



March 2022

Tenant Engagement



You will all have seen our first Annual Report for Tenants, which we sent to you earlier this year.

This is part of Hornsey Housing Trust's new tenant engagement strategy, which

aims to keep tenants informed about the Trust's services, to promote opportunities for tenants to shape and influence services and to encourage social engagement.

We want to embed an inclusive and accessible culture of involvement across the Trust, increasing the opportunities for tenants to become more actively engaged and influence HHT's services and standards.

This supports the values of the Trust, as well as the Social Housing White Paper's aspiration for tenant's voices to be heard by their social housing landlords, and also the National Housing Federation initiative "Together with Tenants".

We recognise that successful tenant engagement relies on the following:

- Recognition that shows the part tenants can play in the governance of HHT

- Sharing information to increase trust
- Listening and learning to respond positively to your environment and your changing needs
- Ensuring we meet your diverse needs, removing barriers to engagement, and providing information
- Providing a range of opportunities to engage
- Acknowledging and supporting community-led solutions to build local confidence and wider engagement opportunities

Tenant Strategy

We are enclosing a copy of our Tenant Strategy for you to read. We would welcome your comments on this. If you would like to submit any then please do so by emailing them to admin@hornsyht.co.uk.

Action Plan

Hornsey Housing Trust has set out an action plan to help us meet our strategy. If you would like to be involved and view the action plan and provide feedback then please contact Phil Johnson on our main office number to arrange a meeting.



New changes for Spring

Hello everyone and I hope this finds you all well. As Covid-19 restrictions ease, we can gradually lead more normal lives again, while of course remaining careful. We are continuing to work to keep staff and tenants safe while also welcoming you back to our café and activities such as chair-based exercises and an art class.

I hope you all found the Annual Report for Tenants, sent earlier this year, interesting and informative. We'll send one to you each year to give you a good understanding of the work we do. We're keen to have more conversations on what you'd like to see us do to add to our survey work and other engagement. You will see we're working on a Tenant Action Plan and would be happy to speak with you on that.

Elsewhere we're having to introduce some changes in rent, to make sure we can invest in good quality homes and services. We're providing advice on paying your rent so we can make sure no one faces difficulties. There's also advice in this month's Link about reducing those energy bills and saving money.

And lastly we've also had some staff

changes – longstanding colleagues Maria Reyes and Oluwatoyin Balogun, who I know were known to many of you, left us recently. Also Mark Dibblin, our Asset Manager, is also departing after five years at HHT. Mark led on a lot of very important work, updating our health and safety measures and making sure we were keeping you as safe as possible. I'd like to thank them all for their years of work with us.

While it's always hard to see friends go, we do have some great new colleagues. Kimberly Antoine is the Support Service Officer looking after Margaret Hill House, Waverley Road and Hillfield Avenue. We also welcome Samson Sunmonu who has joined as Support Service Officer for Palm Tree Court, Sheba Court and Olive Tree House. Our new Asset Manager, Christopher Adegoroye and this edition's 'A Day in the Life' features our new Housing Officer, Jonathan West. A very warm HHT welcome to them all.

Best wishes,

Alwyn Lewis, Chief Executive

HHT Tenant Activities

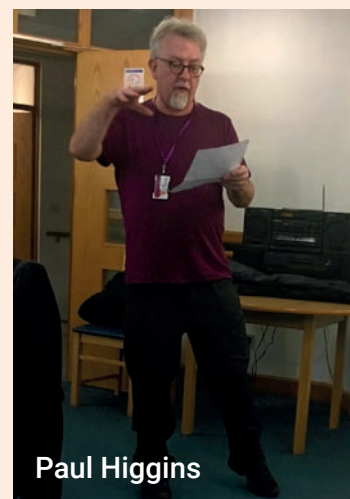
Indje Shahin, Support Services Officer, Abyssinia Court



We're continuing to enjoy being back at our regular Wednesday cafe at Abyssinia Court, from 1pm to 3pm. We have a warm and friendly atmosphere where everybody is valued. People from all schemes are welcome to pop in and enjoy food, drink and good conversation.

