

theLink



March 2021



Looking forward to Spring

The announcement of how the government hopes to create a path out of lockdown will hopefully bring new optimism. March sees Mothers' Day of course so a big hello to all you mums out there!

In this issue Barbara Moore reports on how we worked with the Union Church in Hornsey to provide lunches to local tenants last Christmas. I'd like to thank Barbara for taking the initiative to organise this and it certainly brightened up the days of the tenants involved.

There are also details in this *Link* about rent increases. I'd like to stress that these increases are permitted under government policy and allow us to ensure that we can continue to maintain your homes and also provide additional homes to try to tackle the housing crisis. Our rents remain below market rates and we aim to ensure they are always affordable.



Volunteers at the Union Church in Hornsey kindly organised lunches and goodie bags for local HHT tenants last Christmas. See pages 2-3 for more

This *Link* also has a Day in the Life piece by Mussa Djalo, our Finance Assistant, who's joined us in a strange time but is doing a great job.

We've also some information about the latest email, telephone and text scams – do always be careful and protect your personal details.

It's good to see that we have been

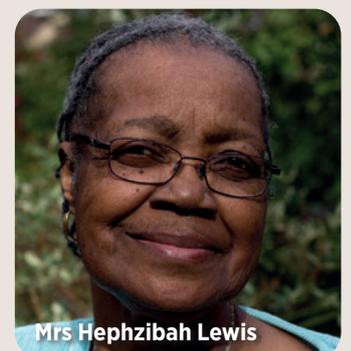
having some warmer weather. We are hoping that we can start to see more of tenants as the year goes on and maybe next Christmas we'll all be able to gather again to have a lunch and meet socially.

Best wishes

As we look forward to a brighter year I regret that we must first say goodbye to two valued friends. Hephzibah Lewis and Jacob Petrou were two long-standing tenants at Margaret Hill House, and two of the contributors to our book of tenants' stories. They were ever-present at the Trust's social events and it is with great regret to report that within the last few weeks they have both passed away. I know everyone who knew them would join me in expressing our heartfelt condolences to their families and friends. I am pleased that their stories live on in our book.



Mr Jacob Petrou



Mrs Hephzibah Lewis

Christmas lunches delivered to tenants

By Barbara Moore, Housing Support Coordinator



As you will all know, as the UK was in lockdown over last year's Christmas period, Hornsey Housing Trust was unable to arrange our usual Christmas Party for our tenants.

Every year the Union Church in Weston Park provides lunch to residents in the Hornsey Area and some of our tenants have previously

accepted their invitation.

I wanted to try and see if we could still get a special lunch to some of our tenants in the nearby area and so I spoke with the Union Church's Administrator, Margaret Hervie, to see whether they could include our local tenants in their Christmas Lunch.

This was welcomed warmly

and with the help of their chefs and volunteers, they delivered 40 Christmas Lunches/ Goodie Bags to tenants at Margaret Hill House, Olive Tree House, Abyssinia Court, Hillfield Ave and Ferme Park Road.

This was very much appreciated and welcomed by the tenants and we would very much like to thank the Union Church for helping to brighten many people's days during what was a difficult Christmas period for everyone. Hornsey Housing Trust provided a financial contribution to the Church to show its appreciation.



Roast potatoes and stuffing were part of the special lunch



Food boxes ready for packing



Some of the HHT goodie bags being prepared

Coronavirus updates



Staying safe in HHT properties and avoiding scams.

While we are starting to see the vaccine rolled out and are hoping we may see some restrictions lifted, this remains a key time for people to stay safe.

We would like to remind all HHT tenants that you should wear a mask when walking inside around any of our schemes or properties, to both protect yourself and others, and also to keep a safe distance.

Beware of vaccine scams

The Covid-19 vaccine will always be available free of charge from the NHS. If you receive an email, text message or phone call claiming to be from the NHS and you are asked to pay for the vaccine or provide bank details, this is a scam.

The organisation *Which?* has published information on a scam to try to get people to pay for the Covid-19 vaccine. People have been sent a text which asks them to fill in an online form and supply personal details. You can read more about this here: <https://conversation.which.co.uk/scams/scam-nhs-covid-vaccine-text-message>

Always be careful when approached by text, phone or email and be wary of giving any personal details.

Other scams identified by *Which?* include emails on Council Tax reduction, HMRC Government grants and Microsoft 'Covid Relief Fund', also texts on NHS contact tracing and cold calls regarding Covid-19 vitamin pills.



