



February 2024

New in-house repairs service for Hornsey Housing Trust

By Euan Barr, Chief Executive

We are excited to announce changes to the way in which we manage repairs to your home. As you may know, for the past five years we have been outsourcing our service to Newlon Housing Trust and Wates contractors. This contract comes to an end in 2024 and the Board of the Trust has been exploring options for the future.

I have been hearing a lot about repairs issues in my conversations with tenants over the past year, and it is clear that most people would like to see a more responsive and higher quality service. Some tenants who have lived in a Trust home for many years even fondly remember when we used to employ caretakers to attend to everyday tasks.

Our Board has decided to recruit directly employed people to carry out our repairs, starting in summer 2024. These will be multi-skilled operatives, able to do important carpentry, plumbing and other trades in your home.

Backing them up will be a repairs team, people to answer calls and plan the work for the operatives and a manager to oversee the service.

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Our cost planning indicates that we can do this for around the same cost per year as the outsourcing arrangements we have had for the past few years.

Our aim is that we will have more direct control over communication and management of repairs, and ultimately, a service that tenants are happy with.

We will still need to use other contractors for more specialised work, but we'll have control over the reporting and management of those repairs too.

We are starting our recruitment process for the service now, and if you know of anyone local who might be keen to work in our repairs service, please do let us know.



Tenant involvement

As with all important business decisions of the Trust, I'd also like tenants to be involved in interviewing candidates for the new team.

Please also let us know if you would like to take part in this process – you are best placed to know what good service looks like.

If you are interested in finding out more, please contact Casey Masters on caseym@hornseyht.co.uk or 020 8347 2201.



Tenant Satisfaction Surveys 2023

Thank you to all tenants who took part in our survey exercise, which we completed at the end of last year. There is lots for us to learn from and improve upon from the comments that tenants have made about the services of the Trust.

We are preparing a report for tenants with the details of the feedback that we received

and plans for action on areas where improvements are needed, which we will issue with our next newsletter to you.

This includes reviewing the *Link* and introducing a new format, to ensure that it continues and improves upon its aim of meeting the needs, interests and activities of tenants.

Your rent and service charges 2024/25

Rents: It is vital that the Trust can set rents to cover our running costs as well as maintain affordability for you. All of our tenancies are set at social rents, the most affordable type of rent.

From April 2024, rents are due to increase, in line with your tenancy agreement and in accordance with government policy. Every year we review rents and apply an increase based on the consumer price index (CPI) and government policy.

Last year, the government capped the social housing rent increase for 2023/24 below inflation, as the cost of living was extremely high. During 2023 inflation has reduced and the government announced in early January 2024 that rents may be increased based on CPI+1%, the usual calculation for rent increases. As a result, the rent increase for 2024/25 will be 7.7%.

Service charges: Service charges are based on the budget for 2024/25 and our estimated costs of providing specified services. Costs may change due to inflation or changes in the provision of services.

Affordability: Inflation and interest rate increases have meant higher costs for repairs and maintenance and providing other services, particularly energy. We recently negotiated contracts for gas and electricity and, while

costs have increased, they do represent value for money when wholesale energy prices are still very high. We're also re-procuring other services, including cleaning and gardening, to deliver better value for money.

In considering rents from April 2024, we understand that you face rising costs in many ways, and we need to balance that with the need to improve our existing homes and make them greener and more energy-efficient.

Our Board understands that many tenants have been impacted by rises in the cost of living and considers the impact of increases to both rent and service charges.

Paying your rent remains a core part of your tenancy agreement and enables the Trust to provide services and maintain your homes, while income from service charges pays for the additional services that we provide to you.

If you've any questions about the rent or service charges increases, or are struggling with paying for food or heating or your bills, please do speak to your housing officer. We can provide you with support on claiming benefits, and signpost to other services involved with managing money and debt.

From April 2024, we are also restarting our benefits advice service, which we will confirm details of very soon.



Poetry workshops

By Lucy Berry



Hello I'm Lucy. I want to thank all the people who came along to our first Poetry Workshop in October. All of you wrote interesting, truthful poems about your ideas, memories, thoughts and life-stories. Some of them are shown below.

You know what? Everyone can write

poems! It just takes that first step... and there are more workshops coming along which I hope lots more of you will come to. Mind you, if you just wanted to come along and listen, until you get up the confidence, that's fine too.

Poems don't have to be airy-fairy. After all, rap is poetry, and so are good song-lyrics and hymns. They can be about an event, or a thing that happened to you, or a feeling, or a person – anything.

Friendship Is A Golden Thread

*Friendship is a golden thread
running throughout the years.
And often we look back on the past
and that shining friend appears.*

What is Love?

