



April 2023

Christmas deliveries brought cheer to tenants

Due to heavy snow, we were forced to cancel our Christmas party last December. This was disappointing as we know a lot of you were looking forward to it. Due to the last-minute cancellation we decided to instead deliver Christmas lunches to those of you who'd planned to attend.

We also held a raffle by randomly picking names of those due to attend and the Trust's Barbara Moore presented the prizes to the lucky tenants. 1st prize went to Mr B Anthony at Hillfield Avenue, 2nd prize went to Paul Little at Abyssinia Court and 3rd prize was won by



Mr B Anthony won 1st prize



Paul Little



Mr L Shumann

Mr L Young at Abyssinia Court. Other prizes went to: Mr L Shumann, Ferrestone Road, Mrs E Morris-Morgan, Margaret Hill House and Mr & Mrs Mvula at Crescent Road.

Well done to you all!

Also in this April Link See inside for stories on:

- Tenant involvement 2
- Recent events at the Café 3
- The *Link* meets HHT Chief Executive Euan Barr 4
- Puzzles (crossword, sudoku, wordsearch, wordwheel, word ladder)..... 5
- Update on rent increase for 2023–2024 6
- Cost of Living support..... 7
- Tenant Satisfaction Survey / Puzzle solutions 8
- Health and safety in your home 9
- Resolving complaints / Palm Tree Court 10
- HHT news in photos 11
- Staff list / Contact numbers..... 12

Tenant involvement



By Phil Johnson, Head of Housing



As a small community-based housing provider, we want to make the involvement of our tenants central to improving our homes and services. It is also at the heart of new regulation introduced by the Regulator of Social Housing.

We shared our new Tenant Engagement Strategy with all tenants last year, and we are now calling for tenants to be involved in taking it forward. Some people have kindly offered to help and are working with us already.

We would like your views on a range of service areas, such as:

- Developing policies about aspects of our work (e.g. maintenance, lettings, complaints, anti-social behaviour)
- Designing and commissioning new service contracts (e.g. repairs, cleaning and grounds maintenance)

- Setting design standards for new homes and considering future investment in our existing homes
- Reviewing the tenant handbook and our *Link* newsletter content
- Ideas for using our communal rooms and working with community partners to provide more services
- Community event planning

You can also be our local eyes and ears and join the Trust's staff on walkabouts of the areas where you live. We are also keen for other established tenant groups within the Trust to be involved in our service reviews and to use our planned events to gain feedback regularly.

Please contact me on **07711 317 388** for more information and to discuss any aspects in which you would like to be involved.

Recent events at our Abyssinia Court Café



By Indje Shahin, Support Services Officer, Abyssinia Court

Our cafe at Abyssinia Court is held every Wednesday 1pm–3pm is continuing. We have sandwiches, cake and fruit 1pm–2pm and activities 2pm–3 pm. All are welcome, if you would like to join us call me on 07483 036 941 to let me know you will be coming.

We were able to enjoy Christmas celebrations at the café in December and more recently it was the perfect place for Mrs Dorothy Miller to celebrate her 90th birthday in February. I also organised a Valentine's tea party which

was enjoyed by all with good food and music. People left with a smile on their face!

I'd also like to send birthday wishes to Mrs J Webbe at Palm Tree Court, who also recently celebrated her 90th birthday.



Tenants enjoying Christmas at the café



Mrs Dorothy Miller



Celebrating Mrs Miller's birthday at the café



Dancing at our Valentine's event

The Link meets...

Euan Barr

Chief Executive of Hornsey Housing Trust



HHT's new Chief Executive talks about his background and plans for the Trust

So tell us about your background in social housing...

I'm originally from Glasgow, where I studied town planning. I also lived and worked in Aberdeen before moving to London in 2012. While at university, I had a project which involved visiting a Glasgow housing co-operative. I was really impressed with their mission to improve housing conditions, with tenant involvement at the heart. When I graduated, I volunteered with another local housing association as a Development Assistant and my career started from there.

How did that lead to getting involved in HHT?

I've always worked for smaller community-based organisations. I think it's easier to get to know tenants and properties properly and to create a positive work culture.

In 2018 I joined the HHT Board. As a Haringey resident it was a great chance to bring my skills to HHT's work. When the CEO position was advertised, the prospect of being more directly involved day to day really appealed to me, and I stepped down from the Board to apply.

What are your priorities as the new CEO?

