



June 2017

Welcome to the summer issue of the Link

I often talk about the weather but I'm not sure where to start with the mix of sun/rain we're getting at the moment. At least it doesn't seem to be doing gardens any harm. On which note, we've featured in this Link details of our gardening schedule.

We've also reproduced some of the very colourful collages which made up a large mural, and also those of Alexandra Palace, which really are quite extraordinary.

The recent Link readers' survey showed that you welcomed information about the Crouch End dementia-friendly screenings, and we've got more of those listed within, plus you asked for a wordsearch puzzle, which is accompanying our gardening piece.

You were also interested in news of other tenants and, equally, they're interested in you! So if you've any special

events or anniversaries coming up, or any artwork or other hobby you'd like to share, let us know and you could be in the next Link!

As for us, Maria Reyes, our customer services administrator, describes a day in her role, and we tell you about our responsibilities to deal with inquiries properly.

Lastly don't forget our summer event at Abyssinia Court on 28th June. Last year's barbecue was a lot of fun (apart from my being pelted with wet sponges!) so please do come along – it would be great to see you there.

I hope you enjoy this issue of the Link, and as ever please contact us with any feedback or contributions. Happy reading!

Always



COME ALONG TO THE HHT SUMMER BBQ

We invite all tenants, family and carers to the HHT Summer Barbeque. We'll once again be having delicious food provided by the good people at Shades, plus a live DJ playing your favourite sounds, along with dancing and other activities – you'll have the chance to win a prize in our raffle and of course there'll be the ice cream van!

Do let us know if you are coming or need transportation – speak to your Support Service Officer or contact Maria Reyes – Customer Services Administrator on **020 8340 6374**. Look forward to seeing you there!

28
June



28th June, 12.30 – 4.30pm, Abyssinia Court,
Weston Park, Hornsey, London, N8 9PL



Creating art at the café

Andrea Carrington updates us on events at the Dementia Café

On the 26th of April, exercise teacher Val Forsyth visited our Dementia Café to lead the group in chair-based exercises. Val usually leads chair-based exercise sessions at Hornsey Housing Trust with the other tenants and it has proved very popular.

It was a very interactive session, with lots of laughter, and a mini group dance to a Bob Marley melody.

On the 3rd of May the café had a visit from Haringey 6th Form Social Care students, who have been visiting the Dementia Café and getting to know the attendees. The students worked with café goers to design a spring wall mural, using collage techniques.

Each table had images to which they added tissue paper to create colourful and unique designs, and then put them together to create a mural on the wall. The café attendees really enjoyed watching the wall mural take shape as they added their own unique designs, including flowers, butterflies, grass and parrots. The finished piece was an explosion of colour, and everyone was really happy with the outcome.

On the 10th of May, we had a visit had a visit from Marine Begault from Alexandra Palace, who discussed the history of the palace, and café-goers relayed their own personal memories and stories of the building. Everyone then worked on another collage art project, this time using images from the palace archives. Café-goers cut up the pictures of the old archives and really had fun with the images, thinking creatively to build fantastical dream-like worlds.

On the 17th May, Sara Cox from Pathways for Dementia spoke to café-goers about planning ahead for a sound financial future, and on a lighter note, Haringey 6th Form Centre's Performance Arts Group led an enjoyable sing-along.

On May 24th we had a visit from a choir from Colteridge Primary School, who sang for our attendees, and a visit from Ella Dinsdale from Arts for Dementia.



The wall mural (top) put together from the collages created by café-goers on May 3rd, plus fantastical creations based on Alexandra Palace, created by café-goers on May 10th

Looking ahead, we are expecting visits during June and July from Film London, Arts for Dementia, and chair exercise specialist Micheline Gunter, so do come along if you can.

The Dementia Café takes place every Wednesday from 2.00-4.00pm, at Abyssinia Court N8. It is run by Alzheimer's Society in partnership with Hornsey Housing Trust.

The café welcomes both tenants from Hornsey Housing Trust and those living in the N8 area.



