


Haig News

WINTER 2024

In Remembrance
We Will Remember
Them!
Residents GOTHARD
AVENUE


HAIG
HOUSING
HOMES FOR THE VETERAN COMMUNITY

Remembering Together, Building a Future

TRUST NEWS • TENANT NEWS • EVENTS • FUNDRAISING • INFORMATION

Message from Tim Stockings

Chief Executive

The Government is starting to explain its ideas for housing – it is good to see a long-term plan starting to emerge. Haig Housing is involved in discussions with Ministers and the key housing sector bodies to represent and speak for Veterans' housing needs.

We face tough challenges to realise our long-term ambition to provide healthy, energy-efficient homes, and finding ways to pay for improvements is our biggest challenge. There is some extra money available but not enough to do what is required. We have dramatically increased our spending on repairs, maintenance and sustainability in the last few years and we will continue to do so.

As a landlord and an employer, we have had significant extra costs imposed on us, so we have to balance our books carefully. One of the ways we are looking to increase our income is by fundraising, so look out for our Christmas campaign. We always try to keep our rents as low as possible and limit increases, but we have faced large price rises so will need to adjust our plans by scaling back some projects. We work hard to provide

you with a decent, healthy home.

The cost of living continues to impact our residents, especially at this time of year. We have an experienced Income Team who can help you if you are struggling to pay your rent, so please do get in touch if you need help. We conduct tenant surveys to get your views on what is important to you. Thanks to everyone who took part, we hope to start focus groups soon to follow up.

I hope you have a Happy Christmas and we send you all our best wishes for a peaceful New Year.



Lydia Cann, Liz Cann and Tim Stockings lay a wreath on behalf of Haig Housing at the Menin Gate Memorial, Ypres

Give a Gift of Gratitude this Christmas

Haig is running a fundraising campaign this Christmas. Look out for our social media posts or use #12DaysofGratitude.

You can help! Please share with friends and family if they would like to make a donation.

A huge thank you to our residents who helped us with our filming.

haighousing.org.uk/12DaysofGratitude



Give a gift to veterans and their families this Christmas



Contacting Us

Please make sure that we have **your up-to-date contact details** including your **email address**. It makes it more efficient (i.e. saves costs) if we need to get in touch with you. Please check regularly for emails from us.

We've upgraded the **Haig Housing phone system** to make it easier for you to contact us. If you can't get through to the department you need straight away, you can use our 'call back' feature which will save your place in the queue so our team can automatically call you back once they are free.

Our handy '**Contact Us**' card will help you get in touch with the right department to help you.

Fundraising

Haig Housing is somewhat of a hidden secret in the charity world despite our century-long commitment to providing homes for veterans. To attract potential donors and bring in much needed funds, we are increasing our focus on fundraising and raising the awareness of Haig Housing as a charity. We have a great story to tell but it's a crowded market out there with many charities competing for the generosity of donors.

How can you help?

Sharing your stories of how Haig supports you and your family will help us promote Haig Housing and support us in raising more funds to improve your homes and maintain the lowest possible rents for our beneficiaries.



We'd love to hear from you and if you'd like to help out please contact communications@haighousing.org.uk or call 020 8685 5777.

Donation

We were delighted to receive a donation from the Surrey United Services Lodge of Freemasons. Mr Colin Moules presented the cheque to Tim Stockings.

Awards Success



Following Haig's success at the London Regional Energy Efficiency Awards earlier this year, Haig Housing was thrilled to pick up more awards at the National Energy Efficiency Awards in Birmingham.

Nominated in two categories, Haig Housing was awarded third place for Solar PV project of the year and had a special commendation for Housing Association of the year.



Suzanne Wood, Deputy Director of Operations

LGBT+ Veterans

LGBT+ Veterans who were forced to leave the Armed Forces during the ban on their service are currently being recognised at a series of special ceremonies. They receive a beret (to denote their entitlement to wear uniform on those occasions that other Veterans may), a copy of the Prime Minister's formal apology on behalf of the Nation, a personal letter from their current Head of Service and the Etherton Ribbon (a special metal ribbon named after Lord Etherton who led the recent Independent Review into LGBT+ Veterans).