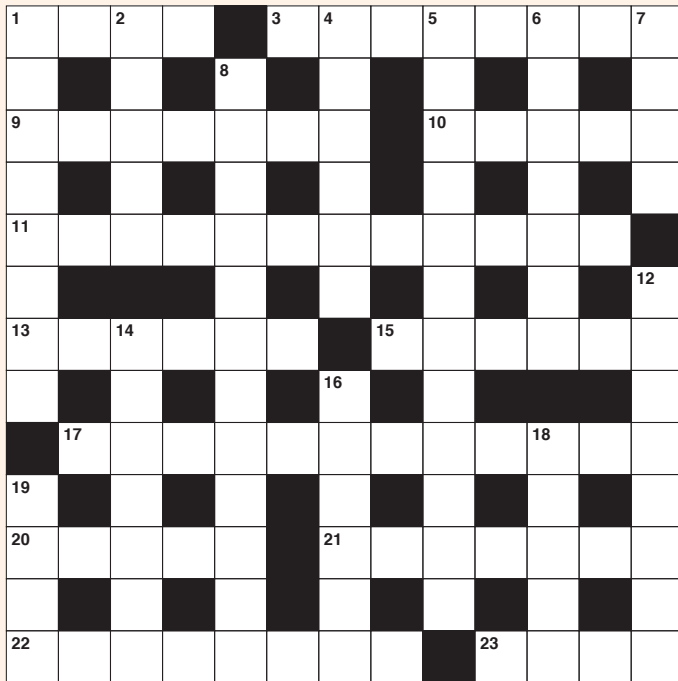
I'm just as enthusiastic today about what attracted me to working in housing almost 30 years ago – tenants really influencing improvements to their homes and services. I want to ensure we provide a safe, well-maintained home for each tenant and, with local partners, create opportunities for people to be active and supported in the community.

I'm also determined to empower our staff, encourage new ideas and develop the Trust's reputation as a great place to work. The Trust's 90th birthday this year reminds us how, over many years, tenants, staff and volunteers have made us a vital part of our community. I'd like to help ensure that it continues to be so.

How will you work to improve the services of the Trust?

By learning about the needs of the Trust's tenants, understanding where we can make improvements and strengthening the aspects we are doing well. A big response to our tenant satisfaction survey this coming May will really help to achieve this. I also want to ensure good communication and to build trust through action, so that tenants become engaged in shaping our services and sharing ideas about doing things better in future.

Crossword



Across

- 1 A few (4)
- 3 Two times nine (8)
- 9 Indents (anag) (7)
- 10 Student at school (5)
- 11 Opposite of an amateur (12)
- 13 Fix or mend (6)
- 15 Living room (6)
- 17 Discussion (12)
- 20 Ascend (5)
- 21 Nestle; curl up comfortably (7)
- 22 All the bones of the body (8)
- 23 The sun is one (4)
- 24 Opposite of southern (8)
- 25 Be attractive (6)

Down

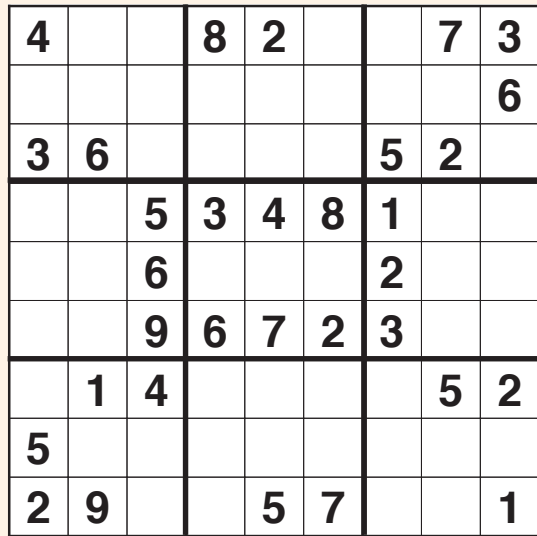
- 1 Difficult to walk on without falling over (8)
- 2 Saying or phrase (5)
- 4 Demand forcefully (6)
- 5 Very large African animal (12)
- 6 Describe; make clear (7)
- 7 Longest river (4)
- 8 Incredible; unimaginable (12)
- 12 Animal with antlers (8)
- 14 Supply (7)
- 16 Hey ___ : magician's phrase (6)
- 18 Bar of gold (5)
- 19 Performs on stage (4)

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



Birds wordsearch

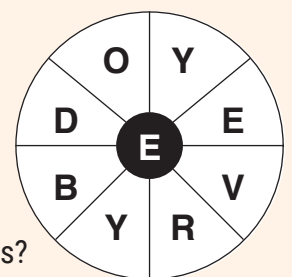
See if you can find all the words in this bird-related wordsearch



- CROW
- GOOSE
- SWAN
- DUCK
- KINGFISHER
- TURKEY
- EAGLE
- MAGPIE
- GOLDFINCH
- ROBIN

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?