We are lining up regular activities, for example we recently had a poetry session with Paul Higgins from Mind in Haringey. Paul runs a regular Read and Connect morning in Stroud Green – you can read more about this on page 10.

We do hope you can join us soon!



Paul Higgins



Chair exercises

We're now having regular seated exercises for our tenants, led by our good friend Glenn. These are every Wednesday from 2pm–2.45pm. There is music, dance and a sing-along.

Film Club

Abyssinia Court

Film club meets on
2nd Sunday every month
at 2pm in the lounge.



13th March: Murder on the Orient Express

10th April: Yesterday (a tribute to the Beatles)

12th June: the Lavender Hill Mob

The film club is run by Paul Little of 2a Abyssinia Court.

Volunteers

We do need more volunteers at the café. If you would like to help us please do contact me at IndjeS@hornseyht.co.uk or phone our main office number on 020 8340 6374.



Rent increases and service charges

By **Veronica Lindsay**, Head of Finance and IT



We have now sent letters to you detailing changes to the annual rent and services charges for the year 2022/23, commencing in April.

Changes to your rent

Paying your rent remains an important part of your tenancy and every year we have to make careful, considered decisions based on various factors including government regulation. This year we have decided that in order to continue investing in good quality homes and services for all, we need to make an increase to your rent which will be effective from 4 April 2022. This is because

costs of delivering services are increasing along with the rise in inflation.

We do follow government regulation when we calculate any changes to your annual rent each year and last year was the first time in over four years that we had increased rent. Current regulations allow rents to be increased by the Consumer Price Index (CPI) based on previous September's index plus an extra 1%. CPI in September 2021 was 3.1% therefore most rents will increase by 4.1% from April 2022. You will have been advised by letter of any changes to your rent or service charges by the end of February.

How will the money be used?

Any money we receive through rent increases goes back into helping us deliver the Corporate Strategy, providing and improving services for our tenants, investing in our existing homes and developing more much-needed, affordable homes in Haringey.

Service charges

Service charges are a recharge of costs incurred for maintaining the communal aspects of your property and if applicable the provision of utilities. The charges are used to cover services such as property cleaning, laundry, gardening, warden services, pest control, lifts, gas and electric, and other services.

You will have received a breakdown of your service charges together with changes to your rent if applicable. This will include a split for 'service charges eligible for Housing Benefit' and 'service charges not eligible for Housing Benefit'.

If you have charges which are eligible for Housing Benefit and you are receiving Housing Benefit or Universal Credit, you should contact them to advise them of this letter and any changes to your rents and service charges this can be reviewed and reflected in the amount of benefits you receive.

I am worried about paying my rent, what should I do?

We understand that many people may be facing financial difficulties perhaps as a direct result of the coronavirus pandemic but also because of inflationary pressures in the economy.

We are proud that: 99% of our homes are let at social rents and these are at, or below the Government rent cap for social housing; and on average lower than average rents charged by private registered providers in Haringey.

However, if you are having difficulty paying your rent, we are here to support you. Our housing management team offers support to help you with tenancy sustainment and provides free, confidential advice and guidance to you. This may include supporting you in claiming benefits you're entitled to, budgeting and putting payment plans in place.

