

theLink



April 2020

Working to keep you safe

I do hope this new *Link* finds you all well. I am writing this introduction in extraordinary times, as we see the Covid-19 crisis developing and greater measures being taken to combat it.

As I hope you would expect of us, we are doing everything we can to keep all our tenants safe. Like every responsible organisation, HHT had a plan of action ready in advance and was able to put that into place swiftly. You can read more about the steps we have taken inside.

Importantly, to keep you safe our staff are avoiding direct contact with tenants and we have had to suspend activities such as lunches, group exercises and the Dementia Café. I know how much these group activities mean to many of our tenants, but as the government is advising it's the only way to seek to save lives. Of course many of our tenants have lived through



“HHT exists solely to help you all lead a better life.”

extraordinary times before and so I know you will be calm and take all the right advice. And talking of our tenants' life stories, we're offering our book of tenants' stories for free to help you get through this period of isolation from friends and family.

We recently sent you information on the virus and what you need to do to avoid it. In this *Link* we've tried to provide information on keeping your mind, body and spirit together during these unusual and difficult times, including some extra puzzles.

You can also read about Newlon's Simon Arefe in our 'Day in the Life' piece. Simon wrote that piece before we knew the virus was

coming, so I imagine his life is slightly different now! But I know he and his colleagues are still there to assist with emergencies.

I want to finish by reminding everyone that HHT exists solely to help you all lead a better life. Things are not easy at the moment, but we are always here for you. If you find yourself not knowing how to solve a problem, or simply feeling a bit low and needing to talk to someone, please call us and we will look after you.

Wishing all of you the best of health.

Always

Maintaining our service to you

by Phil Johnson, Housing Services Manager



As tenants will know it is important for us to seek to contain the Covid-19 virus as much as possible. You will I'm sure have seen from the news that the virus can spread very quickly and easily and we want to avoid our tenants being affected if we possibly can. As Hornsey Housing Trust specialises in providing housing to people who are considered to be at high risk, we need to make extra sure we are not coming into unnecessary contact with anyone.

We put a plan into action to reduce the spread of the virus. Our staff are now working away from our HQ office at Abyssinia Court, with just one member being based there at any one time to ensure the health and safety of our tenants, including checking on a tenant who has not responded to a welfare call if no one else has been able to make contact, or making deliveries if any tenant has reported they need food or a top-up on their electricity or gas meter.

All of our Support Service Officers are likewise now based away from their schemes. All our staff will continue to be working and your SSO or Central Control will continue to make daily welfare calls if you live in one of our sheltered schemes. If you live in one of our general-needs properties, staff will telephone you once a week, unless you ask us not to. As well as checking that you are feeling well, they will ask you additional questions – such as whether you have enough food, supplies of your usual medication if you take any, and credit on your gas and electricity meters if you have them.

It's important that tenants also note that all routine and non-essential programmed maintenance work which would involve an operative accessing homes has been postponed. Newlon will carry out only emergency and urgent repairs until further notice. Please call Newlon on **0808 196 2200** or email HHRepairs@newlon.org.uk.

Our cleaners will continue to maintain the main office and communal areas with an enhanced cleaning regime.

We appreciate that some of our tenants are still working and may be concerned about their income at this time. Some freelance workers will now be able to apply for Universal Credit. If you want to discuss this you can contact our Universal Credit Officer Trevor Small. Call our general number **020 8340 6374** and we will arrange for Trevor to make contact.

Lastly, as well as our staff, our volunteer befriender group is still available and keen to keep in touch with any tenants who would like a friendly phone conversation. Charlie, Kate, Lakshmi, Alex and Diane are happy to call just for a chat during the day – if you would like them to please again let us know by calling **020 8340 6374**.

Also Haringey Council is operating a service to help people with getting health or care support, and also keeping in touch and helping with things like getting shopping. The phone number, which is open from 8.30am–6.30pm weekdays, is **020 8489 4431**. You can read more about this here: <https://www.haringey.gov.uk/covid-19/need-help>.

And for anything that is not covered above, use our general number to let us know and we will help you. Do please all keep safe at this time.



