

theLink

Newsletter for the tenants of
Hornsey Housing Trust



October 2023

New Hub approach for our homes

To ensure that both our sheltered tenants and those living in street properties and blocks receive a responsive and fully connected service, we've reorganised our housing management across the Trust's properties to create new Hubs. Each Hub Housing Officer will manage approximately 100 homes.

Each Housing Officer will normally be based at their Hub four days a week, available to support and meet tenants of both their sheltered and street properties. We want to promote more events and activities for each Hub, to encourage social connection and access to services – we're already developing some ideas for this but please do let us have

your suggestions. The staff list on page 8 shows each Housing Officer and Hub.

We're hopeful that the Hub model can help to build a true sense of community and will be an opportunity to make our housing services better, improve how we listen to and respond to tenant needs, help people to be more active and encourage volunteering.

Our Board set the Trust's values to be Caring, Collaborative, Curious (about different ways of working) and Committed to great outcomes for tenants. We believe the Hub approach will represent these values and greatly improve your services, but will review it as it progresses.

New faces at the Trust!

We are delighted to welcome Maria Reyes, Derek Gill and Casey Masters to our staff team! Maria returns to us after a spell working in Enfield – we are delighted to have her back and she will manage the Olive Tree House Hub. Derek brings a wealth of housing management and support experience and will be based at Margaret Hill House. Casey, who has worked with us on an interim basis before,



is staying long-term to work at our head office supporting with tenant queries and vital administration duties. Special thanks to interview panel member Andy Fletcher for providing tenant perspective on the appointments.

HHT summer tenant event

By Phil Johnson, Head of Housing



Top raffle prize winner Henrietta Edwards

The Trust held its Annual Summer event at Abyssinia Court in July. It was the best attendance we have had to date with new and existing tenants joining us for the afternoon.

It was great to see so many people enjoy the day and a good opportunity for tenants, staff and board members to mix, enjoy each other's company and eat some delicious food.

We gathered in Abyssinia Court garden on a lovely sunny day. It wasn't too hot so we were able to enjoy our BBQ food, listen to



Cost of Living Payment



On 20th September, the Government announced another Cost of Living Payment of £300. The payment will be made to eligible customers between 31 October and 19 November this year. This is the second of three payments over the financial year totalling up to £900. Eligible pensioner households will also receive a further £300 payment later this year as an addition to the Winter Fuel Payment. Claimants will receive the payments automatically and do not need to contact DWP or do anything to receive the payment.

The DWP is also encouraging low-income pensioners not already getting Pension Credit to check their eligibility, as, thanks to Pension Credit backdating rules, they could still qualify for both the second Cost of Living Payment as well as the third payment due in Spring 2024.

Please contact your Housing Officer if you have any questions about this.

music and wait for the ice cream van to arrive for a refreshing Mr Whippy dessert.

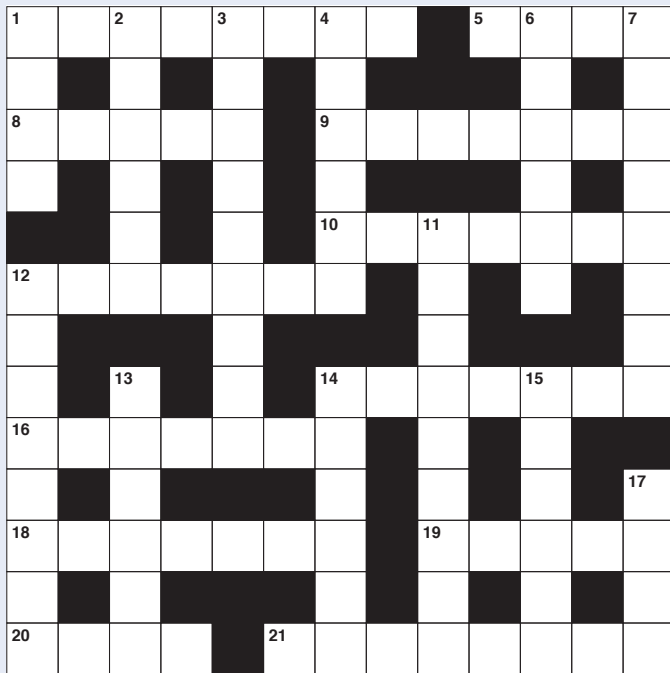
Tenants also took part in a raffle and we had six different lucky winners!!

