



Winter payments update

This winter, you should be able to get some assistance from the Government. There is the Warm Home Discount Scheme, a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you.

You can also get a Winter Fuel Payment of between £100 and £300 if you were born before 22 September 1959. It is normally paid automatically to you, but please let Jenella Jardine know on 07485 979344 if you are unsure about it.

Tenant Christmas Lunch

It's beginning to look a lot like Christmas, and our lunch this year will be at  Hornsey Vale Community Centre, on **Thursday 18th December 2025 from 1pm-4pm**. There will be great food, good company, music and a Christmas raffle!

Tickets are complimentary for our tenants and guests are asked to pay £5.



Please let your Housing Officer know if you would like to attend, by Friday 5th December.

Tenant involvement

Thank you to everyone who replied to the Tenant Engagement Group (TEG) mail out about joining the group!

The TEG are reviewing the responses and following up to discuss interests and the future work of the group.

Window replacements

We have recently fitted new windows to tenants' homes at Cecile Park, Norah Clegg House and Crescent Road.

This should make a big difference to keeping them warm as winter sets in, and we have managed to replace in keeping with the traditional styles.

It is part of an ongoing programme of component replacements, and we will soon discuss our plans for 2026 with tenants.



Ideas needed!

Do you have any suggestions for events and activities in our lounges & hubs? Please let our Housing Manager Rosie know on 07485 979351.

New Board members

HHT is governed by a Board of volunteers, who typically serve for 6 years. This year we welcomed 4 new members to our Board:

Natalie Carter is Senior Legal Counsel at Apache Capital Partners, who develop rental accommodation.

George Ellis is Strategy Director at British Land, one of the largest property investors in the UK.

Dillan Blake-Smith is Head of Compliance & Customer Services at Square Roots housing organisation.

Raymond Hylton is a chartered surveyor, currently working as a Senior Consultant in building safety.

Office opening hours - Christmas 2025

HHT offices will be operating the following opening hours over Christmas:

24th December: office closes 1pm

25th December - 1st January 2026: office closed

Friday 2nd January: office reopens 9am

Out-of-hours emergency services will be available for tenants throughout the holidays on the usual contact numbers.

Repairs: 020 8347 2204

Heating breakdown: 0333 0141000

Other emergencies: 020 8340 6374



Complaints Corner

We have sent our annual return to the Housing Ombudsman on our complaints activity each year.



The report is available to view on the HHT website.

In the past year we dealt with complaints relating to repairs, ASB, staff, and damp & mould.

Some important actions we are taking from the lessons learned;

- Making it easier for tenants to know how to make and escalate complaints
- Refresher training for all staff focused on empathy, active listening, and early resolution
- Stronger oversight of the process, with quarterly Board reviews of the complaints data, lessons learned, and tenant satisfaction

Welcome Gelan!

Gelan Saleh joined us as our new Multi Skilled Operative in November. Gelan's main trade is plumbing, so he will be a big help with this area of work rather than having to bring in other contractors.

Say hello if you see Gelan out and about and let us know how he is doing!