Puzzles



Trees wordsearch

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

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

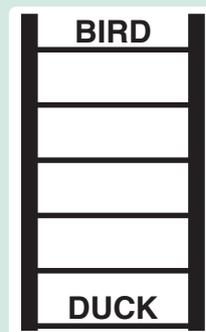
- BARK
- BEECH
- BIRCH
- CHESTNUT

- HOLLY
- OAK
- PINE
- ROOTS

- TRUNK
- WILLOW

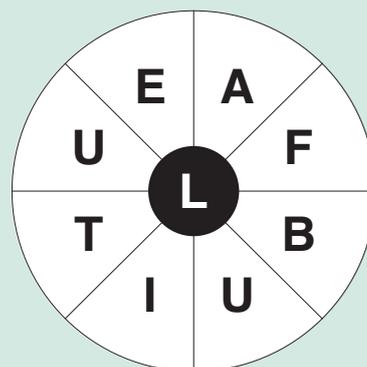
Word Ladder

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 7

Rent & service charges April 2021

By Veronica Lindsay, Head of Finance and IT

From 1 April 2021 your rent will be increased in line with government policy, and we want to tell you more about this in advance of your formal notification

Why are we increasing rents?

First and foremost we are committed to making sure the rent you pay remains affordable now and into the future and our rents remain below market rents.

However, to maintain this and do more for our tenants, some increase in rent payments is necessary so that we can keep investing to make sure homes remain well maintained and safe and become more energy efficient.

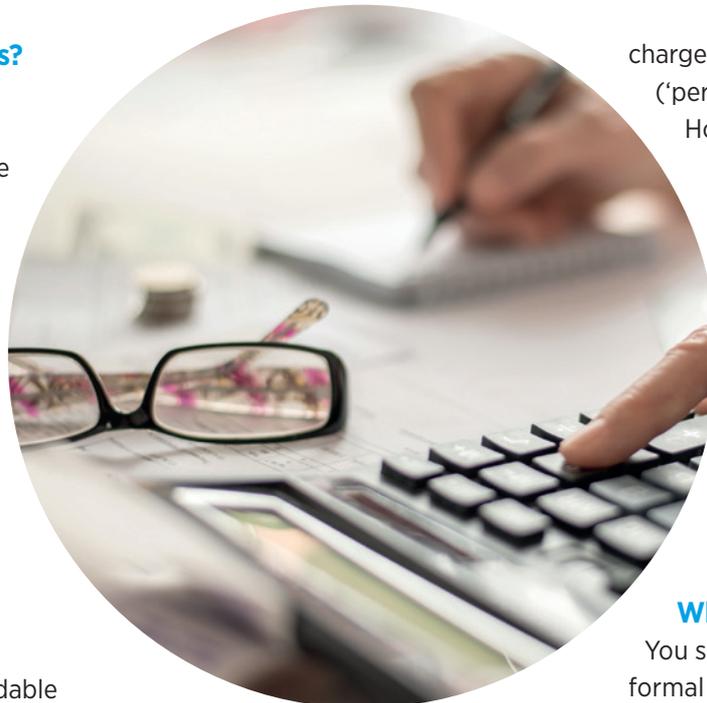
The Trust is committed to providing homes that are affordable and meet the needs of our tenants.

Rent is our primary source of income and this enables us to provide services to you, our tenants and maintain and invest in properties as well as invest in new properties.

More new homes are also desperately needed in London and within the London Borough of Haringey and we have plans to provide more new homes by 2024.

How will we calculate your rent

Government policy allows rents to be increased by the Consumer Price Index (CPI) based on the rate in September 2020 plus 1%. CPI for September 2020 was 0.5% which means rents can be increased by 1.5% for the year



commencing 1 April 2021.

In terms of money this means that the average rent charged in 20/21 of £117.70 will increase by £1.67 to £119.40 per week from 1 April 2021.

Our rents remain fully eligible for Housing Benefit and the housing cost element of Universal Credit. We offer a number of ways to pay and advice and support is available when help is needed.

How do we work out your service charge?

These charges are to maintain your home or sheltered scheme and also provide enhanced housing management at schemes. Service

charges, except daily living expenses ('personal charges'), are covered by Housing Benefit if their payment is a condition of occupying the home. Eligible charges include services such as communal heating, lighting, cleaning, garden maintenance, lift maintenance and health and safety services. For sheltered schemes, there are additional charges for support and an enhanced housing management charge.

What do you need to do?

You should have received your formal rent increase notification letter. Please read this carefully and if you have any questions contact us on **020 8340 6374**.

