone who completed our recent tenant survey about BHT Sussex's complaints process. We received 50 responses, giving us valuable insight into tenants' experiences and helping us identify where improvements are needed. Some of the key findings included:

- Nearly half of respondents had made a complaint within the last two years.
- Only around one in three respondents knew where to find information about making a complaint, showing that we need to make this information easier to access.

Many respondents told us they found the complaints process difficult.

Fourteen tenants have volunteered to take part in follow-up interviews to help us explore these issues in more detail.

The survey findings will help shape improvements to our Complaints Policy and Procedure. We look forward to working with the tenants who expressed an interest in further involvement and will share updates as the project progresses.

A quick note about anonymity

A few tenants commented, "You already know my details!"

Our survey was completely anonymous, which meant we could not see who had completed it. We only asked for contact details if you were happy to be contacted about a follow-up interview. If you chose not to provide your details, your survey responses remained anonymous.

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.

YOUR SMOKE DOESN'T STOP AT YOUR FRONT DOOR



Strong cannabis smoke and other odours can travel through windows, vents and communal areas.

For some neighbours, this can affect their health, wellbeing or recovery from addiction.

Please be considerate of those living around you.

A good neighbour thinks beyond their own front door.



Home and Environment

Tenants see the benefits of solar upgrades

We have now installed solar panels on a block of 12 flats in Brighton and a block of 26 flats in Hastings, using grant funding alongside matched funding. These systems use Solshare technology, which shares the energy generated by the solar panels between individual flats. At Baird House in Hastings, new high heat retention storage heaters have also been installed.

Katie, a resident at Baird House, said:

"The Eco Approach team were great – very polite and very professional. They explained how the heaters work and how the solar panels will help lower my electricity costs. I have saved so much money since having the new heaters and solar panels installed. They also make the building look much more modern."



This work is part of our programme to improve the energy performance for all tenancies, in line with requirements for all socially rented flats which will be law in 2030.

Our Asset Management and Housing Services teams have worked hard liaising with tenants to keep them informed as work has progressed, and to ensure they can get the most benefit from their new heating systems.

Keeping cool indoors

Hot weather can be very uncomfortable, especially when you're trying to sleep or if you work from home.

When it's very hot, keep windows closed and curtains or blinds drawn, particularly on windows that face the sun. This helps prevent heat from entering your home. In the evening, when the temperature drops, open your windows to let cooler air in. If it's hotter outside than inside, keep the windows closed.

Appliances such as irons, ovens, hobs and hair dryers also generate heat, so try to use them as little as possible during the hottest part of the day.

An electric fan can also help keep you cool and costs very little to run. The average fan uses less than 100 watts of electricity, costing around 3p per hour. If the air outside is cooler than indoors, place the fan by an open window facing inwards to draw cooler air into the room.

As hot air rises, the coolest air in your home will be near floor level. Placing a fan on the floor and pointing it upwards can help circulate this cooler air. If a room feels particularly hot and stuffy, remember to open a window where possible – otherwise, the fan will simply circulate the warm air.

Text on this page was prepared by Mary Stevens, Environmental Officer

Grow your own bird food

Watching and feeding birds is a great way to relax, whether you have a garden or a balcony.

If you have bird feeders, it's always important to keep them – and any bird baths – clean. This helps prevent a build-up of old food and mould, discourages unwanted visitors such as rodents, and reduces the spread of disease.

The RSPB now advises people to stop putting out seeds and nuts from May until the end of October, as research has shown this can help protect birds from disease. At this time of year, there should be plenty of natural food available, and you can help by growing plants that produce seeds and attract the insects that birds love to eat.

Plants such as teasels and sunflowers provide seeds, while oxeye daisies and knapweed attract pollinating insects. Ivy, honeysuckle and hawthorn also provide insects and berries that birds enjoy.

These plants are easy to grow, look lovely throughout the year, provide a natural food source for birds and could even save you money on commercially bought bird food.

Go beyond the bird feeder – best garden plants to grow for birds: <https://www.rspb.org.uk/birds-and-wildlife/feeding-birds-near-you/natural-food-for-birds>

Save water – reduce bills

Water is an everyday essential that we often take for granted – for drinking, cooking and washing. It's also vital for growing our food and keeping trees and plants healthy.

Saving water during the summer makes sense. When the weather is hot, demand for water increases, which can put pressure on supplies. Simple changes can help you use water wisely and, if you have a water meter, save money on

**Text on this page was prepared by Mary Stevens,
Environmental Officer**

your bills.

- Only run full loads in your washing machine and use eco settings where possible.
- Taking shorter showers saves water and uses less energy. During warmer weather, turning the temperature down can help save even more energy.
- Don't leave the tap running while brushing your teeth.
- Report any dripping taps or leaks to the repairs team – they can waste a surprising amount of water.
- If you grow plants, indoors or outdoors, collect rainwater if you have the space – a water butt, bucket or other container will do. Rainwater is also better for plants. You can also reuse cooled cooking water from pasta, rice or potatoes instead of pouring it away.

If you don't already have a water meter, ask your water company about having one installed. It could help you save money while keeping track of your water use.