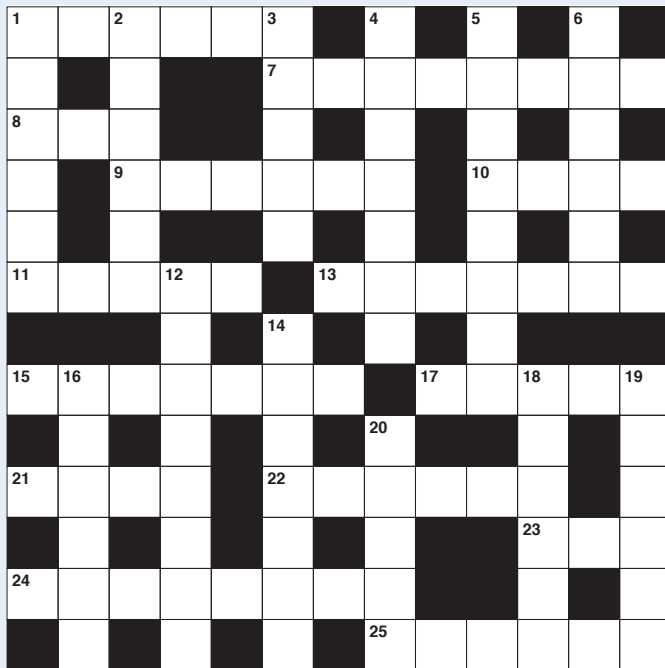
If you have financial difficulties, other things you can consider are:

- Applying for Discretionary Housing Payment
- To see how to maximise your income, use a benefits calculator such as:
AGE UK: <https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/benefits-calculator/>
Entitled To: <https://www.entitledto.co.uk/>
- Contact an external agency such as:
Citizens Advice
<https://www.citizensadvice.org.uk/>
Turn2Us
<https://www.turn2us.org.uk/>
Money Advice Service
<https://www.moneyadviceservice.org.uk/en>

If you have any questions about your rent or service charges, are concerned about the rent increase or would like advice on claiming benefits or managing your money, call us on 020 8340 6374, speak to your Housing Officer or email admin@hornseyht.co.uk.

Puzzles

Crossword



Across

- 1 Fix; mend (6)
- 7 Recognise (8)
- 8 Sum charged (3)
- 9 Equipment for fishing (6)
- 10 Encounter; come across (4)
- 11 District council head (5)
- 13 Distinctive attribute (7)
- 15 Suggest (7)
- 17 Apart from (5)
- 21 Elope (of time) (4)
- 22 Morals (6)
- 23 Frozen water (3)
- 24 Upright (8)
- 25 Unless (6)

Down

- 1 Implement change (6)
- 2 Attractive (6)
- 3 Hazardous; dangerous (5)
- 4 Income (7)
- 5 Spur or incentive (8)
- 6 Special ____ : film illusion (6)
- 12 Facing (8)
- 14 Intrinsic nature (7)
- 16 University lecturer (6)
- 18 Within a space (6)
- 19 Scope (6)
- 20 Large marine mammal (5)

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.



Sudoku

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

Breakfast foods wordsearch

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



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

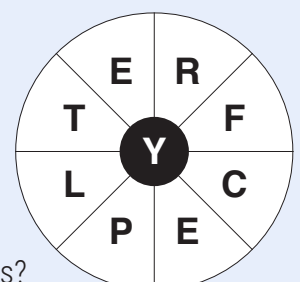
BACON
BAGEL
BOILED EGG
CEREAL

FRIED EGG
HASH BROWNS
PANCAKE
SAUSAGE

TOAST
YOGHURT

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?





LIVE ART CLASS

With Joel Sydenham

In this course you will be given a chance to explore some of the basic principles of painting in a relaxed pressure-free atmosphere we will cover a different topic every session. The tutor will provide a general demonstration at the start of the session then provide some one to-one guidance to each learner throughout the rest of the session.

**To run regularly –
contact Tennicia Cameron at HHT for
future dates**

"An Introduction to Creative Arts."

The expression "creative arts" refers to the use of one's imagination to create artistic work. Creative arts is a type of therapy that can be defined as art therapy. It is a great therapeutic method that can be used in your daily life to help you maintain a healthy, low stress level. This art form can be expressed through dance, painting, drawing, sculpture, and even sewing.

