

theLink

August 2016

Lots going on as we head into summer...



Welcome to the August Link. Having been in stocks and pelted with sponges at our summer barbecue, I can safely say it's a relief to be sat back at my desk and returning to the day job!

The barbecue was well-attended and we had a lot of fun. I hope you all enjoyed it too, and welcomed the lack of any long-distance travel this time.

While events on the bigger stage in the UK appear to be creating a lot of uncertainty, we are continuing in our work to ensure our tenants are safe, happy and secure, and as ever we report on the latest work the Trust is doing towards that. This includes recently updating our complaints procedure to create as clear and simple a process as possible for dealing with anything you need to raise with us.

I'm pleased to say that the Haringey Dementia Action

Alliance (DAA), of which I am the Chair, is continuing to build on its membership, with a number of local businesses and organisations signing up to develop dementia-friendly action plans.

And following on from the piece on gardening in the last issue, we look at some of the active gardeners at Margaret Hill House. We also advise on what to do if you lose your keys.

As always I hope you enjoy this Link, have a lovely summer and I look forward to continuing to see as many of you as possible at our various properties.

Alwyn



HHT summer barbecue at Abyssinia Court – more photos inside...

BARBECUE GOES DOWN A TREAT

Great fun was had at the HHT summer barbecue on Wednesday 20th July. Tenants sampled delicious Caribbean food, and then had the chance to exercise off their lunch with Brazilian dancers Annax and Carlotta, who returned to give another demonstration of forró dancing.

Many people won prizes in the tombola, and then had the chance to practice their aim, first at a coconut shy and then throwing wet sponges at HHT CEO Alwyn Lewis as he was confined to some medieval stocks!

An ice cream van helped cool people off in the hot and sunny weather, even though it couldn't quite fit under the entrance to the car park!

Everyone seemed to really enjoy the day and we look forward to beginning plans for the next party!



Delicious Caribbean food was provided by Shades





Tenants try their luck in the coconut shy



HHT's Rexford Godfrey received a surprise birthday present - announced by megaphone!



Alwyn Lewis taking punishment in the stocks!



Another winner is announced in the tombola



Dancers Annax and Carlotta helped tenants work off their lunch



Ice creams helped cool everyone off

HHT/Haringey Dementia services update



Barney Lewer

New Dementia service staff

There are two new Alzheimer's Society staff working with HHT on its dementia-related activity.

Barney Lewer: "I work with the Alzheimer's Society as the **Dementia Action Alliance Co-ordinator for Haringey**, and am based at Hornsey Housing Trust on Tuesdays

and Fridays. My background is in community groups, trade unions and online campaigning organisations".

Guy Elston: "As a **Dementia Support Worker** I provide support and guidance to residents who are worried about their memory and/or have a diagnosis of dementia. I can help people to identify their needs and access services that will help maintain independence and improve well-being. I work on Tuesdays and Wednesdays and would be delighted to meet you".

You can e-mail Guy at Guy.Elston@alzheimers.org.uk or phone or write to me at HHT's offices (see back of Link for details).

Dementia Café

Our HHT dementia café continues weekly from 2-4pm on Wednesdays at Abyssinia Court. These social get-togethers

are designed to be enjoyed by people with dementia and their carers, and all tenants can come and have some tea, biscuits or cake, and enjoy a pleasant afternoon of activities and conversation.

It's a place where we can discuss dementia and its consequences in an informal and understanding environment. Our staff members and guest speakers provide practical information about a range of topics.

Dementia Action Alliance (DAA)

The DAA encourages and supports local communities and organisations to take practical action to enable people to live well with dementia. Member organisations, businesses and groups commit to action plans of several simple steps to make them more dementia friendly.

Haringey's DAA is chaired by HHT's own CEO Alwyn Lewis who, through continuing to grow HHT's own dementia-related work, is keen to encourage other organisations to also undertake whatever activity they can.