Newlon's repairs company Wates will still help with emergency repairs

Shopping for Food

It's important during the period of social distancing to make sure you have a balanced diet. Some supermarkets have introduced special times when they only allow elderly and vulnerable people to do their shopping.

These include:

- **Sainsbury's:** Every Monday, Wednesday and Friday between 8am–9am
- **Tesco:** Every Monday, Wednesday and Friday between 9am–10am
- **Waitrose:** The first opening hour (e.g. Crouch End 7am–8am weekdays, 8am–9am Saturdays, 12pm–1pm Sundays)

(Note the above information was correct as of 7 April 2020.)

Some supermarkets are also prioritising older and vulnerable people for home delivery. If you have a computer or a smartphone you can register and organise your groceries to be delivered to you, or you can use a 'click-and-collect' service.

Note that most supermarkets are limiting the amount people can order of any one item, in order to prevent



It's important to maintain a balanced diet

shortages of essential goods.

If self-isolating, you can also use this time to practice cooking new dishes. Seek out an exciting new recipe, ask your friends, family or order from your supermarket the ingredients and get cooking!

A reminder about changes to your rent



As reported in the February *Link*, from 1st April we increased rents by 2.7% following new government guidelines. The increase in rents will assist us in our work of improving our existing properties, providing services to our residents and building new homes.

If your rent was due to change, you will have had a letter from us in February to tell you your new rental payment as well as any changes to service charges.

If you would like any advice on claiming benefits or managing your finances, call **020 8340 6374** and ask to be put in touch with our Universal Credit Officer, Trevor Small.

The easiest way to pay your service charges is by Direct Debit or Allpay.

If you receive Housing Benefit, you can arrange for

Haringey Council to pay your rent to us directly. Please check their website at www.haringey.gov.uk for details. Hornsey Housing Trust will inform the Housing Benefit team at Haringey of the changes to your rent.

If you get Universal Credit paid to you directly, you'll need to set up a Direct Debit, pay by Allpay or set up direct payments. Direct Debit is an instruction from you to your bank or building society. It authorises the organisation you want to pay to collect varying amounts from your account – but only if you've been given advanced notice of the amounts and dates of collection.

Call your bank about setting up a direct debit or go online to find out more: <https://www.directdebit.co.uk/DirectDebitExplained/Pages/WhatIsDirectDebit.aspx>

Keeping active

Due to the coronavirus outbreak, the government has introduced 'social distancing', with the consequence that people need to avoid contact with others and limit the amount they go outdoors. Despite this it's important to stay active. Those of you that have attended group exercise sessions will be used to simple exercises you can do at home, to keep your limbs moving and circulation going.

The NHS has some simple exercises online, such as the example of a sitting exercise shown here:

Example of an NHS-recommended sitting exercise

Upper-body twist

This stretch will develop and maintain flexibility in the upper back.

A. Sit upright with your feet flat on the floor, cross your arms and reach for your shoulders.

B. Without moving your hips, turn your upper body to the left as far as is comfortable. Hold for 5 seconds.

C. Repeat on the right side.

Do 5 times on each side.



More simple NHS exercises are available online:

Sitting exercises: <https://www.nhs.uk/live-well/exercise/sitting-exercises/>

Strength exercises: <https://www.nhs.uk/live-well/exercise/strength-exercises/>

Flexibility exercises: <https://www.nhs.uk/live-well/exercise/flexibility-exercises/>

Balance exercises: <https://www.nhs.uk/live-well/exercise/balance-exercises/>

The NHS recommends that everyone should aim to be physically active every day, even if it's just light activity, and that if possible people should aim to do activities that improve strength, balance and flexibility on at least 2 days a week.



Cleaning is also a form of exercise, so this could now be the time to do your spring clean!

The government advice allows for people to go out of their homes to exercise once a day, and it's very important to do this. Going for a walk exercises the body and also refreshes the mind as you see different things going on around you.

