

## Tenant Involvement moves forward

The Tenant Engagement Group (TEG) has been working over the past few months on a new policy for involving tenants more meaningfully at HHT. The policy is now available on our website, and the TEG has also developed an action plan for raising awareness and bringing more tenant input to the work of HHT. The Group is keen to grow and will be sending a survey to all tenants soon to find out areas of interest and who would like to be more involved. Please look out for it, and respond, to let them know if and how you can help!

## New staff at HHT

Over summer 2025, we welcomed new staff to HHT in 3 leadership roles.

Rosie Butt is our Housing Manager.



Aidan Heed is our Head of Property.



Lisa Boursnell is our Director of Finance & IT.



## New heating contractor

Robert Heath Heating Services started as our new heating maintenance company in early August. You can call them directly on **0333 0141 000** or our repairs line **020 8347 2204** for urgent heating repairs.

 Robert Heath



## Paul Little - Crouch End Festival



Abyssinia Court tenant Paul Little (right) featured at the Crouch End Festival earlier in summer, with a captivating performance of creative stories and poems inspired by 30 years working in dementia care.

## Contact preferences

Email, phone, text or letter? Please let your housing officer (details overleaf) know what works best for you.

## Clacton Trip - 15th July

Thank you to all tenants who joined our trip to Clacton, it was a really fun day out and meal by the seaside, with record attendance!



## Garden maintenance

The new garden contract, set up in 2024, hasn't been going as well as it should. The staff team have taken this up with the contractor to make sure we see an improvement. Please do continue to let us know how your garden is looking.

## Work experience - Charlie



We were very happy to be joined by Charlie Sparkes, a pupil from Ackland Burghley School, on his work experience in July. Learning all about the world of housing, he is keen to become a plumber so we do hope he's an HHT operative of the future!

## Who is your housing officer?

**Maria May** - Cecile Park, Crescent Road, Crouch Hill, Dickenson Road, Goldsmiths Court, Haringey Park, Hatherley Gardens, Norah Clegg House, Oakfield Road, Olive Tree House, Waverley Road. **07752 682 255**

**Samson Sunmonu** - Abyssinia Court, Ferme Park Road, 110 Hillfield Avenue, Margaret Hill House, Rathcoole Gardens, Rosebery Gardens. **07484 509 152**

**Indje Shahin** - Albert Road, Church Lane, Ferrestone Road, Harvey Road, Hillfield Avenue (all except 110), Lynmouth Road, Palm Tree Court, Priory Road, Ribblesdale Road, Sheba Court, Stowell House, Woodstock Road. **07483 036 941**

## Direct Debit - easier rent payment

Setting up a Direct Debit means your rent is paid safely, securely and automatically on a date you choose. It can help with budgeting and reduce stress about keeping your rent up to date. Please speak to your Housing Officer to find out more.

*This is a new format of the newsletter, which we hope to make more regular, useful and informal - please let us know what you think of it at [admin@hornseyht.co.uk](mailto:admin@hornseyht.co.uk).*