theLink
Newsletter for the tenants of Hornsey Housing Trust
June 2024

Listening and acting upon your views

By Euan Barr, *Chief Executive*

Since becoming Chief Executive in 2023 I've been determined to know your thoughts on the Trust's services, to improve upon areas of concern and strengthen where we're doing well.

As required by the Regulator of Social Housing, at the end of 2023 we completed a survey to get your views. Around half of households responded. The results, shown here on pages 4–7, helped us understand where we need to improve. Thank you for taking part if you did and, if you missed this one, I do hope you'll take part when we survey again in 2025.

You told us about dissatisfaction with our repairs service, managed since 2019 by another organisation. In response we've established the Trust's own service – you may have seen the vans around already. I hope this will improve our knowledge of our homes, to fix them in good time and to make our working relationship with you better.

There were also concerns over how well communal spaces are looked after. In response, we've implemented new contracts for cleaning and grounds maintenance. It has been really helpful to have tenants involved in the selection process.

Complaints handling is also an area for attention, and we have reviewed our policy to meet the 2024 Housing Ombudsman standards and now have a Board member overseeing our performance. We'll report back more regularly to you about complaints and how we're handling them.

Some of your feedback highlighted that we could make our communication clearer and more suited to all tenants' needs. Our Tenant Panel also identified this as a priority and will carry out a review to recommend improvements.

Thank you again for helping us with the survey. I hope that you will see positive change as a result of actions we are taking from it.

Also in this June *Link*

See inside for stories on:

- Repairs service launch 2
- Poetry 3
- HHT Survey report 4–7
- Puzzles 8
- Ground maintenance 9
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Cllr Sarah Williams (third from left, standing) with Trust tenants, Board members and staff

New repairs services launched

As reported in the last *Link*, as a result of your feedback we decided to create a new repairs service, hiring our own staff and purchasing two fully-kitted out vans to make sure you receive friendly professional and timely support.

Our two dedicated, experienced repairs operatives, Andre Davis and Reuben Edwards, can react in a timely manner to any new calls for repairs and can help in reporting any other issues of vulnerability. Reuben says, "As a Hornsey resident myself, I am really pleased to be joining a small, friendly team fixing the homes of Hornsey Housing Trust. I'm really looking forward to meeting the Trust's tenants and getting to know their properties."

We were delighted that Cllr Sarah Williams, Haringey Council Cabinet Member for Housing Services, Private Renters & Planning, joined us to launch the new repairs service in May. She said, "the new service marks an important milestone for the Trust. By bringing repairs in-house the Trust will be able to offer a more responsive and engaged service for the benefit of all its tenants."

You can use the contact number or email on the back page of the *Link* to contact the repairs service.

The Trust Repairs team

L–R: Reuben Edwards – Repairs Operative, Andre Davis – Repairs Operative, Andre Coombs-Lowe – Customer Service Planner

Tenants' Poetry

We're sharing here more excellent poems from our sessions with Lucy Berry. The next sessions are: 11th July at Margaret Hill House; 8th August at Olive Tree House; 3rd October at Abyssinia Court; 12th November at Palm Tree Court; and 12th December at Abyssinia Court.

My Song

By Enid Morris-Morgan

I love to sing.
It makes me happy and fulfilled, especially when another is encouraged by my song.

It's like sharing my vision, my love and my hope.

My song is a reminder that it matters not where you may find yourself.

On top of a tower, God is always there.

Even in a valley, God is always there.

Be encouraged and sing your song.

Politicians

Part of a longer poem
by Matthew Da Gama

We put MPs in parliament. What do they stand for?
They speak loud.

They win elections and run the country.

They lay out the facts of what we should do, talk about bills and inflation…

…and what the public needs to do! We await their verdict.

Politics puts the country in Dilemma and Confusion as to how to earn a living.

Music

By Reuben Davies

Music is the spice of life.
It can ease your soul through trouble and strife.
They say words can never hurt you. But I think that this is not true.

One's tongue can be a two-edged sword.
Music can inspire with a carefully chosen word.

Words in music can be good or bad. Words in Music can be happy or sad. Whatever a person wants to say , or sing, can greatly inspire or really sting.

Water

By Ms Asne Tufa

Water is important for life. For anything.

No life without water! That's why I love water.

For drink… For taking bath… For cook…
For wash clothes… For swimming…

FOR LIFE!