If you receive Housing Benefit of Universal Credit directly you can arrange for Haringey Council to pay your rent directly to us. Please check their website **www.haringey.gov.uk**. Otherwise you will need to set up payments to us through either Direct Debit, Standing order, Allpay or a direct payment into our bank account.

If you're concerned about the rent increase and would like some advice on claiming benefits or managing your money, please call us on 020 8340 6374.

Hornsey Housing Trust Whatsapp:

A new form of communication with Hornsey Housing Trust tenants

By Tennicia Cameron, Housing Support Officer

As many things have changed over the lockdown period it has become difficult to get to see our tenants as much as we had before the pandemic. Hornsey Housing Trust is now using Whatsapp for staff and tenants as another form of virtual face-to-face communication.

If you haven't used Whatsapp before, it is a simple way of getting in touch with family, friends and others using your smart phone. You can communicate by message, call or video. It is free to get the app and it is free to use over an internet/wifi/4G connection. On a phone you can get it from the Google Play store or Apple app store.

This will be really useful for both Hornsey Housing Trust and the Newlon (repair) Team to improve our service to you. For example, photos of a repair needed can be sent through the messaging chat to give a clearer visual understanding of what needs to be done. Not only is this effective, it is also safe, especially during these difficult times we face during the Covid-19 period.

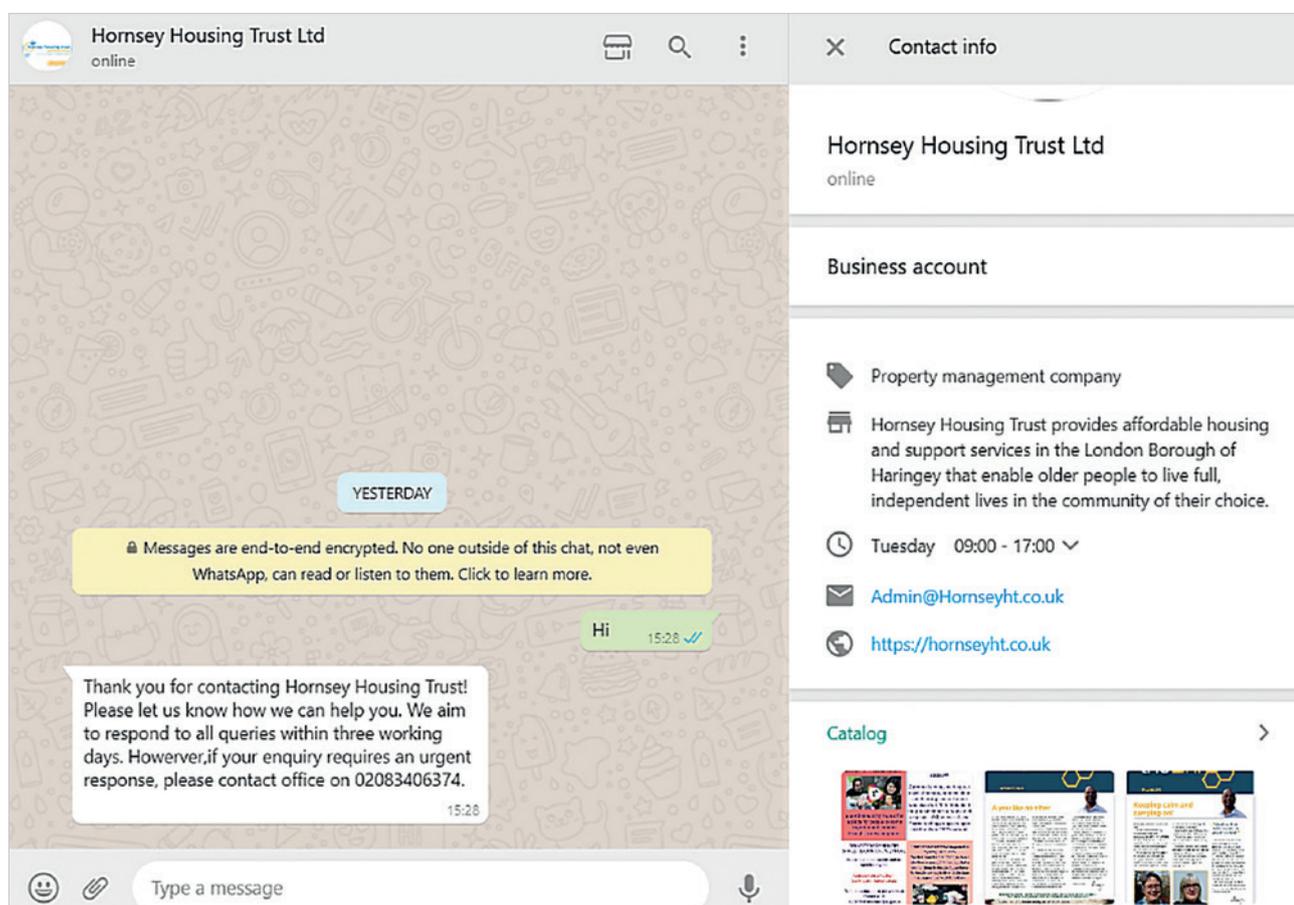
Please do remember to always maintain safety while using this messaging app. Do not disclose or send any personal details such as your date of birth, bank or medical