These included Henrietta Edwards, Minbeth Duncan (both from Abysinnia Court), Wilfred Slater (Ferme Pk Rd), Mrs Mvula (Crescent Rd), Matthew De Gama (Waverley Rd) and Michael Pieretti (Olive Tree House).

Puzzles

Solutions on page 7

Crossword



Across

- 1 Put off until a future date (8)
- 5 Soft bathroom mineral powder (4)
- 8 Glowing residue in a dying fire (5)
- 9 Sea creature with a pair of large claws (7)
- 10 How a tennis player serves (7)
- 12 Country in the Middle East (7)
- 14 Real day (anag) (7)
- 16 Left out (7)
- 18 Ancient object (7)
- 19 Changes (5)
- 20 Volcano in Sicily (4)
- 21 Normal; regular (8)

Down

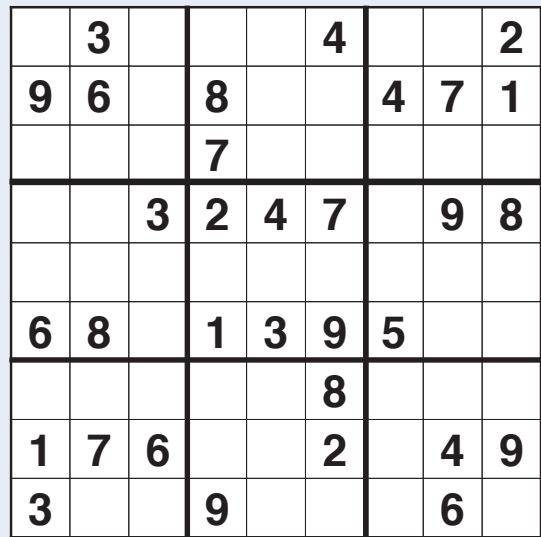
- 1 Verse writer (4)
- 2 Area on the outskirts of a city (6)
- 3 Constant; lasting indefinitely (9)
- 4 Horatio ___: famous English admiral (6)
- 6 Existing in fact; real (6)
- 7 Ritual (8)
- 11 Type of tree that has foliage all year (9)
- 12 Fizzy drink (8)
- 13 Young cat (6)
- 14 Season before Christmas (6)
- 15 Continent (6)
- 17 Second-hand (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



Insect wordsearch

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

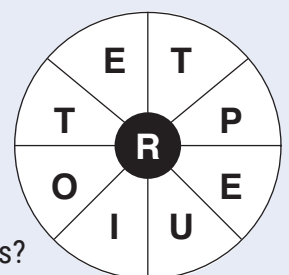


- ANT
- BEETLE
- BUTTERFLY
- CRICKET
- EARWIG
- HONEYBEE
- HOVERFLY
- MOTH
- TERMITE
- WASP



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?



A very happy 100th birthday to Grace Khiem!

This October we celebrate the remarkable centenary of Grace Khiem, tenant at Abyssinia Court.

Grace grew up in Lahore, India, the daughter of an Irish father and English mother, both serving in the armed forces. She grew up in comfortable surroundings and later got married and had two children. When her daughter was nine months old and her son five years old, her mother became concerned at the unrest following the partitioning of India and Pakistan some years earlier.

“My mother said it wasn’t safe to stay and I should look after my children by taking them to England”, says Grace.

Her sister had already moved to Chelmsford in Essex, so there would be a place to start a new life. But there was one problem: “My husband really did not want to go”, she says, “it was a very hard decision but in the end I felt I had to look after my children”.

So in 1960 Grace and her children travelled by boat to England, going first to Chelmsford and then later ended up in Crouch End where she had a flat in Wolseley Road. Life was very different – in India they had help around the house, whereas there was more to do on her own. Also the pace of life was different: “Life in England seemed much faster, everyone was in such a hurry!”



She took a job at a small factory making car battery lids and then at Barry’s chocolate factory. Her husband did eventually follow to England but after a while he was very ill and passed away.

Sometime after, Grace was introduced by her brother to a friend to a Hungarian man who was looking for a housekeeper. They eventually married and, while it was a sometimes stormy relationship, she knew it provided her and her family with stability. “Always my main wish was to look after my children” she says. When her husband passed away in 1996, she moved to Abyssinia Court.

It’s very clear family is everything to Grace, from the photos on every shelf and even on the cushions, showing her parents, children, grandchildren and great-grandchildren.