Do Not Promise

By Susan Flynant

Do not promise Hope, Freedom, Love. It may not come.

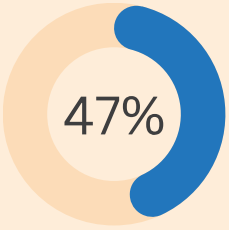
But I will accept and believe. I do not grieve for the past, or sense the future.

I will be who I am, for the duration, until I am finished. The End.

TENANT SATISFACTION MEASURES

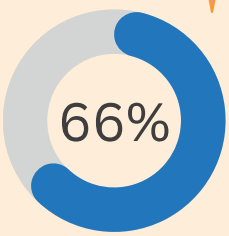
In April 2023, The Regulator of Social Housing introduced a new system for measuring tenant satisfaction using some defined questions. Our survey was completed at the end of 2023, and we have been working on a plan for improvements in key areas since the issue of our information. Thank you for taking part if you were able to. The following table sets out % satisfaction levels against each service area.

RESPONSE RATE



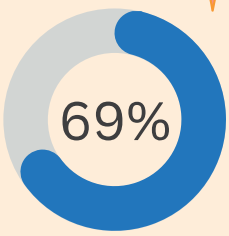
Just under half of Trust households responded to the survey

SATISFIED OVERALL



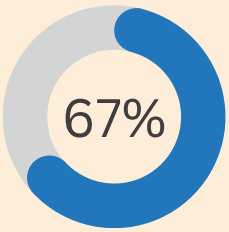
Just under two thirds of respondents felt happy overall with Trust services

REPAIRS SERVICE



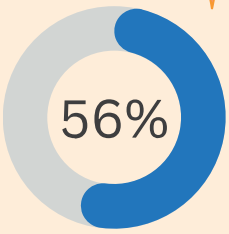
Just over two thirds of respondents satisfied with the repairs service in the past 12 months

COMMUNAL AREAS



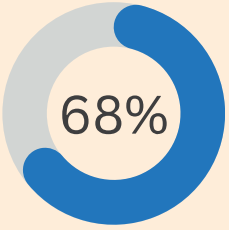
Two thirds of respondents felt that communal areas were clean and well looked after

LISTENING & ACTING



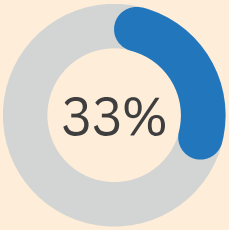
Just over half of respondents felt the Trust listens to views and acts upon them

KEEPING YOU INFORMED



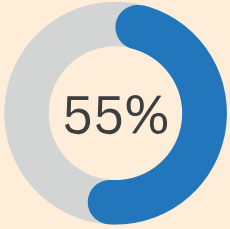
Just over two thirds of respondents felt informed about things that affect them

COMPLAINTS HANDLING



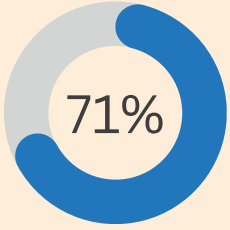
One third of respondents were satisfied with how well complaints are handled

ANTI-SOCIAL BEHAVIOUR



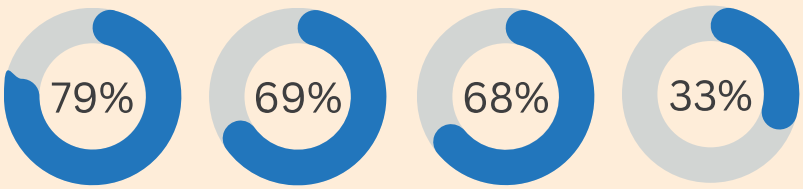
Just over half of respondents felt happy overall with how issues of ASB are handled

HOME SAFETY



7 out of 10 of respondents felt the Trust provided a safely maintained home

OVERALL SATISFACTION BY AREA



Tenants responding from the west of Haringey reported much higher satisfaction levels than the east

WHAT YOU SAID IN 2023

We received many helpful comments from tenants about aspects of the Trust's service areas, some examples are shown here.

Trying to get through on the phone for a problem is sometimes quite difficult.

Staff fail to follow up and inform tenants of developments and solutions.

Value the diversity of tenant needs. We are not all the same.

Someone needs to oversee or check the repairs - sometimes the standard is poor and has to be redone.

I do not have any complaints and have been treated well by Hornsey Housing.

They could do more checks on tenants to see how they are getting on.