**PLEASE BE AWARE THAT
ALL ART SUPPLIES
WILL BE PROVIDED FOR
ATTENDEES**

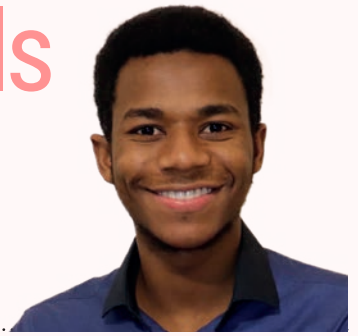
**CONTACT TENNICIA ON
020 8340 6374
FOR MORE
INFORMATION ON
HOW TO BOOK**

**Venue: Abyssinia Court
Weston park, London N8 9PL**

020 8340 6372

2:30pm – 3:30pm

Ways to reduce energy bills and save money in 2022



by **Mussa Djalo**, Finance Assistant

Why are prices rising?

Domestic energy bills are linked to wholesale prices, the price of which energy businesses must pay for gas and electricity. UK electricity prices are now the highest they've been since 1990 and gas prices are the highest they've been for 15 years.

Office of Gas and Electricity Markets (OFGEM) recently advised that whilst it's difficult at the moment to find cheap energy

deals if you are thinking about switching supplier there are a lot of organisations who can help you with this, but be careful as if you're on a fixed tariff it may be better for you not to move. They have also recently announced changes to the energy price caps that will come into force from 1 April 2022–30 September 2022.

If you are on a prepayment meter or pay as you go meter and are concerned

More energy-saving tips:

- Turning central heating down by one degree could save up to 10% on your energy bill. But if you are elderly, vulnerable or in poor health, it's recommended to keep the temperature at 21°C / 70°F
- Move furniture that blocks heat from radiators
- During the day try to use as much natural and free heat from sunlight as possible
- At night close your curtains as this will help keep warmth in the room
- Unplug chargers that are not in use as this could save you up to £60 on your electricity bills
- Where possible, do full laundry loads, as half load settings save very little energy
- Don't fill your kettle if you are only making a hot drink for one or two people
- Switch to LED/Energy saving light bulbs where possible
- Switch off your plugs at the wall, leaving them on standby still uses electricity
- Try and give your energy supplier monthly readings as you will then be charged for your actual usage rather than an estimate

The Trust can also support you if you are worried about money. If you're based at a scheme speak to your supported housing officer otherwise contact the housing management team for support. Contact us via email: admin@hornseyht.co.uk or call: 0208 340 6374.

about energy prices do contact your energy provider or the Trust as prices are set to rise by more than 50%.

We wanted to let you know what action the government is taking, other support available and provide some tips on actions you can take.

Government Support

Many of our tenants will be entitled to the following:

- **£200 credit off energy bills.** This will be credited directly to your electricity bill in October 2022 and will be repayable in four instalments from next year
You don't need to do anything, the government and your energy supplier will arrange this
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1052719/Energy_Bills_Rebate_updated_factsheet_v2_.pdf
- **A £150 Council Tax rebate from April this year**
<https://www.haringey.gov.uk/council-tax-and-benefits/council-tax/discounts-exemptions-and-reductions/covid-19-council-tax-reduction-update>
- **Winter fuel payment.** To find out if you can claim, visit Winter fuel payment on GOV.UK
- **Cold weather payments.** If the average temperature in your area drops below zero for seven days in a row you may be eligible to claim £25 if you are on means-tested benefits.
<https://www.gov.uk/cold-weather-payment/how-to-claim>

Other Support

The organisations below provide free, confidential information and advice on energy savings and some may also provide support on your finances or if you are in debt.

- **Citizens Advice Bureau**
www.citizensadvice.org.uk/
0808 223 1133
- **Age UK**
www.ageuk.org.uk/
0800 055 6112
- **London Borough of Haringey**
<https://www.haringey.gov.uk/social-care-and-health/helping-you-stay-warm-and-well>
- **Energy Saving Trust**
<https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/>
- **Simple Energy Advice**
<https://www.simpleenergyadvice.org.uk/>



Read and Connect – shared reading group



A different kind of reading group, where you can connect with your neighbours to read, talk and share together. No need to read in advance.