The campaign for financial reparations continues. For more details about

this important campaign please visit fightingwithpride.org.uk/about-us

For details about applying for restorative measures: gov.uk/government/publications/lgbt-veterans-apply-for-restorative-measures



Kick Starting a Clean Up

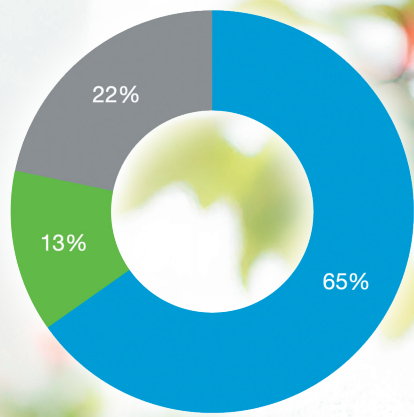
In July, Morden held a Community Clear Up day to tidy the bins and communal areas. Chequers Contract Services provided a skip lorry and a team of people to clear the bin areas. They removed unwanted items from homes and gardens and spruced up the hedges and flower beds. It's a kick start towards creating a tidier, more valued community.



Estate Visits

Haig's Senior Leadership Team is getting out and about visiting Haig estates. They will be accompanied by members of the Haig Housing team and trustees. When a visit is planned to your area, you'll receive a letter with the date and details of who to contact if you have a specific question for the team.





- Satisfied
- Neither
- Dissatisfied

Tenant Survey

Thank you to everyone who responded to the 2024 Tenant Survey. We really welcome your feedback and we appreciate the comments about our service. We are, however, aware we don't always meet the high standards we set ourselves, and we are working hard to improve these areas.

As with the last Tenant Survey in 2022, we commissioned an independent research agency, Service Insights, to carry out the survey. Once again, we used the Tenant Satisfaction Measures (TSM), meeting the Regulator of Social Housing (RSH) requirements and adhering with the Market Research Society Code of Conduct. Even though Haig is not a registered housing provider, we do follow best practice.

Key Figures

Overall satisfaction

Tenant satisfaction in the housing sector is falling, with the average having dropped to 69%

What we are doing well:

Satisfaction that Haig Housing provides a home that is safe **73.8%**

Respondents who agree with the statement 'Haig Housing Trust treats me fairly and with respect' **73.8%**

Satisfaction with the overall repairs service over the last 12 months **68.2%**

Where we need to improve:

Keeping communal areas clean and well maintained

Listening to tenant views and acting on them

What we are doing to improve:

1 Contractor management – we recently held a contractor audit and we have created a contractor

improvement plan. We know that communications are an issue and are working to improve this area.

2 Listening to residents – we want to get more feedback from you. Here's how we are working on resident engagement:

- The Senior Leadership Team has a programme of estate visits. Please look out for letters about visits to your area, if you are available when they visit it would be good for them to meet you in person to discuss any issues you may have
- We are planning to run focus groups next year, we'll let you know where these will be in due course
- Post-works surveys – we are sending surveys following planned preventive maintenance and sustainability programme

3 Complaints handling – the Tenant Survey asks about how we handled a recent complaint, **not** the outcome of the complaint.

Here's a handy reminder of how to contact us about our service:

- **Compliments, comments and suggestions**

If we've done something well or if a member of the Haig team has done a good job, we'd love to hear about it. You may have a comment about our service or a suggestion for an improvement. **enquiries@haighousing.org.uk** or call us on **020 8682 5777**

- **Complaints**

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf

How to make a complaint

Online: **haighousing.org.uk/residents**

Email: **complaints@haighousing.org.uk**

Telephone: **020 8685 5777**

Post: Send a letter to Complaints, Haig Housing, Mountbarrow House, 12 Elizabeth Street, London, SW1W 9RB

In person: When you see Haig Housing staff

Decorating Allowance

To help keep your home in tip-top condition, Haig beneficiaries have an annual allowance of £100 for decorating*. If your rent account is in credit we'll send you a voucher to spend at B&Q.

You need to apply for this allowance

- Send an email from your registered email address to incomes@haighousing.org.uk or call **020 8685 5777** or complete the form on the website haighousing.org.uk/residents/decorating-allowance
- The Income Team will check that your rent account is in credit and will send a B&Q voucher
- If you want to use your own decorator, please send a copy of the decorator's invoice and Haig will pay you the equivalent of your balance

Your annual allowance is payable on the first anniversary of your tenancy start date, after which your allowance is added each April and will accumulate to a maximum of £300.

**Your rent account must be in credit for a period of six months, there must have been no other breaches of your Tenancy Agreement for six months and you must have no other monies owed to the Trust. This allowance is not available to non-beneficiaries or market-led tenants.*



Volunteer Estate Monitors

We have some stalwart tenants on several of our estates who have volunteered their services as VEMs for Haig Housing. Some have been doing this for many years.

This year we have seen several VEMs stepping back from this role, and we send a huge thank you to them for their assistance over the years.

Driven by legislation, Data Protection and Health and Safety requirements in recent years, the role of the VEM has become less defined and we know that many have found it quite onerous.