*Love is love.
Love is kind.
Love is sharing: love to grow.
Love is helping.
Love is beauty.*

*Loving is forgiving; love is not angry
with one another.*

*Love is patient. Love is gentle.
Love is not puff up.*

*Love is the end of the world...
Without love, we are nothing...*

*Why?
Because God is love!*

Mrs Reid

First Interview

*Alone and just 16, I made my way;
the Tube train jostling me with rhythmic swaying,
shattering my jangled nerves,
compressing all my confidence.*

*My first steps in the outside world;
crossing the threshold of a steady job.*

*Relax! they had said.
But how so easy it is to speak and not to do.*

*At length, I reach the unfamiliar building
and I entered, grandly, head held high.*

I am as good as anyone else, I thought.

But still, I trembled in the waiting room.

David Boshier





We have more workshops planned.
Here are the dates: the session will run
between 11am–1pm and lunch will be provided.
Palm Tree Court (exact venue tbc) 26/03/2024
Olive Tree House 26/04/2024
Abyssinia Court 24/05/2024

Let us know if you're planning to come by
contacting Barbara Moore, Housing Support
Coordinator, or via your Housing Officer.

Come on, give it a go!

Doctor Says

*Doctor says "You must take your medication.
Every day. You will be better that way".*

*I am 94!
I don't want to take my medication no more!*

*The good book says you shall live
'three-score years and ten'
I am past seventy now. I did not die then.*

*Doctor says "Your aspirin you must take.
Your heart is weak, and no longer strong.
Stop the cigarettes and you will live long".*

*Doctor, I am 94!
Not going to take my medication no more.*

*Doctor says "Your arthritis is very severe.
It's a wonder you can walk without gear.
You must take the Melhancatrate
because soon it will be too late!"*

*Doctor, I say: I know I will soon die
and join the departed in the sky.*

*Doctor, one thing before you go
something you should know:
Don't tell me to stop drinking sherry.
When I die. At least I will die merry!*

Paul Little

Memories of War in My Country

*I remember how I grew up
in the country of war...*

*You could go to sleep.
But in the middle of night
be evacuated by your parents
to go and hide.
Because the soldiers were coming
to kill you,
or take you away.*

*As a young girl growing up,
I saw how people were killing
each other
about their beliefs.*

*Muslims killing Christians
and Christians, killing Muslims.
We were forced to say
that we don't believe in God.*

But at night we could read our bibles.

*Seen a lot during Amin's regime,
which I will never forget.
It's like a stamp on my heart.*

Ruth Gallarno

Age UK Barnet at the Abyssinia Café

Age UK Barnet staff were delighted to join Hornsey Housing Trust tenants last week at the monthly café in Abyssinia Court



questions about benefits and money matters.

Jess stressed the importance of checking what benefits residents might be entitled to, particularly Pension Credit, which could be worth up to £3,700 per household per year for those on a low income. Jess advised: “Don’t be put off if you discover you’re only eligible for a small amount of

The charity’s Chief Executive Helen Newman, along with colleagues Jess and Joyce, spoke about the ‘Haringey Project’. This is a partnership between Age UKs in Barnet, Enfield, Islington and Camden, which aims to extend some local Age UK services to Haringey.

Without a local Age UK charity, Haringey’s older residents cannot currently access many of the specialist information and advice services that support older Londoners in other boroughs. However, the special Age UK Barnet session at Abyssinia Court provided an opportunity for residents to get advice from Later Life Planning Team Leader Jess, who answered a wide range of

Pension Credit. By claiming it, you may become eligible for other benefits, such as Housing Benefit or Council Tax Support and free TV licences for those over 75 years old.”

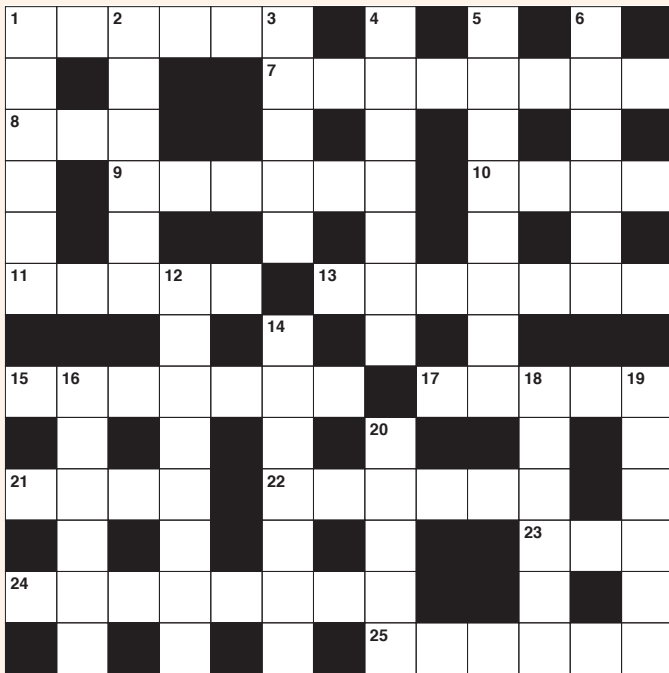
Chief Executive Officer Helen said: “We were delighted to spend the afternoon at Abyssinia Court and help residents with some of their queries. It was great too, to chat with residents and hear first-hand about what other support they would like to see in Haringey to help them to age well.”