I am satisfied with my accommodation and the environment.

We need to be informed of what is happening in good time. We want to hear the outcomes of our concerns. More joint meetings.

I think they are doing a good job, there is always room for improvement.

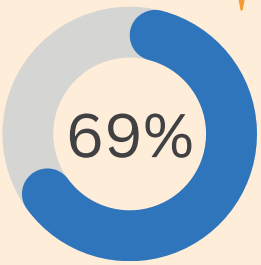
A service mentality. Listen to tenants who sometimes know more than staff do.

Communications need to be clear and transparent.

ACTION ON IMPROVEMENTS

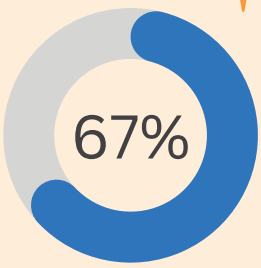
We have set out below the areas where we are listening, learning and making steps to improve upon the areas identified from the satisfaction survey results. When we conduct our next survey in 2025, we will aim for a higher response rate from tenants and hopefully improved results across our service areas.

REPAIRS SERVICE



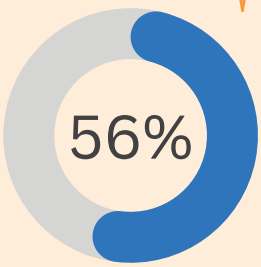
The Trust took the decision in 2023 to end the outsourcing of repairs and bring it in house. After a long period of planning and implementation, we launched a new service in May 2024. All repairs are now reported directly to the Trust, and we have a planner and two multi-skilled operatives to coordinate day to day work. Tenants have been involved in the interview and selection of our new staff. We will soon recruit a qualified surveyor to review property condition and quality of work.

COMMUNAL AREAS



We have involved tenants in a thorough selection process for new cleaning and grounds maintenance services, which commence in June 2024. We are setting clear performance targets for the contractors and will continue to involve tenants in the review of these service as they progress.

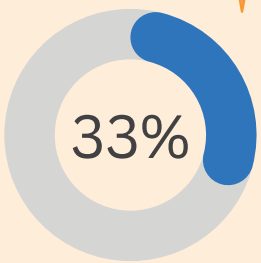
LISTENING & ACTING



We have been involving tenants in many key business decisions for the Trust over the past year, including on design of new homes, policy reviews, services for repairs and communal areas, selecting Board members and new staff. We will ensure that we communicate more with tenants via home visits, meetings, newsletters and the website on the ways we are working to ensure that we act upon the views of tenants about service standards.

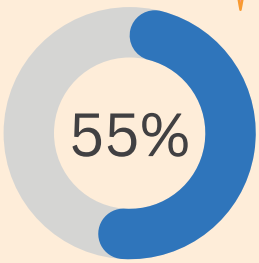
ACTION ON IMPROVEMENTS

COMPLAINTS HANDLING



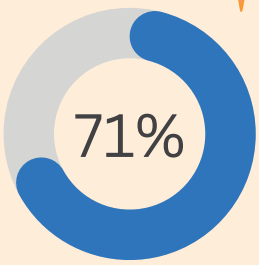
We are now following the Housing Ombudsman's Complaints Code for 2024, and have reviewed our own policy on complaints to bring the process up to date and make it as effective and widely promoted as possible. We now have a complaints lead on our Board and will feedback regularly to tenants about complaints issues and how we are trying to learn from them and improve our services.

ANTI-SOCIAL BEHAVIOUR



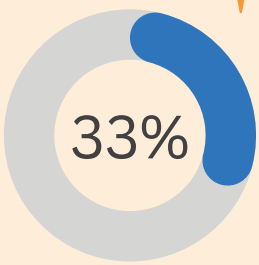
We are noticing increasing vulnerability & complex issues among our tenants and that this is often a root cause of anti-social behaviour. We are working with the Council to improve our knowledge of nominated tenants needs and on management of ASB in general. We have also reviewed our Anti-Social Behaviour policy with tenant involvement, and are working harder to ensure that we know more about what is happening in our buildings and neighbourhoods and be proactive with problems.

HOME SAFETY



As with our repairs service, in 2024 we are bringing the management and oversight of property health and safety matters fully in-house. We will maintain regular oversight of this with tenants fully involved and keep on top of actions relating to fire safety and damp & mould with regular property visits. We are also renewing our gas safety / heating maintenance contract for the first time in several years in 2024, with tenant involvement, to ensure the best standard of service for our tenants.