The focus of communications with residents will become more individual, and the Trust will be more directly monitoring contractor performance. The Terms of Reference of the VEMs will need to develop with this in mind.

We'll be in contact with all VEMs in the new year to clarify any changes we will be proposing.

"On behalf of the Haig Housing Team, thank you again for your great service to the Trust and your communities".

The Mrs Willie James Fund

All beneficiaries are eligible for assistance from the Mrs Willie James Fund. Applications can be made for a wide range of items, services or facilities which are needed but

are not affordable. The Trust will consider applications for household items like furniture and white goods, equipment or courses to assist the return to work or items which will improve the quality of life.

To apply, speak to your housing manager or email enquiries@haighousing.org.uk



Support at Christmas

If you are a veteran struggling with this time of year, you're not alone, and there is support out there. Here are some helpful contact details

Combat Stress – call the helpline anytime for PTSD and trauma support . **0800 138 1619**

Samaritans – sometimes, you just need a chat and it's confidential and free 24/7. **116 123**

Veterans Gateway – they'll point you in the right direction if you are not sure where to start (Monday to Sunday, 8am to 8pm) **0808 802 1212**

Support for veterans and their families

gov.uk/government/collections/find-support-for-veterans-and-their-families

Veterans telephone friendship services

starandgarter.org/telephone-friendship

britishlegion.org.uk/get-support/local-community-connections/telephone-buddies

Incomes Update

Benefit Changes

Universal Credit Managed Migration

The Department of Work and Pensions (DWP) is sending out letters to people on legacy benefits including Employment Support Allowance, Jobseekers Allowance, Housing Benefit and Tax Credits. People claiming these benefits are being moved to Universal Credit (UC).

If you are in receipt of a legacy benefit and have received a Universal Credit migration notice letter please make sure that you understand:

- The deadline to migrate to UC will be three months after the date the notice letter was sent
- Legacy benefits will stop after this deadline
- You will need to make a claim for UC by the deadline
- The timing of the UC claim is important to prevent gaps between claims

Please visit this page for more information:

[gov.uk/guidance/tax-credits-and-some-benefits-are-ending-move-to-universal-credit](https://www.gov.uk/guidance/tax-credits-and-some-benefits-are-ending-move-to-universal-credit)

If you are on legacy benefit but have not received a letter you do not need to act until you do so.

During the change to UC please make sure you:

- Log Haig Housing as a **private landlord** on your journal NOT as a social housing provider
- Ensure you make DWP aware of any health conditions you have, this includes mental health and PTSD, as this can impact your entitlement amounts. You may be required to provide a sick certificate from your GP
- Be aware that UC will be paid monthly (not 4 weekly) and

directly to you, so it becomes your responsibility to pay us your rent.

- If the switch to UC leaves you in financial hardship, you may be eligible for DWP Transitional Protection which is a one-off top-up to ensure your income won't drop when you first switch.
- Verification is different for a **private landlord** claim, you will need a copy of your tenancy agreement and a letter from us. Ask our Income

Team for a letter to confirm your rent amount, and a copy of your tenancy agreement if required

- Declare you are a Service person, or a family member of a Service person

If you would like to discuss this, please contact the Income Team on **020 8685 5777** (option 2) or incomes@haighousing.org.uk

Maximising your benefit and DWP Support

As a Veteran, or family of a Veteran, you have access to the DWP's Armed Forces Champion; these are trained DWP staff who help current and former Armed Forces Personnel and their families to access Jobcentre Plus services.

Please ensure you note your Armed Forces service on your UC claim and journal. Check your medical history is up to date with the DWP – you could be missing out on money.

NEW: We have a DWP Armed Forces Champion with us one day a month, please contact our Income Team if you would like a 1-1 call or support to review your DWP claim.

Arrears and legal notices – what you need to do

If you are in arrears or struggling with payments, please do talk to us.

In almost all cases appropriate and affordable arrangements can be put in place to return accounts to advance credit. If we are unaware of your situation and you do not contact us, we may have to serve a legal notice of possession due to escalating high arrears. **By keeping in contact and working together, no tenant should ever be in the position where they lose their home through non-payment of rent.**

If a notice has been served it is not too late to turn things around. The notice is informing you of our intention to refer to the courts to find a solution if we cannot work together to resolve the matter.

**turn
2US**

Visit www.turn2us.org for a useful benefits calculator.

Service charge review

We have completed a review of our service charges for all estates, as we previously advised these have not been changed since 2018. The Trust will not be trying to recover any lost revenue over the period and will apply a sensible and affordable introduction of the new rates. In most cases these are not excessive.