Although Haringey residents do not have a local Age UK charity, they can still get advice and support through a free national Age UK advice line on **0800 678 1602** or **www.ageuk.org.uk/services/age-uk-advice-line/**

Puzzles

Solutions on page 8

Crossword



Across

- 1 Decorative strip of fabric (6)
- 7 Importance; stress (8)
- 8 Acquire; obtain (3)
- 9 Hell's opposite (6)
- 10 Correct; accurate (4)
- 11 Care for; look after (5)
- 13 Anxious (7)
- 15 Large room (7)
- 17 Private room on a ship (5)
- 21 An individual thing (4)
- 22 Snores (anag) (6)
- 23 Water barrier (3)
- 24 Theatrical (8)
- 25 Passageway through rock (6)

Down

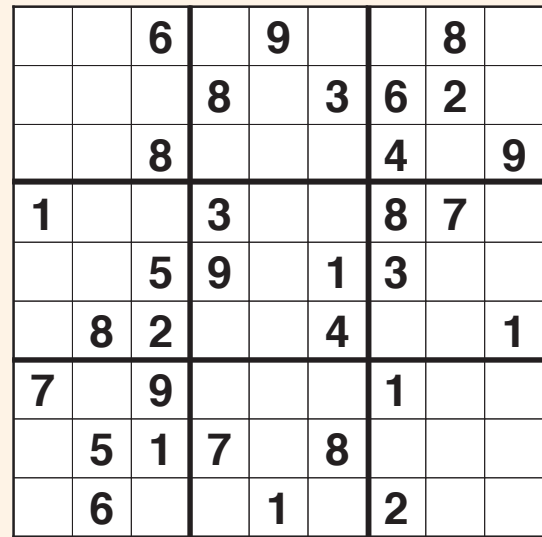
- 1 Recover (6)
- 2 Pester (6)
- 3 Boldness; courage (5)
- 4 Point of view (7)
- 5 Microorganisms (8)
- 6 Body shape (6)
- 12 Formerly (8)
- 14 Degree of compactness (7)
- 16 Desiring food (6)
- 18 Heavy load (6)
- 19 Standard; usual (6)
- 20 Make law (5)

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



Body wordsearch

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



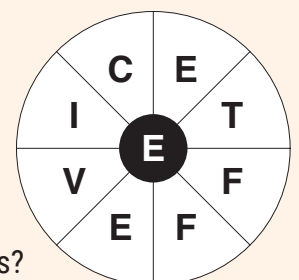
ARMS
BACK
CHIN
EARS

FEET
FINGERS
HEAD
LEGS

NOSE
THUMB

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?



Palm Tree Court improvements

By Samson Sunmonu, Housing Officer

Following consultation events with Palm Tree Court tenants in 2023, we've invited quotations to carry out the improvements proposed, with local Enfield contractor Gleneast selected as preferred contractor. The work, starting in March 2024, will

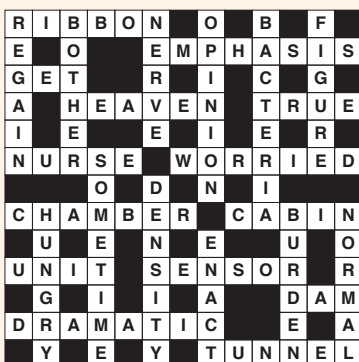
involve creating a new ground floor 'Hub' for residents, as well as a laundry and office space for staff. In addition, there will be two new flats for social rent, one of which with ground floor access. Outside we'll make improvements to the garden

and parking area next to Iceland, and we hope the work will start to help to address some of the anti-social behaviour issues that tenants have had put up with. We will meet again with tenants soon to discuss timescales and other details, but please let me know if you have any questions about the project in the meantime.