If your scheme or home has a garden, it is of course fine for you to work in it as long as you continue to practise social distancing from others.

and well

There's lots more audio programmes to listen to via the internet

Keeping an active mind

While social contact is limited at this time, you can still keep your mind active. We've provided some extra puzzles in this *Link*, and you can find more online and books of puzzles in some grocery shops as well as supermarkets. If someone else is doing your shopping for you, ask them to pick up a puzzle magazine.

You might also try drawing or painting, or another type of craft. Maybe you could cut pictures out of magazines and create a collage.

There's also watching TV or listening to the radio. People are listening to more and more types of audio programmes, not just radio but also podcasts' and audiobooks. If you have a computer, tablet or smartphone you will be able to sign up to a service. Many podcasts are free – BBC shows are available on its 'BBC Sounds' service which is at <https://www.bbc.co.uk/sounds>. You can find other free podcasts using websites/apps like Acast: www.acast.com.



Puzzles

Cooking wordsearch

See if you can find all the words in this weather-related wordsearch



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

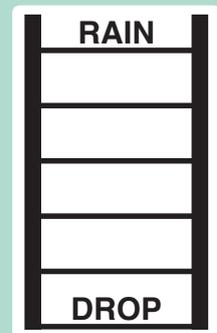
BAKING
BARBECUE
BLEND
CHEF

CHOPPING
DOUGH
FLOUR
PEELER

RECIPE
WHISK

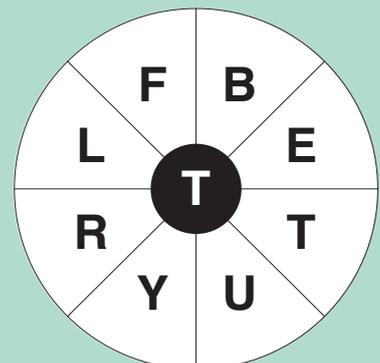
Word Ladder

Move from the word at the top of the ladder to the word at the bottom of the ladder by changing one letter on each step of the ladder. Do not rearrange the order of the letters. There may be more than one way of doing this.



Wordwheel

Find as many words as you can of three-or-more letters in the wheel. Every word must contain the centre letter. Can you find the word that uses all nine letters?



Solutions to the puzzles are on page 6

Social distancing – how to keep talking to people

Everyone has been talking about the government’s advice for people to practice ‘social distancing’ – avoiding anyone with the symptoms of coronavirus and keeping at least two metres (three steps) between you and another person.

This is important for your health, but it does mean you’re not able to see as much of your family and friends. People have been advised not to visit friends and relatives as they may pass on – or contract - the Covid-19 virus. However you can still seek to talk to people you know while practising keeping safe.

If you’re in one of our housing schemes, you can maybe talk out of the window to some of your neighbours. Or if you are going out for your daily walk, maybe you could arrange to stop and talk to a friend who is at the front door or window of their home, but always



Using a video app like Skype is a good way of speaking with friends and family

making sure to stay at least two metres away of course...

And of course you can talk to family and friends remotely on the telephone, or if you have a computer you can talk to them using a free application such as

Skype. Many people are also using an application called Zoom which allows several people to join a group video conversation. A Zoom conversation is free up to 40 minutes. Both Skype and Zoom can also be used on smartphones.

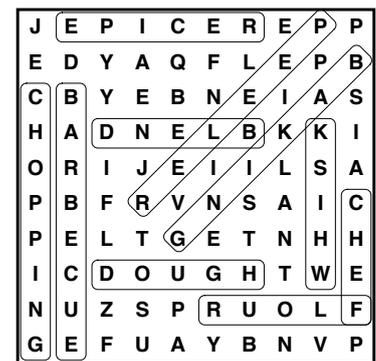
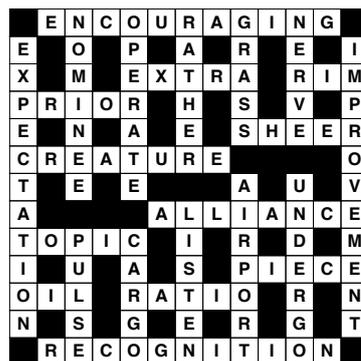
Free book offer

