



SAXON
WEALD

Spotlight

The newsletter for Saxon Weald residents | spring 2020

Inside!

Win a Karcher Window Vac in our condensation competition

Survey results from our last edition and the winner of our prize draw announced



Get online for the best service

From the comfort of your sofa, to out and about on your phone - it's so easy!



Money matters

Meet our team of advisers and read about how they've been helping our residents.



Doorstep scammers alert

A reminder to be on your guard after a recent incident involving a resident.

My Saxon Weald

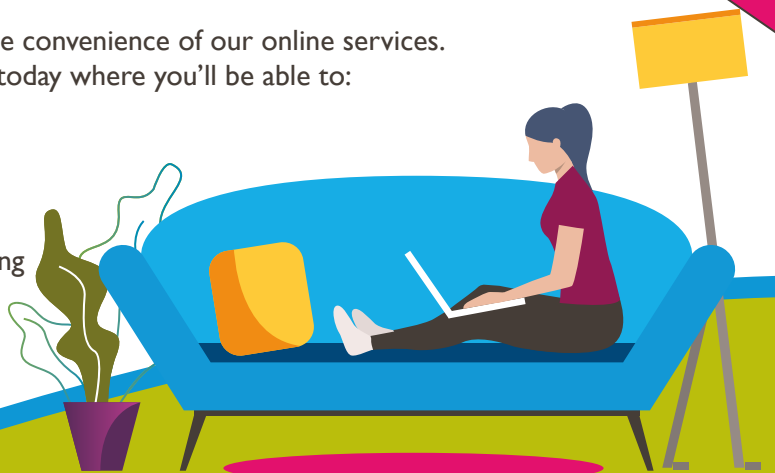
get c^onnected

It's so much easier online

Accessible on your desktop, tablet or mobile, and available online 24 hours a day, My SaxonWeald is the quickest and easiest way to manage your account on the go.

Thousands of customers are already enjoying the convenience of our online services. Not yet registered? Sign up to My SaxonWeald today where you'll be able to:

- Check your rent balance
- Make payments
- Report repairs and change your repair booking
- Send us a secure message
- Request permission to have a lodger, keep a pet or run a business from home



COMING SOON...
Track your operative & improved repair booking

Find out more at mysaxonweald.com

Doorstep scammers

In January, we were made aware of a scam involving Saxon Weald, where a customer had a substantial amount of money stolen.

The customer was called numerous times by someone claiming to be from Saxon Weald, saying that they needed to complete some sewage work. A man then visited the customer's house and said he needed their bank card and PIN to take a deposit for the work. He said the customer would be evicted if they didn't pay. He then took the card saying the payment machine was in the van. The man then disappeared and a number of fraudulent withdrawals were made from the customer's account.



Remember:

1. All Saxon Weald members of staff will carry ID – ask to see it!
2. We don't charge customers for repairs in this way and we never take card payments on the doorstep.
3. We would never ask for your bank card's PIN details.

If someone attempts to scam you in this way, please report it to the Police and let us know.

STILL UNSURE?

If in doubt, call us and we can verify if we have any staff or contractors in your area.

The results are in

In the last Spotlight, we asked for your views on how well informed you feel and if you think Saxon Weald listens to customers. Here are the results.

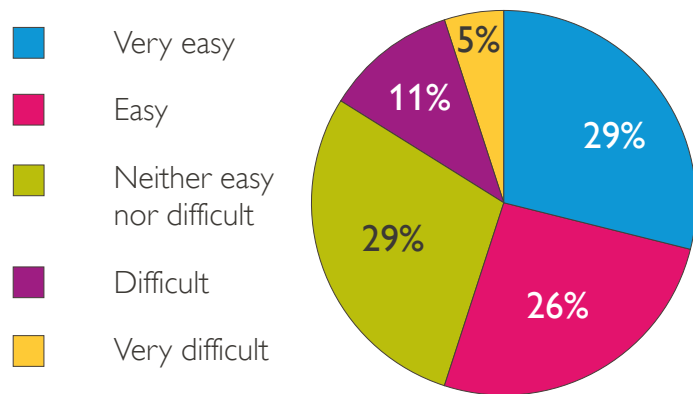
We're all ears!