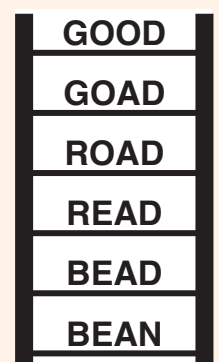
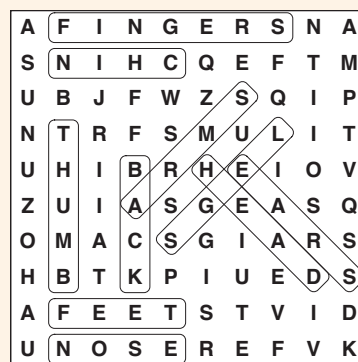


Consultation meeting at Palm Tree Court

Solutions to the puzzles on page 7



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



Wordwheel: Words that can be made from the wheel include: cite, effect, effective, effete, eft, eve, evict, fee, feet, fete, fief, fife, five, ice, tee, tie, vet, vice, vie

Target: 10 Good: 14 Excellent: 17

Planned improvements for 2024/25

By Christopher Adegoroye, Asset Manager

Our board has approved a budget of approximately £1m for planned improvements to our homes in the coming year. With the involvement of Trust tenants who have professional construction experience, we selected consultants Potter Raper to manage the process. They initially carried out surveys of the Trust's buildings, to assess where we need to prioritise replacement of kitchens and bathrooms as well as decoration of communal areas and necessary window renewals.

The properties we selected came from the 'life cycle' data that we hold about properties, which informs us of when these components were originally fitted and need to be checked to verify their condition. Potter Raper surveyed a selection of homes, following which we have planned for 12 kitchen and 32 bathroom upgrades.

In addition, there are several blocks where stairs and corridors and internal spaces need decoration and new floor coverings. These include Hillfield Avenue, Margaret Hill House, Palm Tree Court, Sheba Court, Cecile Park, Dickenson Road, Ferme Park Road and Roseberry Gardens.

We'll also be doing external decoration at Margaret Hill House, Palm Tree Court, Cecile Park, Ferrestone Road, Haringey Park, Harvey Road, Hillfield Road, Rathcoole Gardens and Roseberry Gardens.



Margaret Hill House will be among the properties whose exterior will have external decoration

Following a tender process undertaken by Potter Raper and interviews again involving tenants, we have appointed ABM Contracting Ltd to deliver the works. It's anticipated that works will be carried out in phases over 2024 and 2025 and if your home is part of the process, we will be in touch soon with more details.

Separately, we're upgrading the intercom systems in 100 homes in 24 blocks. This programme is underway and is anticipated to complete by end of March 2024.

Potter Raper will continue to be involved in managing the contract and inspecting the work as it proceeds, along with the involvement of Trust tenants who have technical experience and have kindly agreed to volunteer their services to ensure service standards are maintained at a high level.

Please contact me should you have any questions about the improvement programme.



Catherine West MP (left) and guests at the 90th Anniversary party



90th Anniversary party launches new book on the Trust's history

In November 2023 the Trust held its 90th anniversary party at Margaret Hill House, attended by tenants, former staff members and members and officers of Haringey Council. Guest of honour was Catherine West, MP for Hornsey & Wood Green. The event also saw the launch of the new book *'A Place to Call Home: the first 90 years of Hornsey'*

Housing Trust'. It was written by former Trust Chair Rosie Boughton, who said: "The Trust has grown and developed from the early days of 'youthful exuberance', through consolidating and modernising its housing, expanding sheltered housing in the 1990s, and recent very welcome new building. It's provided secure, decent housing and long may it continue to do so."



Catherine West MP subsequently mentioned our book in the House of Commons: "I was able to visit the wonderful place called the Hornsey Housing Trust. It owes its existence to one person, Margaret Hill, the sister of John Maynard Keynes. She founded it in 1933, and nurtured it because she felt that 'the underlying cause of much discomfort, ill-health and unhappiness in many families was the bad conditions of their houses'. This history, written by Rosie Boughton, sadly outlines so many of the issues we are seeing today."



Catherine West reads from the book *'A Place to call Home'* during the Autumn Statement debate.

If you would like a copy of the book then please contact Liz Hanley at the office.



Christmas gathering goes down a treat

Tenants and staff gathered on 19 December at the Hornsey Vale Community Centre, for the annual Trust Christmas get-together. Christmas lunch was served, with different options available, including vegetarian. There was also a raffle, with prizes of a selection of

gifts. First prize went to Mrs Loiziou of Olive Tree House, second to Mr and Mrs McMorrow of Cecile Park (they kindly shared their gifts with other tenants at the party!) and third prize to Mr de Gama of Waverley Rd. Music was provided as always by our friendly DJ Leon.



First-prize raffle winner Mrs Loiziou



Raffle winners Mr de Gama and Mrs McMorrow





Staff list

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

Claudia Linden, Interim Finance Director
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

Barbara Moore (cover): Margaret Hill House, Hillfield Avenue, Lynmouth Road, Ferrestone Road, Rosebery Gardens, Crescent Road, Ribblesdale Road, 149–258 Ferme Park Road, Church Lane.
07540 913 992

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

Derek Gill (cover for Indje Shahin): Abyssinia Court, Rathcoole Gardens, Denton Road, Harvey Road, 117–127 Ferme Park Road.
07483 036 944

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

hornsey housing trust
more than just housing

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

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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