TOTTENHAM DISSATISFACTION

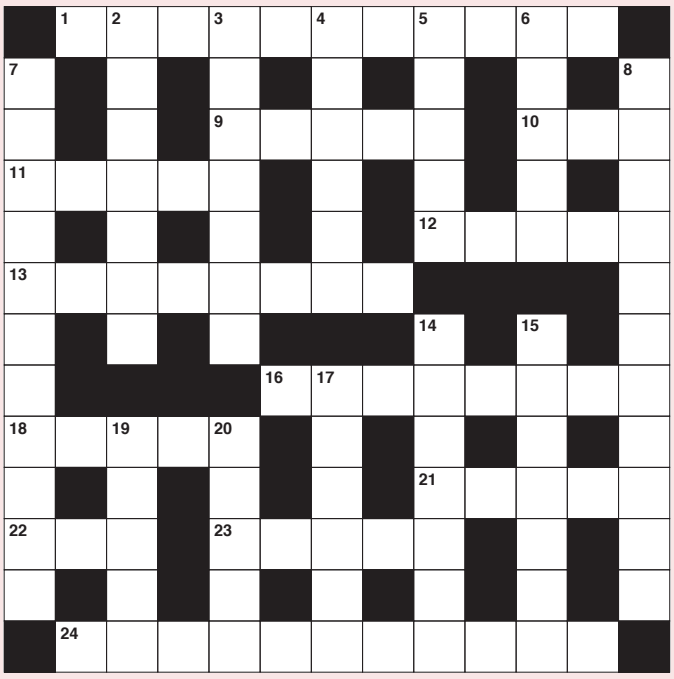


We recognise that Tottenham tenants have been less satisfied than those in other areas. To renew focus on service improvements, we have a full refurbishment of our 'Hub' at Palm Tree Court underway for completion in summer 2024, along with improvements to the safety, appearance and useability of the building and surroundings. We also have planned improvements to the Sheba Court supported living block and intend to make the external environment there safer and more attractive for tenants.

Puzzles

Solutions on page 10

Crossword



Across

1 Production; staging of a play (11)
9 Correct (5)
10 Possess (3)
11 Ethos (anag) (5)
12 Wireless (5)
13 Person who hears (8)
16 Association created for mutual benefit (8)
18 Speculate (5)
21 At that place; not here (5)
22 Eg pecan or cashew (3)
23 Excess (5)
24 Planning (11)

Down

2 Approve or support (7)
3 At all times (7)
4 System of doing things (6)
5 Change (5)
6 Large group of people (5)
7 Clever (11)
8 Participation (11)
14 Far away (7)
15 Endure (7)
17 Second of two (6)
19 Go inside (5)
20 Cease being awake (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.

CATS

PURR

Sudoku

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

Sports wordsearch

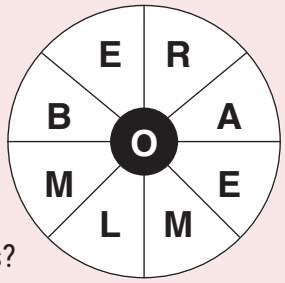
See if you can find all the words in this sports-related wordsearch

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

ATHLETICS
BADMINTON
CRICKET
FOOTBALL
GOLF
HOCKEY
NETBALL
RUGBY
SWIMMING
TENNIS

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?



New cleaning & grounds maintenance contracts

By Phil Johnson, *Head of Housing*

The Trust, alongside some tenants, has recruited two new contractors to service the cleaning and grounds maintenance to HHT communal properties.

Bespoke Services will manage our cleaning service and Smarter Services will maintain our communal gardens. We are excited with this new venture to improve services and bring value for money to your communal areas.

We look like to say a big thank you to the tenants involved, who gave up their time to be involved in the tender process and evaluate the contractors response, enabling us to make a collective decision and recruit our new contractors.

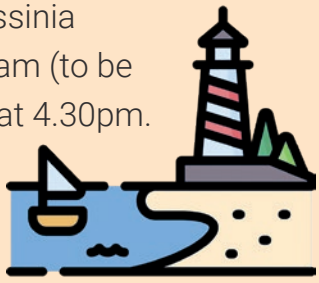
The Trust staff will arrange for the cleaning and grounds maintenance specification to be put up in communal areas, so you know what to expect. We will also arrange a time to meet and welcome the new team.