Most people think that we listen to our customers, with only 2 in 10 people disagreeing. We think we could improve:

- how we feedback what we have heard
- what we are going to do as a result

Easy peasy?

Just over half of respondents feel it is easy to share their views with Saxon Weald.



In terms of how people would like to give their views, 69% said they like to use online surveys. We

Well done to Miss Cranfield, who won £100 of vouchers in our prize draw.

Like competitions? Try your luck with our condensation quiz on page 10



hope that by introducing more email-based surveys, even more people will feel it's easy to share their views in future.

A few people are keen to take part in estate inspections, so we will look at how we can put that into action. Only one person liked the idea of a regular customer panel. Focus group meetings were also an unpopular choice.

Performance information

61% said that they find our annual performance report easy to read. However, 30% admitted that they hadn't read it. Of those that had, most people felt that it contained the right level of information.

In terms of how often we publish performance information, over half would like to see it more than once a year. We'll look to use Spotlight in future to give you more regular updates.

Keeping you in the loop

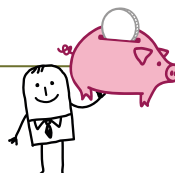
Before bringing a new contractor on board, Saxon Weald takes time to look into the available options. This is to make sure our residents receive great service and value for money. During this time, we're also required to consult with our residents. This is called a Section 20 Consultation.

Last year, you may have received a letter from us about the renewal of our cleaning, grounds maintenance and catering contracts. Thank you to the 684 residents who took the time to share their thoughts. This feedback was taken into account and we've now moved on to the second stage of the consultation process.

Visit our website for more information, including a number of FAQs we've answered:

www.saxonweald.com/consultations.

MONEY matters



Meet our Money Matters team

Lisa, Steve and Nichola make up our Money Matters team, and are highly skilled in providing money and benefit advice. The support they've offered has helped improve both residents' living standards and mental wellbeing. Over the past year, the team have received 355 referrals, helped many residents claim the benefits they're entitled to and generated £355,000 in backdated payments.



Meet Nichola

Nichola is one of our Money Matters Advisors, who joined the team in September 2018. She gained a wealth of knowledge from working for the Citizens Advice Bureau which she now uses to help people in financial need.

Nichola has also recently appeared on ITV's This Morning and BBC's Victoria Derbyshire to talk about the way childcare costs



are claimed through Universal Credit. She's received support from charities including Gingerbread and Save the Children, and is being represented by Leigh Day Solicitors.

We asked Nichola...

Why are you challenging the way childcare costs work?

Universal Credit aims to encourage people in to work and offer a better way of living for those in financial need. However, for many single parents, the encouragement to take on full-time work is affected by the way in which childcare costs work.

I've personally had to find the money for childcare upfront, only to be reimbursed a month or two later. I started my job working full time but have had to reduce my hours to support the cost of childcare, which was the opposite of what I wanted to do.

It begs the question, if I'm a welfare rights advisor and I can't make it work, then who can?

What do you hope is achieved?

The aim is for Universal Credit to review the way childcare costs work. If I'm successful, it could lead to more family friendly benefit payments, and hopefully less hardship for single parents.

A message of thanks



Our Money Matters team recently received a big thank you from one of our residents, Mr Scott. He contacted us to express his gratitude to the Money Matters team, who had recently helped him complete the necessary forms to overcome several financial obstacles, and ensure he was getting the benefits he was entitled to.

The efforts Lisa and Steve from the team made to chase applications on his behalf, helped take the stress off Mr Scott and ensure that everything was completed as soon as possible. A big thank you and well done to the Money Matters team!