When not keeping in touch with friends and family, you could of course read a book... and to help our tenants



pass the time during the current crisis, HHT is offering a free copy of our lovely book of tenants’ life stories, ‘Memories of Tenants of Margaret Hill House’. The book recounts the fascinating lives of some of the past and present tenants of Margaret Hill House, all in their own words. The book features tenants who originally came to Britain from Nigeria, Jamaica, Cyprus, and also many parts of England, including Hornsey itself. **To get a free copy please send an e-mail to Phil Johnson at Hornsey Housing Trust: philj@hornsey-ht.co.uk**

Solutions to the puzzles on pages 5 and 8



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

WordWheel - solution

Nine-letter word: **butterfly**
Other words that can be made from the wheel include: belt, bet, blurt, brute, but, butler, butt, butter, buttery, byte, eft, felt, flute, flutter, fluttery, fret, left, let, lute, rebut, rut, true, truly, try, tub, tube, tuber, tuft, turf, turtle, tut, tyre, utter, utterly, yet
TARGET: 20, GOOD: 27, EXCELLENT: 32

Word ladder - solution

RAIN
GAIN
GRIN
GRIP
DRIP
DROP

A day in the life of...

Simon Arefe

**Customer Service Advisor at
Newlon/Hornsey Housing Trust**

Article written in January 2020



Last year, the team here at Newlon Housing Trust took over the running of HHT's day-to-day repairs services, providing support via our contractor Wates. As your delegated customer service advisor in partnership with Hornsey Housing Trust I am your first point of call at Newlon for all your day-to-day repairs. Some of you would have already spoken to me and some of you have already addressed me with, "Is that Simon?", before I've even introduced myself over the phone – which is quite humbling!

As to what my day really entails, well, repairs, repairs, and, more repairs! My day goes a little like this...

With a strong coffee prepared I log in at 9am and begin answering any repair queries, in particular any urgent ones that need responding to swiftly.

The day is pretty much fluid, and can sometimes be a little pressurised and hectic – Newlon is quite a lot larger than Hornsey Housing Trust in terms of the number of properties we manage, and so the volume of calls can be quite high at certain intervals of the day, but at least we have a good structure in place to manage this.

The second half of the day usually involves sending out repair appointments, chasing up existing repairs and following up repairs raised in the morning. We make sure the service is provided at all times during opening hours, including lunchtime. With the day winding down to an end at around 5pm, I usually aim to respond to most of your queries within the same day, ensuring no backlog and ready to take on any new repairs the following day.

I'm working alongside HHT's housing officers to make sure we provide the smooth running and management of all your repairs queries. Having that extra support network has significantly sped up the quality and

“ Knowing I've played a big part in efficiently resolving what can sometimes be a stressful and frustrating situation makes my job worthwhile. ”

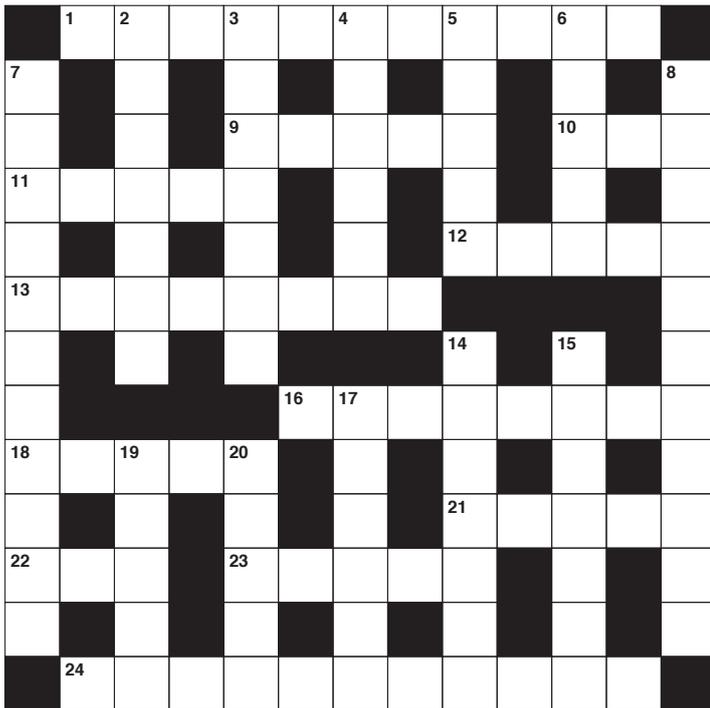
delivery of service. In positive terms, HHT's access to one of the biggest contractors means more availability and an effective use of resources to handle various types of complex repairs. Having spoken to many of you and following the most recent satisfaction survey, your comments on the new arrangements so far have been very welcome.