Dementia Support Worker

If you're living with dementia and are a Hornsey Housing Trust tenant, or living in the N8 postcode area, our Dementia Support Worker can give you practical advice and emotional support to help you understand dementia, cope with the day-to-day challenges it brings, and prepare for the future. They can also help you access other support services, and build support networks locally. Contact Indje Shahin at: ShahinBinboga@alzheimers.org.uk or phone 020 8347 2214



Dementia-friendly screenings

Crouch End Picture House continues with its regular programme of classic movies for people living with dementia and their families, friends and carers.

Screenings take place on the fourth Thursday of every month. Free tea and coffee from 10.30am, film starts at 11.00am. There will be a 20-minute interval halfway through the film.

Tickets £4, accompanying carers free.

Book in person at the Box Office, online at www.picturehouses.com, or by phone on 020 7294 7908

Upcoming films:



Seven Brides for Seven Brothers (U)

102 mins (musical) 1954, Dir: Stanley Donen, music by Gene de Paul

Thu 22 Jun, 10.30am – 1.00pm

Set in the 1850s, the film tells the story of Milly (played by Jane Powell), a young cook, who marries Adam (Howard Keel), a woodsman, who unbeknownst to her lives in his cabin with six ill-mannered brothers – she starts teaching the brothers manners, but events take a difficult turn...

On the Town (U)

98 mins (musical) 1949, Dirs: Gene Kelly, Stanley Donen, music by Leonard Bernstein

Thu 27 Jul, 10.30am – 12.55pm

Gene Kelly, Frank Sinatra and Jules Munshin play three sailors with 24 hours to spend in New York, who set about making the most of it.





Gardening Schedule

By Carla Pedwell, Corporate Services Manager

The gardens at
Abyssinia Court

We know that the area surrounding your home is as important as the decoration inside. To help maintain communal gardens and green areas, the Trust provides our schemes and street properties with a gardening service, carried out by garden contractor, Greenspace. When the gardeners from Greenspace visit, they will ensure that all designated communal grassed areas, shrubs and flower beds are well maintained.

We will listen to tenants' suggestions for garden improvements and will undertake to complete them subject to cost and reasonableness. I attend regular garden meetings with Trust staff, and am more than happy to discuss gardening arrangements with tenants and explain a bit more about gardening work being done.

The Gardening Year

Marjory Gloak, Director at Greenspace, explains a bit more about the gardening year and how she and her gardeners keep your outside spaces looking their best.



Grass and weeds grow more slowly during the cooler winter months, but come spring with its sunshine and showers and they spring into life again! We begin mowing lawns on a regular basis from April onwards, and getting on top of weeds early in the season means we prevent them seeding and becoming a problem. May is a good time to trim evergreen hedges, to get their edges looking crisp and neat. It is illegal to disturb nesting birds, so my gardeners and I are careful to check the hedges for signs of nests before we start work.

We continue to mow lawns regularly. June is traditionally the month when roses are at their peak, so we prune the flowers as they fade, to keep displays looking good and encourage more blooms. We also cut back early flowering perennials to the ground so they send up fresh leaves and maybe even produce extra late-summer flowers.



We put in bedding plants like pansies in September/October



Midsummer is when hedges require the most attention as the new growth begins to make them look untidy. You'll see the gardeners out and about on a regular basis using hedge trimmers and shears.

In a dry, hot summer, plants are dependent on watering. We will water border shrubs and plants when we visit, but tenants can help us keep gardens looking healthy by giving them a good soak every other day in sunny weather.



Spring might seem like a long way off, but September and October are the perfect months to start making preparations for a beautiful floral display next year.

In gardens with borders and beds, we'll plant spring-flowering bulbs and bedding plants such as pansies and geraniums.

By October, we will be busy clearing leaves from lawns and patio areas. Autumn leaves are great for adding to the compost heap.

To reduce the threat of disease, we check perennial plants and shrubs on a regular basis once they've finished their summer flowering and cut off any dead leaves and flowers before they have the chance to rot. The plants can then be brought back into growth in spring.



By late November, the weather should be cold enough for lawns not to need regular cutting, although they may need an occasional tidy-up during winter. It's a busy time of year for tidying up, so my gardeners and I sharpen our secateurs in preparation! We'll also identify any dead or dying shrubs and trees and make arrangements to replace or fell them come spring. Throughout the winter, we give plants a boost by feeding them and mulching around their roots.