Boom! Credit Union



Boom! is a credit union for people who live or work in the West Sussex, Surrey or Kingston areas. Like a bank, it lends to borrowers and looks after money for savers. However, unlike a bank, it doesn't operate to make a profit.

Offering a range of financial services, including savings accounts, current accounts and loans, Boom! currently supports over 6,000 members. Their mission is to provide a safe alternative to high-interest lenders and loan sharks, whilst helping customers improve their money management and save along the way.

Applications for Boom!'s services can be completed online. Alternatively, you can arrange to speak with someone in person at their offices in Woking, Crawley and Worthing.

Find out more on their website: www.boomcu.com.



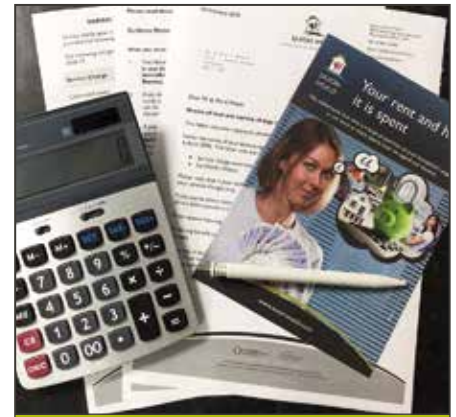
Respect for staff

At Saxon Weald, we take the wellbeing of our staff seriously.

There's recently been a number of occasions where staff have experienced aggressive or abusive behaviour from customers. Whether this is in person, over the phone or by email, such behaviour is unacceptable and, we hope you agree, should not be tolerated. Our staff are just trying to do their job.

To ensure support is in place for both staff and customers, we're currently reviewing our Behaviours Policy. This review will look at the ways we can help customers effectively communicate their needs and prevent conversations escalating into aggressive or abusive behaviour.

Once finalised, the policy will be available on our website.



Changes to your rent

Earlier this year, we sent out letters to many residents outlining changes to rent and service charges.

If you receive Universal Credit, don't forget to tell them about any changes to your rent and eligible service charges as this could affect your entitlement. Whether your rent has increased or decreased, it's your responsibility to let them know.

In early April, a 'to do' list will appear on your online journal, which will prompt you to answer some questions about any changes to your costs. No prompt? No problem. You can let Universal Credit know of the changes by adding a note to your online journal. Be sure to let them know on or after Monday 6 April.

If you don't have access to the internet at home, you can use your local job centre or library's connection for free. For more information or advice on Universal Credit, contact our Money Matters team at moneymatters@saxonweald.com.

Hot meal and a chat

Join Horsham Matters and Horsham District Foodbank for their community meals on the first Tuesday and every third Thursday of the month at 12.30pm. Drop in and enjoy a free hot meal and a chance to chat.

Tuesdays – St Andrews,
Crawley Road, Horsham, RH12 4DX

Thursdays – Christian Life Centre,
51 East Street, Horsham, RH12 1HR



Community fridge comes to Horsham

The first community fridge was launched by Fare Divide last year in Littlehampton.

The fridge focuses on reducing food waste and sharing within the local community. People are encouraged to donate either food or money, which is reinvested into the fridge and community. The fridge also aims to save one tonne of good quality food from going to landfill each month.



Following the success of the first launch, Fare Divide are bringing a community fridge to Horsham in Spring 2020, which will be in the Horsham Library, Lower Tanbridge Way, Horsham, RH12 1PJ.

Find out more about the community fridge by visiting: www.faredivide.org.uk.

Be a recycling champion!

We often hear from the local council that recycling bins in our communal bin areas have been contaminated by food and general household waste. When this happens, the council can refuse to take the rest of the recycling away. This then costs Saxon Weald money to remove, which adds up and can impact on your service charge.

Unsure about what you can recycle at home? Here's some examples of items that can typically be recycled in your blue top bin. Remember, food waste should not go in your recycling bin.