Members signed up to the Haringey DAA so far include: Hackney Community Transport, Metropolitan Care & Support, Healthwatch Haringey and Sanctuary Housing (Haringey), Haringey 6th Form College, Healthwatch Haringey, Homes for Haringey, Hornsey Housing Trust, Jacksons Lane Arts Centre, Metropolitan Care and Support, Picturehouse.

Lost keys

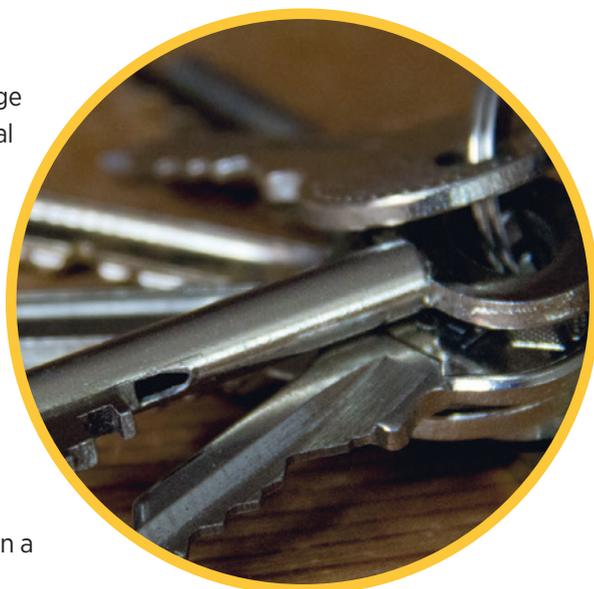
The Trust would like to remind all our tenants that we do not hold spare keys for any of our tenanted properties and therefore are unable to provide access to tenants who have locked themselves out of their home or lost their key.

In the event of your keys being lost or you lock yourself out of your home, it is your responsibility to arrange and pay for a lock change. If our contractor is called out to attend a lock change, this will be considered a rechargeable repair and the full cost

must be repaid. We will also charge for replacement fobs to communal doors.

The exception to this is in the event of keys being stolen or locks damaged due to burglary or vandalism, and we are provided with a police incident report or crime reference number.

We strongly advise that all tenants leave a spare key with a relative or friend so you can obtain a replacement easily.



Review of complaints Policy and Procedure

The Trust recently reviewed its Complaints Policy and Procedure, making a small number of minor amendments to ensure that it both meets current best practice guidelines and provides the information that our tenants have told us is most important to them, in the format they find most helpful. **HHT Corporate Services Manager Carla Pedwell** explains.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or by someone else working on our behalf, such as a contractor or volunteer.

What amendments were made?

- Reinforcing the three-stage internal process for handling complaints, as considered best practice by the Housing Ombudsman
- Introducing a time limit: a complaint must now be made formal within six months of the issue occurring
- Introducing a section on how the Trust will handle “vexatious” or “persistent” complaints which have no basis

The revised Complaints Policy and Procedure will be presented to the Tenant Scrutiny Panel for their comment at their next meeting, prior to being formally approved and published on our website and in paper form for tenants who would like to request a copy.

How can I expect my complaint to be dealt with?

Our Complaints Policy and Procedure encourages tenants to try to resolve any problems at the first point of contact, by wherever possible giving staff the opportunity to put something right before raising a formal complaint. However, when this is not possible and a formal complaint is made, the Trust will follow the three stages to a formal complaint:

● **Stage One** – your complaint will be handled by a member of the team responsible for delivering the service which the complaint is about; or by the service Manager if the complaint is about the behaviour of a member of staff in the team.

● **Stage Two** – if you are not satisfied with the Stage One response given, you have the right to escalate your complaint to Stage Two, where it will be handled by the Manager of the team responsible for delivering the service which the complaint is about; or by another member of the Leadership Team if the complaint is about the behaviour of the service Manager.

● **Stage Three** – if you are still not satisfied with the Stage Two response given, you have the right to escalate it further, where it will be handled by the Chief Executive.

Ultimately if a tenant remains unhappy after the internal complaints procedure has been completed they have the option of referring the complaint for review by the Housing Ombudsman service.