Venue:

Mind in Haringey
73C Stapleton Hall Road,
London N4 3QF

Running from now until the
end of April
11am–12.30pm

Contact Paul Higgins
paul@reachandconnect.net
7308 964 901



Supported by: The Reader



Solutions to the puzzles on page 6

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

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

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

LOOK
LOCK
LACK
LACE
LAZE
GAZE

Words that can be made from the wheel include: celery, creepy, cry, crypt, eye, fleecy, fly, flyer, freely, fry, lye, lyre, perfectly, pertly, ply, prey, pry, pyre, rely, reply, retype, rye, try, type, tyre, yelp, yet

Target: 15 Good: 20 Excellent: 24

A day in the life of...

Jonathan West

Housing Officer



I have been working for HHT since September 2021, joining mid-Pandemic. I'm enthusiastic, hardworking, empathetic but logical and I am adamant to succeed in problems that arise.

Although I've been in the housing sector for a number of years now, every day at Hornsey Housing Trust is a different one. Property management and people are my passion, seeing a smile on a tenant's face, is priceless. I pride myself on my outstanding work ethic and see myself as a 'go-getter'.

I have been a Housing Officer for the best part of my career, I have worked for a number of different councils, but this is the first time working for a Trust.

I have previously worked in organisations of over 4,000 employees and over 10,000 residents which has helped to gain most of my experience and my love for the housing sector. Hornsey Housing Trust is a much smaller organisation therefore my focus is more precise. Before working in the Housing sector, I used to work for the NHS as a Personal Assistant and Data Analyst in number of different Hospital and GP practices.

Working in HHT has used the characteristics I gained from previous job roles, for example, an ability to work and build relationships with a diverse range of people/

“ Working in HHT has used the characteristics I gained from previous job roles. ”

residents, which enables me to strive to get the job done as well as possible.

My duties at Hornsey Housing Trust consist of providing excellent service to all customers that contact the Trust either by personal visit, 'phone call or email, also delivering services and ensure that the Trust's rent arrears, void (empty property) turnaround and Anti-Social behaviour are dealt with to the best standard possible. I am also involved in ensuring we meet Health and Safety regulations.

Other duties are general administrative duties and tenancy checks, communal site inspections, to accompany potential tenants on their visit to properties and dealing proactively with any problems identified and to respond to tenant enquiries. I maintain relationships with key partners including contractors and taking individual circumstances into account when deciding action required. These are just a few task that I do here.

I do enjoy working at Hornsey Housing Trust and hope to remain to see how we grow and keep tenants smiling at the service we give.

Staff list



hornsey housing trust

more than just housing

Alwyn Lewis

Chief Executive

Christopher Adegoroye

Asset Manager

Liz Hanley

Executive Assistant

Phil Johnson

Head of Housing

Jonathan West

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

Support Services Officers

Kimberly Antoine

Margaret Hill House;
Waverley Road; Hillfield Avenue

Indje Shahin

Abyssinia Court

Samson Sunmonu

Palm Tree Court, Sheba Court and Olive Tree House

Telephone: 020 8340 6374
(Office 9am–5pm weekdays)

Fax: 020 8341 1134

E-mail: admin@hornseyht.co.uk

Hornsey Housing Trust Whatsapp:
07803 022 699

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

The Link: articles by the staff of Hornsey Housing Trust. Editing/further writing by Tim Wilson; design by bobcree.com. Photographs: ©Tim Wilson except p7 ©Joel Sydenham; p10 ©shutterstock; p11 ©Jonathan West. Icons: flaticon.com. Puzzles supplied by Clarity Media. Printed by City Printing, Hornsey.