 WHAT?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
Paper and card	Newspapers, magazines, office paper, greetings cards, cereal boxes, catalogues, brochures, wrapping paper, envelopes	Shredded paper, metallic wrapping paper, paper towels
Metal	Food cans, drink cans, pet food cans, empty aerosol cans e.g. hairspray and paint	Paint tins, saucepans, electrical items, garden tools, utensils, gas canisters, batteries
Plastic	Plastic bottles, plastic pots & tubs e.g. from yoghurt, ice cream, butter and spread	Plastic films and bags, plastic bottle tops, crisps packets and wrappers, polystyrene, plastic toys, garden plastics
Glass	Coffee jars, wine bottles, beer bottles, jam jars, sauce bottles and jars	Mirror or window glass, Pyrex, drinking glasses, milk bottles, ceramics, crockery, vases, paperweights, spectacles

Rules on household recycling may vary from town to town. Visit your local council's website for more information. If you'd like to find out more about packaging labels and recycling symbols, head to www.recyclenow.com.

Warmer homes

Saxon Weald is committed to improving the energy efficiency of our homes. More efficient homes can help lower your fuel bills and reduce carbon emissions. Over the past three years we have used government funding to insulate roofs and walls, and we have replaced over 600 gas boilers with more efficient systems. This means that two-thirds of our homes already meet targets set by the government for 2030.

However, many of our homes are rural and off the gas network, so they don't benefit from gas central heating. So, for these properties, we are looking at different heating technology to help households reduce their fuel bills.

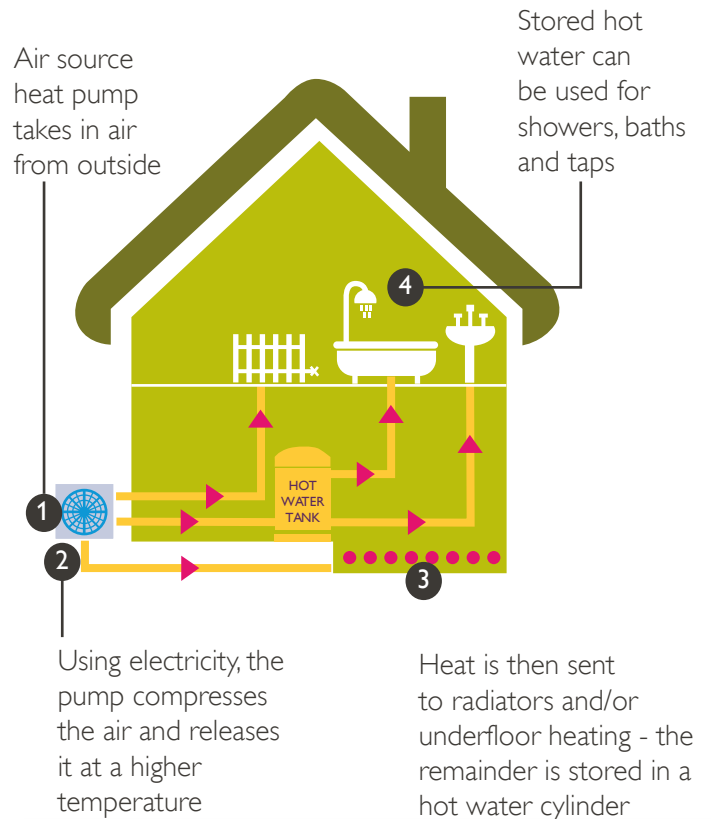
We are implementing the latest air source heat pump technology. Although not yet as efficient as gas systems, they do have the potential to reduce fuel bills by up to 10p per kWh*.

Over the next 12 months we will be assessing homes where we can make an improvement. If you are a resident with electrical heating, you may notice engineers outside your home looking at gas pipes in the street, or assessing whether air source heat pumps can be used in that area. If we discover it is possible to make an improvement, then we will be in touch with you directly to discuss what this will involve.