My favourite part of the job is gaining your satisfaction and gratitude, and of course getting it right first time! Knowing I've played a big part in efficiently resolving what can sometimes be a stressful and frustrating situation makes my job worthwhile

My biggest challenge is that, while we do have robust procedures in place to prioritise any immediate concerns, there are times when a slight delay to your repair is inevitable. I will always endeavour to try my very best to reach a resolution, and don't stop until I've done all I can.

Whenever I am away, my colleagues Roseline, Quincy, Sarah, Pembe and Mark will be on hand to resolve all your repair queries. Overall, the partnership with Hornsey Housing Trust on a personal level has given me a greater opportunity to serve and extend the gold standard of service we provide here at Newlon. I'm really looking forward to knowing you all and working with my counterparts at Hornsey Housing Trust to meet all your repairs needs.

Crossword



Across

- 1 Urging on (11)
- 9 Background actor (5)
- 10 Edge of a cup (3)
- 11 Earlier (5)
- 12 Absolute (5)
- 13 Animal (8)
- 16 Association created for mutual benefit (8)
- 18 Theme for a discussion (5)
- 21 Part of (5)
- 22 Viscous liquid (3)
- 23 Mathematical proportion (5)
- 24 Gratitude; acclaim (11)

Down

- 2 Person proposed for office (7)
- 3 Direct or control (7)
- 4 More precisely (6)
- 5 Common plant (5)
- 6 Boldness; courage (5)
- 7 Belief something will happen (11)
- 8 A change for the better (11)
- 14 Where you go to catch a flight (7)
- 15 Be subjected to (7)
- 17 Give one's attention to a sound (6)
- 19 Lentil or chickpea (5)
- 20 Freight (5)

Sudoku

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

Solutions to the puzzles are on page 6

Staff

- **Alwyn Lewis** – Chief Executive
- **Mark Dibblin** – Asset Manager
- **Carla Pedwell** – Corporate Services Manager
- **Phil Johnson** – Housing Services Manager
- **Barbara Moore** – Housing Support Coordinator
- **Tennicia Cameron** – Housing Support Officer
- **Veronica Lindsay** – Head of Finance and IT
- **Michael Benjamin** – Assistant Financial Accountant
- **Vishwanne Jagdeo** – Management Accountant
- **Trevor Small** – Universal Credit & Benefits Specialist

Support Services Officers

- **Dipesh Anandji** – Abyssinia Court (temporary)
- **Maria Reyes** – Margaret Hill House; Waverley Road; Hillfield Avenue
- **Indje Shahin** – Olive Tree House
- **Oluwatoyin Balogun** – Palm Tree Court/Sheba Court

Telephone: 020 8340 6374
 (Office 9am–5pm weekdays)
Fax: 020 8341 1134
E-mail: admin@hornseyht.co.uk
Web: www.hornseyht.co.uk

Repairs service (urgent/emergency only)
Freephone Number: 0808 196 2200
HHTrepairs@newlon.org.uk

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

Thames Water – 0800 714 614

Electricity (Power cut) National Grid
 0800 31 63 105

The Link: articles by the staff of Hornsey Housing Trust. Editing/further writing by Tim Wilson; design by bobcree.com. Photographs: ©Shutterstock, except p1 ©Tim Wilson, p3 ©Direct Debit, p4 ©NHS, p7 ©Newlon. Icons: flaticon.com. Puzzles supplied by Clarity Media. Printed by City Printing, Hornsey.