Summer events

We have two fun Trust-wide social events this summer. Both these events are open to all Hornsey Housing Trust tenants, plus an accompanying carer or family member. If you wish to book a place contact your Housing Officer or Barbara Moore, Housing Support Coordinator.

Day trip to Southend, Tuesday 16 July

Join us on a trip to the seaside, including fish and chips! Open to all Hornsey Housing Trust tenants, plus an accompanying carer or family member. Departing from Abyssinia Court, N8, between 9am-9.30am (to be confirmed) leaving Southend at 4.30pm. Tenant contributions £10, Guest £15.



Summer BBQ, Wednesday 3rd July

Our annual event at Abyssinia Court, featuring delicious Caribbean and barbecue food, DJ, raffle, dancing (not compulsory!) and of course a visit from the ice cream van! Starts at 1pm, finish 4pm.

Boxercise at Olive Tree House

Olive Tree House residents have been enjoying twelve weeks of 'Boxercise Sessions', led by Carla & Kemal (Boxercise Instructors/ Mentors). These were held between February and April 2024.

Boxercise is a training class based on boxing training, but whereas boxing is a competitive sport, boxercise includes aspects of boxing training but not sparring or competitive bouts.

Tenants who participated enjoyed a free, fun, fitness programme.

Solutions to the puzzles on page 8

■	P	E	R	F	O	R	M	A	N	C	E	■
I	■	N	■	O	■	E	■	L	■	R	■	I
N	■	D	■	R	I	G	H	T	■	O	W	N
T	H	O	S	E	■	I	■	E	■	W	■	V
E	■	R	■	V	■	M	■	R	A	D	I	O
L	I	S	T	E	N	E	R	■	■	■	■	L
L	■	E	■	R	■	■	■	D	■	U	■	V
I	■	■	■	■	A	L	L	I	A	N	C	E
G	U	E	S	S	■	A	■	S	■	D	■	M
E	■	N	■	L	■	T	■	T	H	E	R	E
N	U	T	■	E	X	T	R	A	■	R	■	N
T	■	E	■	E	■	E	■	N	■	G	■	T
■	P	R	E	P	A	R	A	T	I	O	N	■

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

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

CATS
CARS
CARE
CURE
PURE
PURR

Wordwheel: Words that can be made from the wheel include: boa, boar, bore, earlobe, loam, lob, lobe, lore, memo, memorable, mob, molar, mole, moral, morale, more, oar, oral, orb, ore, roam, rob, robe, roe, role

Target: 14 Good: 19 Excellent: 23

Major investments inside your home and improvements on your blocks

By Christopher Adegoroye, *Asset Manager*

A major investment costing close to £1m is ongoing at Hornsey Housing Trust whereby 32 bathrooms and 15 kitchens are being replaced with new ones.

We thank all our tenants for their patience and understanding whilst the contractor and project managers as well as clerk of works visit their homes and blocks to carry out these works. We also appeal to tenants to continue to work with the Trust by allowing access where necessary to ensure that the contractors and project managers can carry out their work in good time for a better service to everyone.

The investment programme also includes the following:

Internal decorations to the communal parts of 12 blocks such as Margaret Hill House and many street properties. 97 residents that live in these blocks will enjoy the benefit of this programme, with the communal hallways and corridors freshened up and freshly painted to ensure a welcoming ambience.

External repairs and painting to 15 blocks. This improves the external appearance of the properties and helps prevent more serious maintenance problems occurring. 97 residents will benefit from this programme.

21 homes around Cecile Park will get **new windows** which will make the homes more energy efficient and reduce cases of heat loss, damp and make these homes more comfortable for our residents.

Staff list

hornsey housing trust
more than just housing

Euan Barr, Chief Executive
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Chris Adegoroye, Asset Manager
07801 767 382
Liz Hanley, Business Support Manager
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, Financial Controller
07752 679 301
Holly Musa-Yayi, Finance & IT Assistant
07759 393 589
Casey Masters, Business Support Assistant
07803 022 699

Housing Officers

Babs Smith (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

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

Repairs Team

Jamie Prouten – Interim Repairs Manager
Andre Coombs-Lowe – Customer Service Planner
Reuben Edwards – Repairs Operative
Andre Davis – Repairs Operative

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
Repairs Line 020 8347 2204
repairs@hornseyht.co.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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