Air source heat pumps are different to traditional heating and we will need to discuss with you how to use the system and the impact it will have on your home.

More details will be given to households likely to be included in the project, but we anticipate more schemes like this in the future, so that we can meet our commitment to improve the efficiency of our homes.

(* Figures supplied by Ofgem www.ofgem.gov.uk).



Scoop that poop!

There's nothing worse than getting home, into work or into your car and discovering you've trodden in dog poo. Not only is it smelly and messy, it can also be a health risk to people and pets.

Foul facts about dog poop...

- It attracts bugs and rodents, which can lead to an infestation
- If left, it can cause burns and discolouring to your lawn
- It can contribute to diseases that can be passed on to humans as well as other animals

When you're out and about or in communal gardens, remember to be considerate of your neighbours by picking up after your furry friends and disposing of any waste safely.



“What extra care has done for me”

Extra care is a great option for older people who want the independence of living in their own home, but peace of mind that support is available with day-to-day living if they need it.

Graham lives at Highdown Court with his wife, who he met while both living in a residential care home in West Sussex. We recently met Graham, who's lived in residential care since he was seven and a half, to find out how moving to extra care has changed his life for the better.

We asked Graham...

What's been your experience of moving to extra care?

Having lived in residential care for many years, I was nervous for such a big change, but also excited to take on a new challenge. The biggest thing for me is that I have my own front door and I can come and go as I please. In residential care you're on one set care package, but in extra care, the support received is specially tailored to you. I can get up and see my carer before my wife wakes up, which gives us the rest of the day to do whatever we want.

What has it done for you and how has it improved your quality of life?

Moving to extra care has shown that taking on new challenges is possible for me. Earlier this year, I was quite poorly and ended up in hospital. Being back home now and feeling better has given me more confidence living in extra care. I know that if it happens again, I'll get the same support as I did in residential care, if not more. In the past, I've been part of the interview process for managers at residential care homes to give them my seal of approval! I think it's important for people receiving the care to have a voice and say how they feel.

What do you like most about where you live now?

In residential care, meals were planned and came at set times. Now I can choose what I eat and when I eat it. My wife and I go out a few times a



week, so we like that we can have our meal later in the day when we get home. We've got more choice and flexibility here.

I'd like to be able to get out more and volunteer in the community, but transport limits me. I'm pushing for a disability minibus for the local area, to help more people like me get out and about.

What's your relationship like with your Scheme Manager, Heidi?

(We laugh as Heidi sits directly behind us) I feel very settled here. I haven't had the best experience over the years in residential care, which I've told Heidi all about. I think Heidi and I have a good rapport going and I'm grateful that I was accepted at Highdown Court, so thank you very much. Heidi's helped me with lots of form filling and calling the local authorities which has helped my wife and I receive the right benefits.

How has Saxon Weald helped you the most?

When I came to Saxon Weald, I was slightly under age for an extra care scheme. However, both my wife and I have relatively high care needs. We came to Highdown Court for a half day assessment and felt excited and positive about living here. Saxon Weald agreed that because of our care needs, moving to extra care was the right thing to do. We've had our kitchen lowered to make it more accessible and automatic doors put in at the front of our flat to make it easier to get in and out.

Time to downsize?

There may come a point when your home becomes unmanageable or too big to look after. Disabled Facilities Grants (DFG) are provided by the local council for a range of home adaptations, helping people with a disability live more independently in their home. However, these alterations may only offer a temporary solution.

If your home no longer meets your living requirements, you may benefit more from moving to an alternative, level access property, perhaps with level-access or a wetroom. This would also free up a much needed home for families who are currently living in overcrowded properties.

Our one and two-bedroom extra care apartments are a great option for older people who want to live independently but may need support with day-to-day living. If you'd like to discuss downsizing your property, email home.move@saxonweald.com or call 01403 226000 and a member of the team will be able to advise you.