details. If you require a personal one-to-one discussion with someone at the Trust to disclose any personal concerns, please request a call back.

All messages will be responded to within three working days.

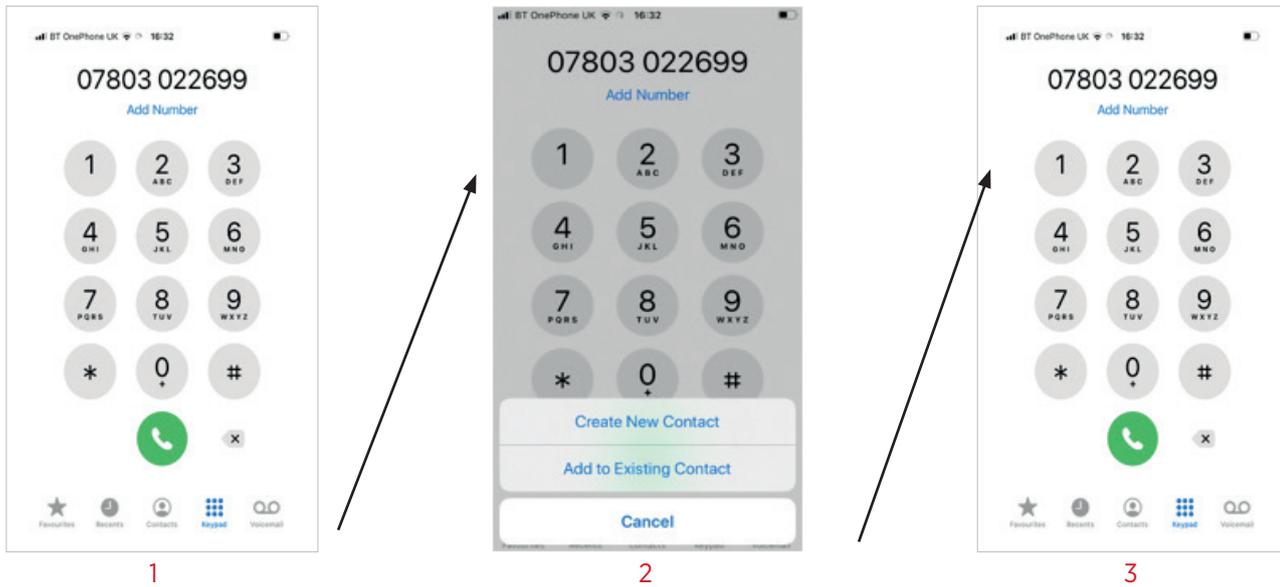
Opening times are 9am-5pm Monday to Friday. The Hornsey Housing Trust Whatsapp number is 07803 022 699

When you access the Hornsey Housing Trust Whatsapp profile you will be able to see the business hours, Newlon repairs contact details, and also within the catalogue section you will see the most recent 'Links'.