Update on rent increase for 2023/24

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



In February we wrote to tenants due a rent increase in 2023/24, to advise of new rent and service charges effective from 3rd April 2023. Rents based on the consumer price index (CPI) in September could have increased by 11.1%. However, following Government consultation and our concerns about the cost of living faced by our tenants, we have set rents below CPI, ranging from 7% to 9%.

Why do we need to increase rents and service charges?

Some of the services we provide are met from the rents we collect and other services are charged separately through service charges. In both areas some costs are rising at a significantly higher rate than inflation. Examples are repairs and maintenance, energy costs, health and safety works, and other improvements to your homes. We will be reviewing contracts and working in partnership with tenants and contractors to keep costs down and deliver value for money.

What you need to know if you receive benefits

The Government has confirmed that benefits will increase in line with inflation including Housing Benefit and Universal Credit.

Housing Benefit

You don't need to do anything. We will inform the benefits team at the London Borough of Haringey of the charges and they will send out a letter advising you of the new amount.

Universal Credit (UC)

You will need to inform the Department of Works and Pensions. Log into the Universal Credit portal and update the rent and service charges on or after Monday, 3 April 2023 when the new charges take effect.

If your Housing Benefit/Universal Credit only pays part of your rent you will need to change your payments to ensure your rent is paid in full.

Support

If you are concerned about your rent, are struggling with paying for food or heating do contact us immediately as the sooner you contact us the sooner we can support you. Call us on **020 8340 6374** or speak to your Housing or Support Services Officer. (Details at the back of the *Link*).

Cost of Living support



By Tennicia Cameron, Housing Support Officer

With the cost of living continuing to be high, we're here to help and we hope you find this information useful.

Government support

The government is offering support for households to help with the rising cost of living. Some tenants will be eligible for different payments throughout the year.

www.costoflivingsupport.campaign.gov.uk

Financial Support: Haringey Support Fund

Haringey Council can provide one-off payments in emergencies and help with your basic living needs, including food, clothing and gas and electricity reconnection, as well as essential items that are difficult to budget for, such as household appliances and furniture.

www.haringey.gov.uk/haringey-support-fund

Further Council Support

The Council also has a 26-page booklet, available in a variety of languages, to help you manage your money and inform you of help available. You can find it here along with a lot

of other useful information:

<https://www.haringey.gov.uk/community/here-help-financial-support-residents>.

Alternatively you can obtain it by phoning **020 8489 4431** or visiting your local library.

Money Helper

Money Helper offers free guidance on money-related issues, including debt, benefits, pensions, and savings.

www.moneyhelper.org.uk



Tenant Satisfaction – how are we doing?

By Euan Barr, Chief Executive



Finding out how you feel about the services you receive from the Trust is the best way for us to identify where we need to make improvements.

The Regulator of Social Housing has introduced new Tenant Satisfaction Measures for all housing associations. We expect to start carrying out a survey in May 2023. The Regulator’s questions cover:

- repairs
- health & safety
- how well we listen to and inform our tenants
- how well we manage complaints
- how well we deal with anti-social behaviour

There will also be specific questions about Hornsey Housing Trust. We will design the survey and review its results with our new Tenant Group, and of course all tenants will see the results.

A high response rate will better inform us on how we are doing and what needs to be improved. We must also provide the information to the Regulator to show if we are complying with their standards. There are a range of ways we can do the survey:

- in person with a visit to your home
- by telephone
- a video internet call
- tenant meetings
- social events (e.g. The Abyssinia Café)

Please do contact your Support Services Officer or Housing Officer for more information and to tell them how you would like to complete our surveys this year.

Many thanks in advance for taking part in this important exercise, which will help us make sure you are getting the best service from us as possible.