Third party consent



We cannot discuss your tenancy information or rent account with anyone, without your written consent. If you would like to add an authorised party, please visit our website and complete the Tenant Consent Third Party Form then email to us at incomes@haighousing.org.uk. If you have added consent previously this should be on your account, but we are happy if you would like to email to confirm it is in place.

Rent increase payments

We are still writing to several people who have not increased their Standing Order to match the 2024 rent increase. Please check you have increased and are paying the correct amount.

You may also want to check that your Housing Benefit or Universal Credit is correct. If you would like to discuss your rent, please do contact us.

How we've helped:

- Received backdated payments for missed rent increase periods
- Helped to increase income by providing guidance with medical certificate support
- Managed UC payments direct to Haig for housing costs for those in arrears

How to help us:

Our Income Team is here to support you. You will need to consent to DWP and Haig Housing sharing data – the quickest way of doing this is to provide consent via your online journal. Updating your circumstances with the DWP is important and can only be done by you.

To find out more search online for DWP Armed Forces Champions

020 8685 5777 (option 2)
incomes@haighousing.org.uk

Community Fund

We are delighted with the interest shown in the Community Fund. We've not only had some hard-working residents creating gardens for everyone to enjoy, but we've also had get-togethers at coffee mornings, a communal garden spruced up with a replacement bench, a gardening volunteer day and garden waste clearance.

The Community Fund is about residents getting together to build or create something which enhances their local area.

To apply, please discuss your idea with your housing manager and then complete the form on [haighousing.org.uk/residents/community-fund](https://www.haighousing.org.uk/residents/community-fund) (or call 020 8685 5777 to have one sent to you in the post).

Southwood Court, Hampstead

After residents got together to clear an overgrown area in their communal gardens, they were left with several large bags of garden waste. Once the rubbish had been cleared, residents were able to enjoy their tidy garden area.



Projects need to:

- 1 Benefit a sufficient number of residents on the estate
- 2 Be properly costed and have a measurable outcome
- 3 Be delivered and maintained by the residents
- 4 Deliver something that Haig Housing would not normally provide



Southwood Court garden waste

Macdonnell Gardens, Leavesden

"Macdonnell Gardens, near Watford, consists of a group of bungalows built by the Disabled Officers Garden Homes (DOGH) charity in the 1930s to provide a therapeutic community round a central Green for officers suffering Shell Shock, or PTSD as we would now say. Thanks to the austere conditions after WW2, DOGH faced bankruptcy but was saved by Lucy O'Hea, Grand Master of an Order of female Freemasons, who made a large contribution to the DOGH

funds and also placed a bench in memory of her husband at the foot of the flagpole overlooking the Green.

Over the years, the bench has been renewed several times. The previous one was looking very tatty and a new teak, 4-seater bench was installed recently.

The new bench instantly proved popular with Macdonnell Gardens children who explained they no longer had to worry about getting splinters as they did with the old



Macdonnell Gardens garden bench

bench. Everyone is pleased to have a comfortable seat and proud of the improved appearance it gave to visitors entering the estate.

The new bench is low maintenance and should last many years.

Plaques commemorating Lt Tony Eldridge, DSM MSM a Human Torpedo driver, and Lt Col Joe Cetre MC and Bar were added over the years to that placed by Lucy O'Hea in memory of her husband." Brian Relf



Morden

Haig staff along with volunteers from Haig Housing suppliers AXA Insurance and Howden Insurance rolled up their sleeves and got to work in the Morden grounds in September.

The day was spent rebuilding garden beds, planting flowers and trimming hedges to revitalise the gardens, adding a fresh touch whilst taking care of general maintenance to keep the greenery around the properties in top shape.



Mandi and Lydia finish planting

Other projects which have benefitted from the Community Fund

- Sunderland memorial garden
- Morden resident coffee mornings
- Haslemere garden

Human Torpedo

As one of the plaques for the Macdonnell Gardens bench commemorated Lt Tony/Lofty Eldridge, DSM. MSM. RN a 'Chariot Diver', we absolutely had to find out more.

The "Chariot" was a British designed manned torpedo used in WW2. Two crewmen in diving suits rode astride, steered the craft to the enemy ship, on arrival at the target, the detachable warhead was released for use as limpet mine. If they were not detected, the operators then rode away to safety.

On 28-29 October 1944 "the only completely successful British Chariot operation" commanded by Lt Eldridge launched two

crews from the submarine HMS Trenchant, and successfully sank two ships in the harbour of Japanese occupied Phuket, Thailand.

Lt Tony Eldridge died in 2015. A very brave man.