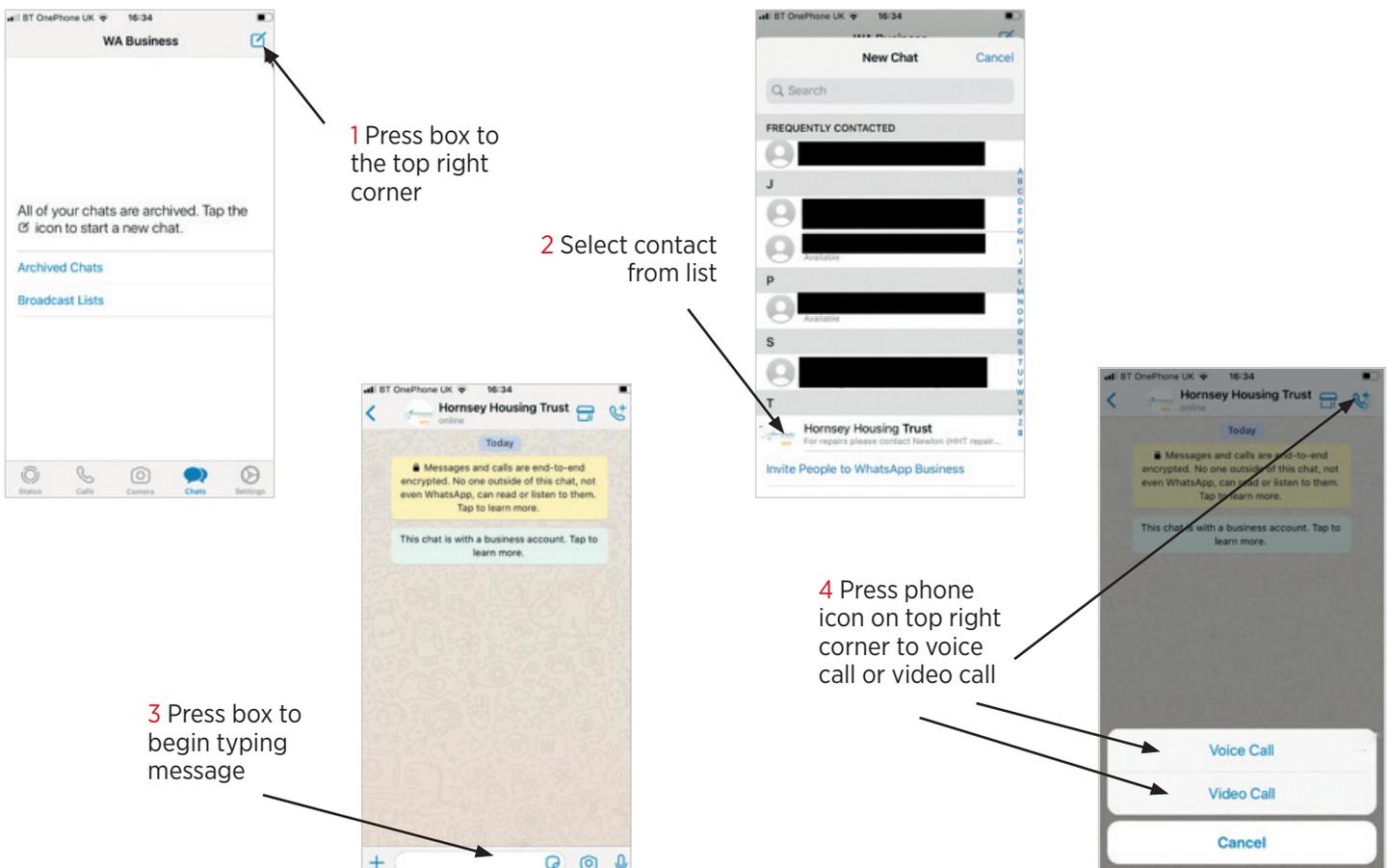


Whatsapp instructions

Step 1: add phone number to your contacts as shown in 1, 2 and 3.



Step 2: open your Whatsapp messaging app and follow steps as shown below.



A day in the life of...



Mussa Djalo

Finance Assistant

I started working at Hornsey Housing Trust in October 2020. I've experienced working as a finance assistant before, in various different roles. I am still studying accounting and finance, which I hope will contribute to the growth of the Trust. This is my first role in finance in the housing association sector.

I'd really like to give thanks to my colleagues for making me feel like part of the team since day one and going the extra mile to make my integration easy in these challenging times of the pandemic that we are all living.

I'm currently responsible for processing all invoices and assisting and providing excellent customer service by responding to suppliers queries. I also support the delivery of the management accounts and have assisted with implementing new finance systems and processes. I assist in managing the Trust's finances and always try to make the Trust more efficient and improve customer service to all my stakeholders including dealing with

“ I enjoy working with others to help maintain standards and provide an excellent and accurate service. ”

queries responsibly, promptly and accurately.

I consider myself a highly motivated person who is enthusiastic and keen to learn new skills. I enjoy working with others to help maintain standards and provide an excellent and accurate service. I am excited about the opportunity to share new ideas and contribute to the vision of the Trust.