Solutions to the puzzles on page 5

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

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

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

DOOR
DOER
DEER
DEEP
SEEP
STEP

Wordwheel: Words that can be made from the wheel include: bed, bee, beer, beery, bevy, bode, bore, bored, bred, breed, breve, bye, byre, deer, derby, doe, doer, dove, drove, dye, dyer, erode, eve, ever, every, everybody, eye, eyed, obey, obeyed, ode, ore, over, red, redo, reed, reedy, rev, robe, robed, rode, roe, rove, roved, rye, veer, verb, very, voe, yore

Target: 28 Good: 38 Excellent: 45

Health and Safety in your home

By Christopher Adegoroye, Asset Manager



Fire safety awareness in communal areas of blocks of flats

Corridors, hallways and stairs need to be free of any combustible materials such as paper, magazines, newspapers, chairs, cushions and tables and bags of rubbish. These items are a fire risk and may obstruct hallways, stairs, corridors which would be used in a fire or other emergency.

Remember, fires need three things to start – a source of ignition (heat), a source of fuel (something that burns) and oxygen:

By keeping the communal areas clear, we will remove all sources of ignition and fuel and keep ourselves and neighbours safe.

Fire safety awareness inside your home

- Test your smoke and carbon monoxide detectors once a week to make sure they're working. If there is a problem with your smoke alarm, let us know
- Keep cooking areas clear from flammable items like tea towels, oven gloves and food packaging
- Never leave pans unattended while cooking and avoid using chip pans • Clean your oven and grill regularly – a build-up of fat and grease could cause a fire
- Remember to close your kitchen door if you're going out or off to bed; if a kitchen fire breaks out this can help buy you valuable escape time
- Overloading a plug socket can also cause fires
- Check your electrical appliances are in good working order – if the wires are damaged or frayed don't use them
- It's advisable to unplug all items before you go out or go to bed
- Never overload plug sockets or plug one extension lead into another – remember appliances like washing machines should have a single plug to themselves as they're high powered
- **Give access for us to test your boiler every year**
- **Give access for us to carry out tests to the electric wires in your home**
- **Report any faults to us as they occur**

Resolving complaints – Housing Ombudsman changes

By **Phil Johnson**, Head of Housing



The Housing Ombudsman assists tenants and landlords with resolving complaints and disputes. It serves as a route for resolution where we have been unable to resolve a complaint to a tenant's satisfaction with our internal process.

Recent changes to regulation have been introduced to make it easier for tenants to engage the Ombudsman when they need to.

You can contact us should you wish further information and assistance on using the Ombudsman service, or speak to them directly on **0300 111 3000**.

Their website <https://www.housing-ombudsman.org.uk/> has more information.

The Trust's complaints policy and procedure has been reviewed in accordance with the Housing Ombudsman Complaints Handling Code, and we have met with them recently to discuss our processes. Please let the Trust know if you would like to see a copy of our new complaints policy. Alternatively, you can find it in the Tenant Zone of our website.



Palm Tree Court improvements

By **Samson Sunmonu**, Support Services Officer for Palm Tree Court, Sheba Court and Olive Tree House



On 24 March, The Trust's Chief Executive Euan Barr, Housing Support Co-ordinator Barbara Moore and I had a tenant meeting and site



visit to discuss plans to convert empty office space at Palm Tree Court. The changes will provide a better communal lounge and laundry on the ground floor and create two new one-bedroom apartments. Bringing the lounge to the ground floor will make it more accessible and easier for tenants to use. If we get planning approval in April and funding approval in May, we hope to start work in summer to have the new facilities ready for tenants to use by autumn 2023.

Other HHT activity in pictures

There's been plenty of other social activity around the HHT properties, here's just a few examples. If you want to be in the next *Link* then let us know when it's your birthday or another special occasion, or just meeting up with friends. Send a good photo or two to admin@hornsey-ht.co.uk and we will try to publish it.



Mrs Urah Reid, who is from Jamaica and has been living at Palm Tree Court since 2020 celebrated her birthday in February



HHT Housing Officer Vicky Laker received this lovely bunch of flowers from a tenant



Olive Tree House tenants enjoying a coffee morning in February - Michael Pieretti, Jennivia Kelson, Mabel Unadike and Jose Cardona



Staff list

hornsey housing trust
more than just housing

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Barbara Moore, Housing Support Coordinator
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Tennicia Cameron, Housing Support Officer
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Veronica Lindsay, Head of Finance and IT
07483 036 942

Vishwanne Jagdeo, Management Accountant
07752 679 301

Mussa Djalo, Finance Assistant
07759 393 589

Taju Oyedeji
Tenant Sustainment Officer

Support Services Officers

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Margaret Hill House; Waverley Road; Hillfield Avenue
07483 036 944

Indje Shahin, Abyssinia Court
07483 036 941

Samson Sunmonu,
Palm Tree Court; Sheba Court and Olive Tree House
07484 509 152

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

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

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