If you have any stories relating to Haig estates that you would like to share, please send them to communications@haighousing.org.uk



© Credit: IWM (A 2110)

Corporate Social Responsibility (CSR)

Many companies practice CSR with the aim to improve their communities, the economy or the environment. Many of Haig Housing suppliers operate a CSR business model and we would like to tap into this to help Haig's communities.

If you have an idea or a project in your community which you think volunteers could help you with, please let us know and we can find out if there is a CSR opportunity near to you.

Send an email to communications@haighousing.org.uk or call 020 8685 5777 with your ideas.

Parking



Parking is important to us all. It can be challenging and is often a source of frustration. We're committed to making parking accessible, convenient, and safe for all Haig Housing residents and we work hard to meet your needs and to encourage a sense of community and consideration among neighbours.

Haig Housing is lucky to have some beautiful estates with so much green space. This is one of the things which we strive to preserve as a housing charity.

All vehicles parked on Haig property must be taxed and

have a valid MOT and insurance certificate. If a vehicle is found to be lacking these, we reserve the right to ask for the vehicle to be removed from Haig property.

Please make sure that you are familiar with the parking rules. These are on the website haighousing.org.uk/residents or please call **020 8685 5777** to request a copy to be sent to you.

Parking Permits

Some estates have a parking permit system in place. Permits must be clearly displayed and are not transferable.

Please be considerate when parking your vehicle and note the following:

- 1** Haig aims to provide one parking space per household
- 2** There is no allocated parking, it's on a first-come, first-served basis
- 3** Please only park in designated parking bays



Blocked drains

Fat removed from shared drain

Stop the Block: Bin Fats and Wipes, Don't Flush

Pouring fats down drains or flushing wet wipes leads to severe blockages in pipes. Fats solidify in drains, and wipes don't break down and can create "fatbergs" that cause flooding and costly repairs. Please make sure you dispose of fats in containers in the bin and place wipes in the rubbish and not down the toilet.

Estates Management



Sean McLean, Estates Manager

We are delighted to welcome Sean McLean as Haig Housing's new Estates Manager. Sean is a veteran who served in the Royal Corps of Transport (re-badged RLC '93). He's a qualified Horticulturalist and Contract Manager with a wealth of experience including

“ Trees enhance our environment providing shade, improving air quality, and boosting residents' well-being ”

managing PA Housing's cleaning and gardening services for over 200 housing schemes across SW London.

Trees

Sean will be looking at trees across Haig Housing's estates. Managing trees on a social housing estate requires balancing environmental, safety, and community needs. Trees enhance our environment providing shade, improving air quality, and boosting residents' wellbeing. However, if trees are diseased,

damaged, or pose safety risks, removal may be necessary. Regular inspections by certified arborists help assess trees' health and structure. Replacing removed trees with new plantings can maintain greenery while reducing hazards, ensuring the estate remains safe, sustainable, and welcoming for residents now and in the future.



Stop the Drop: Keep our Communities Safe and Clean

Fly-tipping is more than just an eyesore – it's a serious problem that affects everyone in the Haig community. When waste is dumped incorrectly e.g. on the floor and not in the correct bin, it costs Haig money to clean it up - money which could otherwise improve our homes and services.

Not only does fly-tipping attract pests and pose health risks, but it also stops a sense of pride and safety in our shared spaces. By keeping our communities clean, we're protecting our environment, resources and wellbeing. Let's work together to keep our neighbourhoods a place we're proud to call home.





switchchee

As the Switchchee Smart Thermostats are installed in our homes across the UK, the team from Switchchee are checking back with residents about how they have found the experience and how it can be improved.

If you have any questions about how to use your Switchchee Smart Thermostat, the messaging service or the App, or if there is a problem with your Switchchee:

Email: support@switchchee.com

Call: 0800 133 7957

What happens next?

We're about a third of the way through the roll out of Switchchee Smart Thermostats to our homes. You'll receive a letter from us letting you know that your installation will be happening. You'll then be contacted by a Switchchee Trusted Installer to arrange a convenient installation date.

Once the installation is complete, your installer will provide a demonstration of your new device and explain how to use it. They will leave you with user guides and further details. The friendly team at Switchchee are at the end of the phone if you need any further help.

Get involved!

The Switchchee team are keen to get residents involved for feedback and product testing. If you would like to be part of a resident panel, please contact marketing@switchchee.com



Mr and Mrs Green

“ With Switchchee there’s a telephone number and if you do phone it there’s a human being at the other end of it. ”

Mr and Mrs Green

Switchchee in Morden

We rolled Switchchee out in Morden and most homes now have a Switchchee Smart Thermostat.