We monitor and report on complaints quarterly so that we can learn lessons and amend our working practices if needed. This forms part of our continuous improvement process. Equally, we want to hear from you if our staff or contractors do a good job. We can learn from each other and share best practice which also feeds into continuous improvement.

If you would like further information on this please contact carlap@hornseyht.co.uk or call/write to HHT using the details on the back page.

Food on your doorstep

Mrs Lewis, who a couple of years ago shared her 80th birthday with the Housing Trust, has lived at Margaret Hill House since 1999, and she started growing vegetables five years ago to keep herself occupied. She has planted out raised beds, perfect to avoid a lot of bending down, and is growing a variety of crops including onions, beetroot, runner beans, tomatoes, carrots and much more besides.



Green fingers at Margaret Hill House

The Link visited the gardens at Margaret Hill House, and in particular the fine handiwork of two tenants, who are creating two very different but equally striking spaces.



A garden of curiosities

Mary McNamara has been at Margaret Hill House for 3 years – she previously lived in the area for 18 years before moving away for a while, but having returned says she wouldn't live anywhere else.

Mary has transformed her garden into a fascinating mix of colourful plants and ornaments, which attract the attention of the children waiting at the nearby bus stop, which is on Middle Lane.

Her plants include miniature rhododendron, daffodils, passion flowers, and many other varieties.



A day in the life of...

Barbara Moore

Housing Support Co-ordinator



As a Housing Support Co-ordinator, I manage four Support Services Officers (SSOs) and their schemes, making sure that our vulnerable residents are getting their wellbeing calls and the support that we need to provide. I ensure there is cover on each scheme, and regularly review everything with the SSOs.

I represent HHT at Haringey's Obesity Alliance and the Housing Related Support Forum, a group of organisations who share expertise and help each other to provide better integrated services to vulnerable people in Haringey.

I've worked in housing for most of my career, in both Local Authority and housing associations as Senior Housing Officer. So I welcomed the opportunity to be promoted to Housing Support Co-ordinator. My passion for my job enables me to fulfil and inspire to make a difference, and I am studying an NVQ3 in Health and Social Care to keep improving my skills and knowledge.

Typical day

This will involve: organising cover if needed; managing rent arrears; liaising with the Council housing benefits department; regular communication with the Enablement Team about any residents discharged from hospital.

I make weekly visits to each scheme to monitor progress or raise issues and I have daily telephone checks with SSOs.

A bad day

A bad is a busy bad!!! It can mean dealing with emergencies such as a resident going missing. When this happens I have an action plan with the SSO: we check the building and decide where to look; contact next of kin; check hospitals; contact central control and inform the police. We also check for safeguarding issues relating to the resident.

A good day

When residents tell me how happy they are with the service, it gives me butterflies! When complaints are brought to my attention and different family generations are involved, decisions are made for the benefit of the tenant, based on our experience and guidelines. It's in our interests to resolve these problems quickly. I listen to any concerns and reassure families that we are there to assist their relative in the best way possible.

We put a care package in place when residents are discharged from hospital. In this case we will work with the family and all key workers involved. It's very rewarding when the Hornsey Parochial Charities approve a grant application I've made for a resident.

Recently I was nominated for HHT's 'Living the Values', which is recognition by team members of good performance. Knowing what I do has been of value to the Trust encourages me to strive to becoming an even better Housing Support Co-ordinator.