We check for nesting birds before trimming hedges

Flowers wordsearch

Can you find the following flower names in this grid?
Solutions on page 7

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

BEGONIA DAISY MARIGOLD
BLUEBELL GERANIUM ORCHID
CROCUS HYACINTH PETUNIA
DAFFODIL LILY PRIMROSE

Our Customer Service Standards

Visitors to the office

When you visit us at our offices we will attend to every visitor within 10 minutes of arrival at the office or, if a member of staff is unable to attend to you at the time, we will arrange a mutually convenient appointment for you to come back. We will clearly display the opening times for our offices and provide clean, tidy and comfortable reception areas and interview rooms that are accessible to all.

Telephone Calls

When you contact us by telephone we aim to answer all telephone calls within ten rings. If the person you wish to speak with is unavailable, we will take a message or offer to have a colleague speak with you instead. All staff will be civil and polite to any caller. Staff will give their name and job title when asked.

Correspondence

When you write to us we will respond to every letter or e-mail within 10 working days, or write to you to ask for extra time to respond if a full answer

cannot be given straight away. We will acknowledge all letters and emails within 3 working days.

Treating our staff with respect

All the staff at Hornsey Housing Trust work hard to provide the best possible service for our tenants and are committed to helping you as much as they can.

We have a duty to protect our staff from abusive or unreasonable behaviour, and have a zero tolerance position on unacceptable behaviour towards our staff. We understand that it can be frustrating when you have to wait to have a problem resolved or when you cannot get in touch with the member of staff you wish to speak with, but we ask that you please remember that our staff are often trying to deal with several challenging situations, and to treat them with respect.

In return, we commit to the above minimum customer service standards when you come to us with a problem and when responding to communication you make with us.

New laundry facilities

We're pleased to announce that over the next year, existing washing machines and dryers are to be renewed. The new machines will be coinless. The outline installation programme is as follows:

End of June: Margaret Hill House, Palm Tree Court, & Stowell House

End of July: 117 Ferme Park Road, 110 Hillfield Road, 17-26 Sheba Court, 461 West Green Road

End of August: 72-74 Cecile Park Road, Abyssinia Court

January 2018: Waverley Road

July 2018: Olive Tree House

Further details will be provided on exact dates nearer the time of installation.



A day in the life of...



Maria Reyes

Customer Services Administrator

It's first thing in the morning, and as usual it's busy! In my first hour, I'll have already taken several calls about rent payments, repairs, support visits and requests for replacement door keys!

I've been working for Hornsey Housing Trust for just over a year now, and this is why I enjoy my job - there's such a variety of tasks and it means that I'm learning all the time so that my knowledge is up to date, allowing me to best help our tenants. No two days are the same and having the flexibility to work on calls, emails and Reception Desk really suits me. I enjoy meeting our tenants, and it's always nice to put a face to a voice when someone I've spoken to often on the phone attends the office or comes to an event.

I always try and resolve a query myself, and my colleagues in other teams are on hand to take over if necessary, allowing me to return to the incoming calls. However, I don't only handle calls – my range of responsibilities includes assisting the Property Services team in delivering the responsive repairs service.

When tenants call to report a repair, I raise the job and communicate with our repairs contractor to arrange an appointment with the tenant. I'll organise any follow up work required, and work with our Property Services

Officer to ensure the job is completed. I'm currently studying for the CIH Level 2 Diploma in Housing Maintenance, so I'm keen to learn all I can about repair and asset management issues.

I also support the Finance team by handling rent payments and direct debits, and carry out a range of administration for the Housing Services team – including helping to make arrangements for the luncheon clubs and events and outings we take our tenants on, organising letters and rent statements, and coordinating our guest room vacancies.

Having such a broad view of what's going on within the Trust really helps me to go the extra mile where I can. Recently I learned that one of our tenants had been waiting some time for some complex repair work to be carried out to her home: I knew that we had a vacancy in one of our guest rooms, so I offered the tenant to stay in the guest room whilst the work was being carried out. The tenant was very grateful that I and the Trust could help her in this way.