Switchchee visited with their demo van to help residents to make the last few appointments and help those who have questions about how to use the device and the App.

“I find the Switchchee very easy to use. I like it. What I've liked about the device, is the fact that it's clear to see what temperature you set and what temperature it's reaching.”

Morden resident

Keeping your Home Healthy and Safe this Winter



As we enter the colder months, it's more important than ever to stay on top of a few key safety measures in your home. At Haig Housing, your safety and comfort are our priority, so we've put together some useful tips and reminders to help you get through the winter:

1 HEATING SAFETY

Bleeding Radiators: If your radiators feel cold at the top, it could mean air is trapped inside. You can easily bleed your radiator with a bleed key. This will help your heating work more efficiently and keep your home warmer.

Carbon Monoxide Alarms: Always ensure your carbon monoxide alarm is working. Please test it on a weekly basis and if you notice an issue, report it right away.

2 PREVENTING DAMP AND CONDENSATION

Ventilate Your Home: Colder weather can cause condensation to build up, leading to damp and mould. Keep windows open a little when cooking or showering or use extractor fans to reduce moisture in the air.

Report Any Damp: If you notice damp patches, please report them as soon as possible. We're here to help tackle any issues before they worsen.

3 WATER HYGIENE IN WINTER

Flushing Taps: If you're going away for the holidays or won't be using your taps for a while, remember to run all taps and showers when you return to avoid stagnant water building up in the pipes. This helps prevent any potential water hygiene risks.

4 SAFETY CHECKS

Fire Safety: Test your smoke alarms regularly. If you have any concerns about fire safety in your home, contact us immediately.

Gas Safety: If your home has a gas boiler, keep an eye out for your annual gas safety check appointment. It's crucial to let our team in to complete this.

5 ENERGY EFFICIENCY TIPS

Insulate Your Home: Keep curtains closed during the evenings and ensure draught excluders are in place to conserve heat. This simple step helps lower your energy bills.

6 GET IN TOUCH

Winter Help: If you need assistance with any repairs or have concerns about your home as the weather gets colder, don't hesitate to contact our team. We're here to support you.

Staying on top of these simple checks can make a huge difference to your comfort and safety this season. Thank you for helping us keep your home a safe and healthy place to live.

Contact us:

Email: repairs@haighousing.org.uk
Call: 020 8685 5777

Sustainability update

Haig Housing is committed to making our homes warmer and more energy efficient. We currently face a shifting political agenda with the new Government elected this year and a change in focus for Net Zero. The Trust has had to change tack slightly and make some adjustments to our plans.

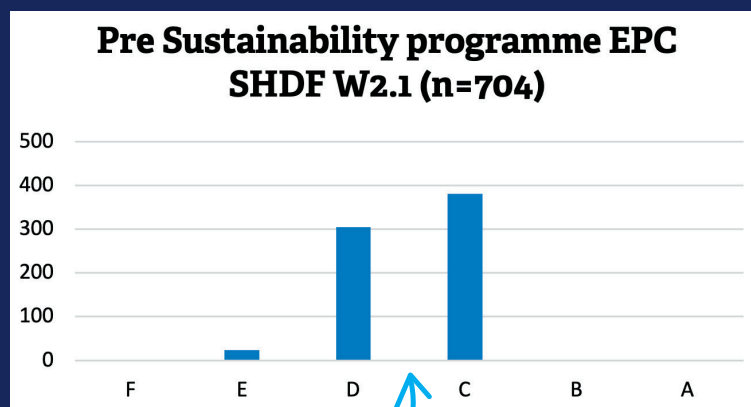
We remain committed to the Sustainability programme. Housing is the largest contributor to carbon emissions in the UK and we continue to seek sources of funding available to us to improve the insulation, keep your homes healthy and make it more affordable to heat for your homes.

Funding

We are facing rising costs; the impact of inflation cannot be underestimated. Supply of materials and increased costs also affect our plans. We are however working with the UK Government and those of the devolved nations as well as the major energy providers with a view to accessing funding streams that are available. We are still confident that we will achieve the legislative targets set in all areas although we are currently reviewing our plans.



Focus



Focus is on getting homes which are **EPC D** and below to **EPC C**

- 1** The focus will be on doing work to more homes. We will aim to get more homes to EPC C (we had an ambitious plan to get homes to EPC B where we could and will try to bring this in again in the future)
- 2** We'll be focussing our efforts on 'fabric first' measures (where it presents the best value for money solution) including:
 - Cavity Wall Insulation (CWI)
 - Loft Insulation (LI)
 - Underfloor Insulation (UFI)

Our knowledge of our properties has improved with the ongoing Stock Condition survey looking at the houses and the Sustainability programme reviewing the insulation and ventilation.