Answers to the puzzles on page 8

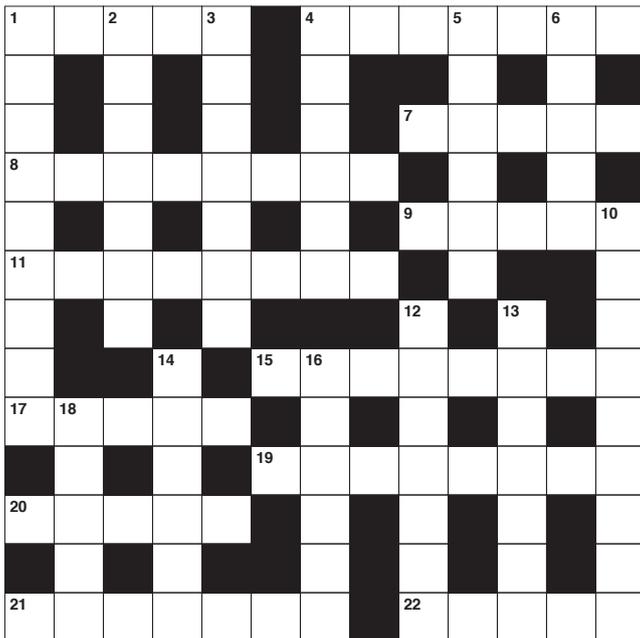
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P		O		U		A				O		H	
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I	D	I	O	M		D		F		I		T	
	E		O			E		U				I	
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7	9	5	6	4	8	1	2	3
6	3	1	2	7	5	9	8	4
8	4	2	1	9	3	6	5	7
3	1	6	5	2	7	8	4	9
5	7	9	8	1	4	2	3	6
4	2	8	9	3	6	5	7	1
1	8	7	4	5	9	3	6	2
2	5	3	7	6	1	4	9	8
9	6	4	3	8	2	7	1	5

Events in Schemes

Please contact your Support Service Officer or Hornsey Housing Trust for future events taking place in the schemes run by AaCE, Alzheimer's Society and the Trust.

Crossword



Across

1. Large bags (5)
4. Sends in (7)
7. Money (5)
8. Wild prank (8)
9. A woolly ruminant animal (5)
11. Formidable (8)
15. Wide-ranging (8)
17. Tease or pester (5)
19. Mexican pancake (8)
20. Form of expression (5)
21. Decorated (7)
22. Reasoned judgement (5)

Down

1. Quickest (9)
2. General idea (7)
3. Exceed (7)
4. Make unhappy (6)
5. Garrulous; insolent (6)
6. Number of Little Pigs (5)
10. Having a practical point of view (9)
12. Tranquil (7)
13. Brother or sister (7)
14. Situated within a building (6)
16. Covered with trees (6)
18. Summed together (5)

Sudoku

		5		4	8	1			
				7	5				4
	4		1			6			
3						8			
	7	9	8		4	2	3		
		8							1
		7			9		6		
2			7	6					
		4	3	8		7			

Answers to the puzzles are on page 7

Staff

- **Alwyn Lewis** – Chief Executive
- **Jonathan Steinberg** – Finance Director
- **Phil Johnson** – Housing Services Manager
- **Carla Ferrarello** – Property Services Manager
- **Olabisi Durojaiye** – Financial Controller
- **Vishwanee Ramtale** – Management Accountant
- **Barbara Moore** – Housing Support Coordinator
- **Carla Pedwell** – Corporate Services Manager
- **Dennis Meredith** – Housing Assistant
- **Maria Reyes** – Customer Services Administrator

Support Services Officers

- **Prerrna Hulman** – Abyssinia Court
- **Rexford Godfrey** – Margaret Hill House
- **Oluwatoyin Balogun** – Olive Tree House
- **Petula Quamina** – Palm Tree Court/Sheba Court

Contact Hornsey Housing Trust

Telephone: 020 8340 6374

(Office 9am – 5pm weekdays)

Fax: 020 8341 1134

E-mail: admin@hornseyht.co.uk

Web: www.hornseyht.co.uk

Don't forget we have a 24-hour, 7-days-a-week Emergency Repairs service – call 020 8340 6374 at any time if you have an emergency repair to report

Other useful numbers

Haringey Housing and Council Tax benefits
020 8489 2800

Gas leaks (National Grid)
0800 111 999 (24hours)

Noise nuisance (Haringey Council)
020 8489 1000 (9:00am – 17:00pm)
020 8348 3148 (17.01pm until 08.59am)

Crime stoppers
0800 555 111

Rubbish and recycling (Veolia)
020 8885 7700

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