She loves being able to live independently and regularly joins in with tenant activities. “England adopted me and I adopted England” she says. “I am very happy”.

New design guide for Hornsey Housing Trust

By Euan Barr, Chief Executive



This summer we have been working with Archio architects on a new design brief for the Trust. The design brief will provide guidance when we are designing new homes, to ensure they include all of the aspects of what is important to us in providing good quality homes.

We have co-produced the document with four tenants: Sue and Violet, who have recent lived experience of new Trust properties; and also Gary and Dan, who have professional technical experience in this area. We also involved our Chair June Barnes and Board member Stephen Ross, both of whom worked for many years with Housing Associations involved with development and regeneration.

The design brief will be used as an internal resource by Hornsey Housing Trust and serve as guidance for appointed design and development consultants and other housing



Archio's James Purkiss with Sue and Violet

providers who may be building homes for the Trust.

We carried out some workshops with the tenant group, as well as a site visit to the 'Trees' development in Highgate, built by Hill Homes – itself an exemplary local development of homes for older people.

Additionally, Stephen conducted surveys of tenants in new Trust homes to see how well things were working after four years of living there.

There are five themes of the new document:

- Supporting independence
- Sustaining good health
- Enabling community connections
- Protecting the environment
- Securing affordability

Archio are now putting the finishing touches to the guide, please let us know if you would like a copy and we'll drop one off to you.



Trip to sunny Southend

By Barbara Moore, Housing Support Co-ordinator

Hornsey Housing Trust tenants and staff had a day trip to Southend-on-Sea on 9 August. It was a beautiful sunny hot day, perfect for a visit to the seaside. The event was a great opportunity for tenants and staff to spend time together while enjoying a traditional fish and chips lunch. Some of us also took a trip down the famous Southend Pier (so long it has its own train!) to work off lunch and others explored the local shops.



Palm Tree Court summer event

By Samson Sunmonu, Housing Officer

We held our annual summer event for tenants of Palm Tree Court & Sheba Court on Friday 15 September. Tenants enjoyed a lunch of rice & peas with jerk chicken, jollof rice, fish, pancake, plantain and fish stew. We played music and talked and had a very enjoyable time. I also took food to some of the Palm Tree Court tenants who couldn't make the event in person. I'd like to say a big thank you to Palm Tree Court tenants Phyllis and Margaret for their help and assistance on the day.

Solutions to the puzzles on page 4

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

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

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

COME
CAME
CASE
BASE
BASK
BACK



Wordwheel: Words that can be made from the wheel include: erupt, euro, ire, ore, otter, our, outer, peer, per, pert, peter, pettier, pier, pirouette, pore, port, potter, pour, pro, pure, puree, putter, repute, riot, rip, ripe, rite, roe, rope, rot, rote, rout, route, rue, rupee, rut, tier, tire, titre, tor, tore, tort, tour, tree, trio, trip, tripe, trite, trope, trot, troupe, trout, true, tutor, utter

Target: 30 Good: 41 Excellent: 50



Staff list

more than just housing

Euan Barr, Chief Executive
07943 195 447

Chris Adegoroye, Asset Manager
07801 767 382

Liz Hanley, Executive Assistant
07752 682 487

Phil Johnson, Head of Housing
07711 317 388

Barbara Moore, Housing Support Coordinator
07540 913 992

Veronica Lindsay, Head of Finance and IT
07483 036 942

Vishwanne Jagdeo, Management Accountant
07752 679 301

Mussa Djalo, Finance Assistant
07759 393 589

Casey Masters, Admin Assistant
07803 022 699

Housing Officers

Derek Gill: Margaret Hill House, Hillfield Avenue,
Lynmouth Road, Ferrestone Road, Rosebery
Gardens, Crescent Road, Ribblesdale Road,
149–258 Ferme Park Road, Church Lane.
07483 036 944

Maria Reyes: Olive Tree House, Waverley Road,
Goldsmiths Court, Haringey Park, Hatherley
Gardens, Cecile Park, Crouch Hill, Dickenson Road.
07752 682 255

Indje Shahin: Abyssinia Court, Rathcoole Gardens,
Denton Road, Harvey Road,
117–127 Ferme Park Road.
07483 036 941

Samson Sunmonu: Palm Tree Court, Sheba Court,
Norah Clegg House, Oakfield Road, Albert Road,
Woodstock Road, Stowell House, Priory Road,
West Green Road.
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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