Switchee Smart Thermostats are giving us the data to enable us to measure temperature and humidity to make sure that your homes are healthy. The Switchee messaging service means that Haig can provide support and signposting where it looks like there might be an issue.

With the increasing cost of living, well-insulated homes are vital.



Progress

As at 31 October 2024 (source: EON)

Work carried out	Number of properties
Properties completed under SHDF W2.1	314
Retrofit Assessments	712
Solar Panels	435
Loft Insulation	72
Cavity Wall Insulation	2
Underfloor Insulation	5
Switchee	523
Total Carbon Saved	508 tonnes

What happens next

If your home is part of SHDF Wave 2.1, we'll send you a letter when your home is due to have some work. Please keep an eye out for communications from us.

For those residents in devolved nations, we are conducting trials and looking at other sources of funding and will keep you posted.

If you are in a conservation area, we are continuing to liaise with local planning authorities. Some conservation areas have been added to the SHDF W2.1 programme where planning permission is not required for the planned measures.

Questions?

SHDF Wave 2.1 project - including retrofit assessments, solar panels (England only)

E.ON Advice Team 0333 202 4820
GHGAdministration@eonenergy.com

Solar Panels – Solax App

02476 586 998

Electric Vehicle Charging Points (EVCP)

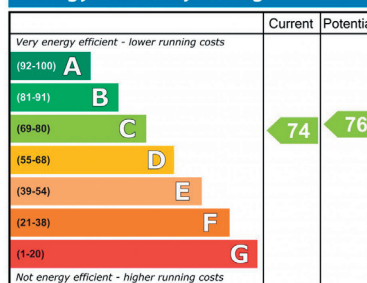
020 8685 5777 option 1
repairs@haighousing.org.uk

Sustainability general questions

sustainability@haighousing.org.uk



Energy Efficiency Rating



Haig Housing uses the EPC rating to measure your home's energy efficiency. EPCs are vital in promoting energy efficiency and assess elements like insulation, heating systems and windows. A+ is the most efficient and G being the least efficient.

Properties with better EPC ratings usually have lower energy costs and need less energy for heating, cooling and lighting

Here's what an EPC can tell us about your home:

- **Energy costs:** How much it is likely to cost to heat and light your property
- **CO2 emissions:** What your property's likely CO2 emissions are for improving your home's energy efficiency.

Haig Housing's aim is to get homes to EPC C



Planned Programme of Works

The 2024-25 Planned Programme of Works is underway, and we'll keep you updated with progress for the works on each estate. Please note that plans sometimes change which may be due to external factors such as contractor issues or to tie in with the Sustainability works. We aim to keep disturbance to residents to a minimum.

Stock condition surveys continue to be carried out by RAND Associates on behalf of Haig Housing. A stock condition survey is an inspection of the inside and outside of a property so that we can plan future improvements. These surveys will give a better understanding of properties so that we can plan future works such as kitchens, bathrooms, roof renewals and external works programmes.