At the end of an average day, I've handled about 60 calls and assisted up to 15 tenants visiting the office with an enquiry. It's been a demanding day, but I've enjoyed my part in helping the Trust assist our tenants.

Solutions to
the puzzles
on pages
5 and 8

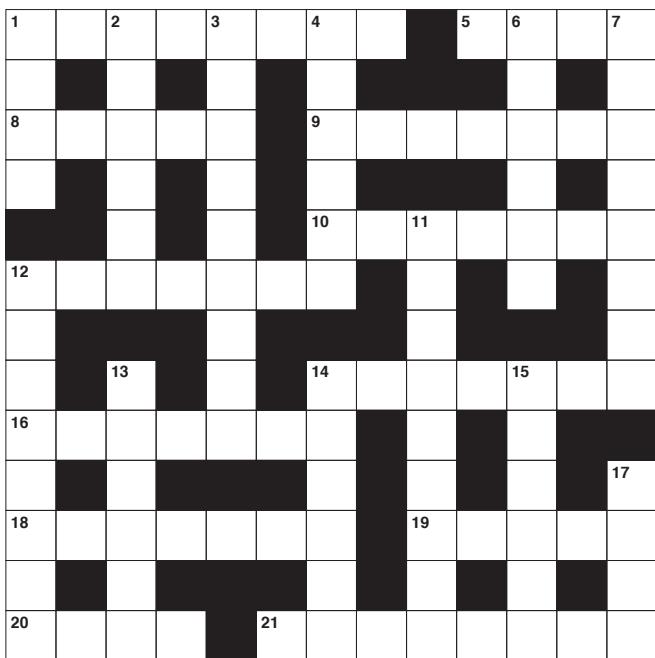
C	A	U	T	I	O	N	S	D	A	U	B
L	N	D	I		R	R					
A	M	P	L	E	P	R	E	C	E	D	E
P	A	O	P		N	A					
I	G	E	A	R	M	A	K				
E	N	D	U	R	E	D		S	O		
Y		A	M					U			
E	U	M	S	T	A	R	L	E	T		
T	Y	P	E	S	E	T	I	A			
O	R	O	N	D	C						
O	R	E	G	A	N	D	T	A			
T	A	G	E	E	L						
H	E	R	E	R	P	R	I	S	A	L	

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

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

Puzzles

Crossword



Across

- 1 Warns (8)
- 5 Spread clumsily on a surface (4)
- 8 More than enough (5)
- 9 Go before (7)
- 10 Set aside for a purpose (7)
- 12 Put up with (7)
- 14 Promising actress (7)
- 16 Prepare for printing (7)
- 18 Aromatic herb (7)
- 19 Triangular river mouth (5)
- 20 This place (4)
- 21 Act of retaliation (8)

Down

- 1 Applaud (4)
- 2 Not yet settled (of a bill) (6)
- 3 Go misread (anag) (9)
- 4 Bit sharply (6)
- 6 Stadiums (6)
- 7 Escape from prison (8)
- 11 Quantity that is left over (9)
- 12 A canine (3,5)
- 13 Raise up (6)
- 14 Minion (6)
- 15 Soup spoons (6)
- 17 Contact by phone (4)

Sudoku

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

Solutions to the puzzles are on page 7

Staff

- **Alwyn Lewis** – Chief Executive
- **Jonathan Steinberg** – Finance Director
- **Phil Johnson** – Housing Services Manager
- **Lesley Sullivan** – Property Services Officer
- **Olabisi Durojaiye** – Financial Controller
- **Vishwanee Ramtale** – Management Accountant
- **Mark Dibblin** – Asset Manager
- **Barbara Moore** – Housing Support Coordinator
- **Carla Pedwell** – Corporate Services Manager
- **Dennis Meredith** – Housing Assistant
- **Maria Reyes** – Customer Services Administrator
- **Paul Rickards** – Universal Credit Officer

Support Services Officers

- **Oluwatoyin Balogun** – Abyssinia Court
- **Rexford Godfrey** – Margaret Hill House
- **Indje Shahin** – 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