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.

BHT Sussex Housing Services: How Well Are We Performing? Q2 Jul-Sep 2025, Q3 Oct-Dec 2025, Q4 Jan-Mar 2026



Repairs: Routine

Response time: 28 days

Q2 88%

Q3 95%

Q4 96%

Target: 95%

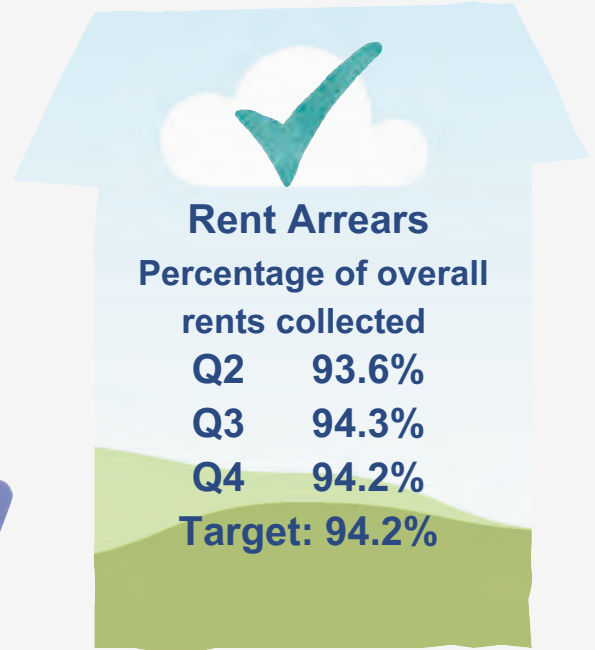
Repairs: Overall Satisfaction

Q2 96%

Q3 98%

Q4 100%

Target: 95%



Rent Arrears

Percentage of overall rents collected

Q2 93.6%

Q3 94.3%

Q4 94.2%

Target: 94.2%

Repairs: Urgent

Response time: 4 to 7 days

Q2 94%

Q3 97%

Q4 96%

Target: 90%

Boiler Servicing

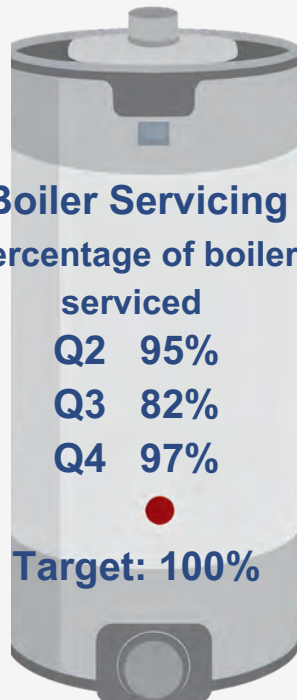
Percentage of boilers serviced

Q2 95%

Q3 82%

Q4 97%

Target: 100%



Letting

Days until vacated property is re-let

Q2 35 days

Q3 44 days

Q4 50 days

Target: 26 days



Repairs: Emergency

Response time: 24 hours

Q2 100%

Q3 100%

Q4 100%

Target: 100%

Celebrating Creativity at the BHT Sussex Art Exhibition

This year's BHT Sussex Art Exhibition was a huge success, welcoming more than 800 visitors to First Base Day Centre as part of the Brighton Artists Open Houses Festival.

The exhibition showcased artwork created by talented artists from across BHT Sussex services, while live performances from local choirs and musicians helped create a welcoming atmosphere throughout the event.

Several artworks were sold, with many more attracting interest. For the artists, the exhibition was an opportunity to build confidence, celebrate creativity and share their talents with the wider community.

A huge thank you to all the staff, volunteers, artists and performers whose time and dedication made this year's exhibition possible.



Painting *Home* by David Mayhew, a tenant contributor to exhibition



Join BHT Sussex in celebrations of Pride 2026

We are once again taking part in the Brighton Pride Parade this August! We have a float in the parade with music so join us for lots of dancing, waving and fun. You'll be on the float from 11am to 2pm.

Please contact Brodie Hall - brodie.hall@bht.org.uk for more details and to reserve your place.

You don't have to be a member of the LGBTQ+ community, lovely allies are very welcome too.

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

Sustainment Officer (vacant) – appointment expected in September

Anna Kuzan - Involvement Officer

✉ anna.kuzan@bht.org.uk

☎ 07500 972509

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Rents and Repairs

01323 340018

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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

Tenant Satisfaction Survey – Coming This Autumn

This autumn, an independent company called Acuity will once again carry out our Tenant Satisfaction Survey.

The survey helps us understand what tenants think about the services we provide, including areas where we are doing well and where we can improve. It also forms part of the Tenant Satisfaction Measures that all social housing landlords are required to report to the Regulator of Social Housing.

If you are invited to take part, we would really encourage you to complete the survey. Your feedback helps shape our services and ensures tenants' views are heard.

We will share the survey results with tenants once they are available.

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

Our mission: Combating homelessness; Creating opportunities; Promoting change.

Our values: Empowering People; Inspiring Change; Collaboration; Delivering Excellence; Being Accountable.