BIRMINGHAM

Window and Door Renewals

PORTSMOUTH

External Redecorations



- **Completed Work**
- **In Progress**

SHEFFIELD

Kitchen & Bathroom Replacements

LEICESTER

Windows and Door Renewals

NORWICH

Windows and Door Renewals

WATFORD

External Redecorations

ENFIELD

Window and Door Renewals

ENFIELD

External Redecorations

MORDEN

Roofing Works

LOUDWATER

Roofing Works

Work starting soon

HULL

Kitchen & Bathroom Replacements

DARTFORD

Kitchen & Bathroom Replacements

WIMBORNE

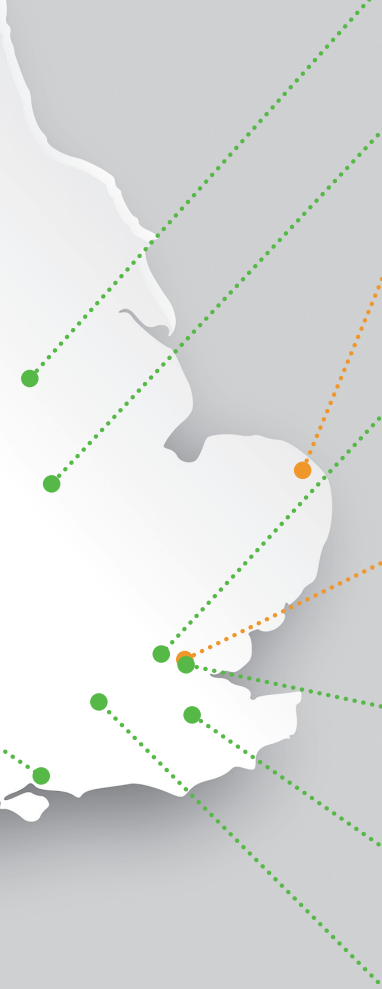
Kitchen & Bathroom Replacements

LYMINGTON

Bathroom Replacements

JERSEY

Heating Renewals, External Wall Insulation, Windows & Doors



Remembering Afghanistan

This year marks a decade since the conclusion of Operation Herrick, the UK's military campaign in Afghanistan. Spanning 12 years (2002-2014), the operation was the UK's largest and most sustained military campaign since the Second World War.

From 2002 to 2014, thousands of British service personnel were deployed as part of the NATO response to the 11 September 2001 attacks in the United States, and then as part of the International Security Assistance Force (ISAF) which initially provided security and reconstruction teams.

Operation Herrick saw UK forces deployed in some of Afghanistan's most challenging environments, such as Helmand Province. More than 140,000 British Service members rotated through Afghanistan over the course of the operation.

By 2010, UK troop numbers reached their peak with 10,000 deployed across Afghanistan. Later the same year, discussions began over the withdrawal of NATO forces. In 2014, Britain formally ended all combat operations in the country.



The UK suffered 454 fatalities during the campaign, while many others sustained life-changing injuries or continue to face mental health challenges.

As we mark 10 years since the end of Operation Herrick, the contributions and sacrifices of all who served remain a vital part of the UK's military history.



“When you go home tell them of us and say: “For your tomorrow, we gave our today””

Remembrance 2024

Morden

Morden's annual Service of Remembrance held on Armistice Day brings together Haig Housing residents, friends, supporters, local councillors, the Lord Lieutenant of Merton, fellow veteran charities and Haig colleagues.



The Exhortation

*They shall grow
not old, as we that
are left grow old,
Age shall not weary
them, nor the
years condemn.
At the going down
of the sun, and in
the morning,
We will remember
them.*



Warrington

Chris Young's wall of poppies outside his Warrington house surpassed last year's effort with an incredible 1,600 poppies hand-crafted by the wives of former members of the Royal Tank Regiment and local supporters. The spectacular display was admired by passers-by, including many children, and Chris raised money for the RBL poppy appeal.



Ely, Cardiff



Left to right: Mr Jon Clarke, Ms Tracey Scott, Rebecca Errington (Housing Manager), Mr Josh Grainger, Mr Anthony Plank



Christmas Closing

The Haig Housing office will be closed from 5pm on Friday 20th December and will reopen at 9am on Thursday 2nd January 2025 (Friday 3rd January in Scotland)

If you have an emergency, please call **020 8685 5777** and your call will be transferred to Local Assist, the out of hours service.

If you have any issues with your heating or hot water, please contact Robert Heath on **0330 058 6481**. They will be operating over the Christmas period.

How to contact Haig

Website

www.haighousing.org.uk

Main office

020 8685 5777

enquiries@haighousing.org.uk

If you need to report a repair

020 8685 5777 option 1

repairs@haighousing.org.uk

Emergency Repairs out of hours

020 8685 5777

Please hold and your call will be put through to Local Assist

Heating and hot water problems

Robert Heath

0330 058 6481

24 hours a day

If you smell gas

0800 111 999

Rent enquiries

020 8685 5777 option 2

incomes@haighousing.org.uk

Electric Vehicles (EV)

www.haighousing.org.uk/

[sustainability/homeevchargers](http://www.haighousing.org.uk/sustainability/homeevchargers)

Switchee Smart Thermostat

0800 133 7957

support@switchee.com

Sustainability

sustainability@haighousing.org.uk

By post

Haig Housing Trust
Mountbarrow House
12 Elizabeth Street
London
SW1W 9RB

This is your newsletter

We'd love to get your news. If you have commemorations, celebrations, anniversaries or events happening in your area, please let us know.

communications@haighousing.org.uk 020 8685 5777

Is English not your first language?

If you need any Haig official information translated or need a translator for any verbal communication with Haig Housing, please contact our Head Office to arrange this.

Do you have a visual impairment?

If you need copies of any Haig information in **LARGE PRINT** or **BRAILLE** please contact our Head Office.

Production

Produced by Haig Housing with contributions from beneficiaries, veterans, staff and supporters. Thanks to all of you.

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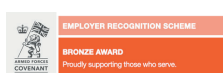
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