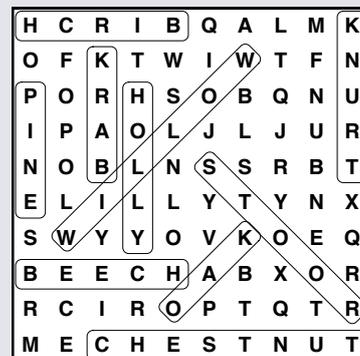
It has been fantastic since I started working at the Trust. I am keen to deliver the best of my abilities to maintain high standards here.

I was recruited whilst the country was in lockdown but I'm looking forward to visiting our properties and meeting with tenants and perhaps using my multi-language skills, as well as meeting all staff in person.

Solutions to the puzzles on pages 3 and 8



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

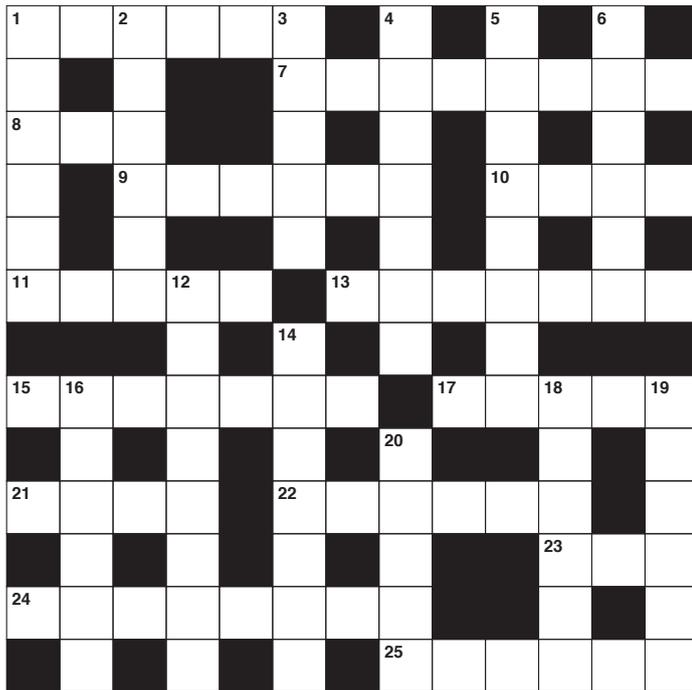


Words that can be made from the wheel include:

able, ail, albeit, ale, bail, bale, beautiful, belt, bile, bleat, blue, built, elf, fable, fail, fault, felt, fibula, file, flab, flat, flea, flit, flue, flute, fuel, futile, lab, late, lea, leaf, leat, left, let, lie, lieu, life, lift, lit, lute, table, tail, tale, teal, tile.

Target: 25 Good: 34 Excellent: 40

Crossword



Across

- 1 Workplace (6)
- 7 A particular position (8)
- 8 Happiness (3)
- 9 Eg beetle or butterfly (6)
- 10 Bitter-tasting substance (4)
- 11 Taut (5)
- 13 In addition to (7)
- 15 Remittance (7)
- 17 Ride a bike (5)
- 21 Ship's complement (4)
- 22 Text of a play (6)
- 23 Half of four (3)
- 24 Wedding (8)
- 25 Opposite of a victory (6)

Down

- 1 Physical item (6)
- 2 Travelling by aeroplane (6)
- 3 Senior figure in a tribe (5)
- 4 Spread widely (7)
- 5 Delays it (anag) (8)
- 6 Reason for doing something (6)
- 12 Tasks completed outside of school (8)
- 14 Uncommon (7)
- 16 Overseas (6)
- 18 Bovine animals (6)
- 19 Send for sale overseas (6)
- 20 Eg used a towel (5)

Sudoku

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

Solutions to the puzzles are on page 7

Staff

- **Alwyn Lewis** – Chief Executive
- **Mark Dibblin** – Asset Manager
- **Liz Hanley** – Executive Assistant
- **Phil Johnson** – Head of Housing
- **Simon Bryant** – Housing Officer
- **Barbara Moore** – Housing Support Coordinator
- **Tennicia Cameron** – Housing Support Officer
- **Veronica Lindsay** – Head of Finance and IT
- **Mussa Djalo** – Finance Assistant
- **Vishwanne Jagdeo** – Management Accountant
- **Trevor Small** – Universal Credit & Benefits Specialist

Support Services Officers

- **Maria Reyes** – Margaret Hill House;
Waverley Road; Hillfield Avenue
- **Indje Shahin** – Abyssinia Court/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
HHRepairs@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

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