A new addition to the housing team

We believe tenants should have the right help and support in place to manage their home and tenancy.

To ensure we're able to do this, we've recently recruited a Tenancy Sustainment Adviser.

Their job is to deliver short term support to tenants who need additional assistance in the following areas:

- claiming housing benefit and other welfare benefits they may be entitled to
- managing housing-related issues such as hoarding, property condition, Disabled Facilities Grants (DFG) and under-occupation
- liaising with relevant agencies on our tenants' behalf
- accessing other support providers as required

If you think you could benefit from some additional short-term help, please contact the team. Email housing.managers@saxonweald.com or call 01403 226000.



Updating your household details

Before you can apply for a mutual exchange or another tenancy with us, you'll need to ensure your household details are up-to-date.

For children under the age of 18, please provide their full name and date of birth. For household members over the age of 18, please provide their full name, date of birth and national insurance number.

Changes to your household information can be made easily via your My SaxonWeald account: mysaxonweald.com

MySaxonWeald ☺

What is condensation?

Condensation is formed when warm damp air touches cold surfaces such as windows or walls and the steam / vapour condenses back to its liquid form - water. As the room heats up, the water once again becomes vapour or steam and lingers in the air before the cycle is repeated as it reaches the cold surface.

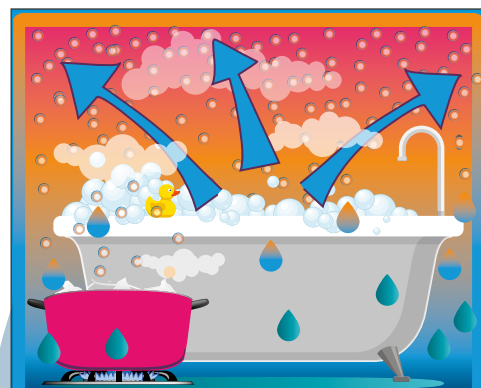
Water left on walls, windowsills and furniture causes dampness and in turn could create harmful mould. But you can help prevent that happening:

DO

- ✔ Keep your heating on low all the time (at least 15°C).
- ✔ Dry laundry outside if possible. If that's not possible, make sure the room is well ventilated to let moist air escape. If using a tumble dryer, you must vent it so the moisture goes straight outside.
- ✔ Cover pots when cooking and open a window or use your kitchen extractor fans to minimise steam.
- ✔ Open your windows for ten minutes each morning – getting rid of stale, moisture-filled air and letting in some fresh, dry, clean air.
- ✔ Wipe around your windows to get rid of the worst of the moisture and prevent mould forming.
- ✔ Close the bathroom door and open the window as soon as you have finished bathing or showering to let the warm, moist air escape. Wiping down surfaces helps water drain away, rather than adding more moisture to the already damp air as it evaporates.

DON'T

- ✘ Use Calor Gas type heating. This actually creates moisture in the air.
- ✘ Blast the heating on a high setting once or twice a day. It will make more condensation and dampness as the hot air hits cold surfaces.
- ✘ Push furniture right up to the walls, stuff cupboards to the brim or block radiators with furniture or curtains – let the air circulate.
- ✘ Ignore condensation. Tackle it at the first signs to avoid mould developing using a mould and mildew remover to get rid of any black spots and mould spores.



COMPETITION

You could win a
Kärcher Window Vac

Which of the following activities creates the most moisture in the air:

- A. Showering for 10 minutes
- B. Drying laundry over radiators
- C. Cooking a family meal



Send your
entries to

pr@saxonweald.com
or by post to PR at our
address on the back page.
Closing date: 30 April 2020



DefiBrilliant Highwood Mill

After the recent installation of a defibrillator at Highwood Mill, residents were shown how to confidently use it and perform effective CPR. Henfield Community Volunteer First Aiders kindly visited Highwood Mill to carry out the training session. They showed the importance of acting swiftly and calmly when responding to an emergency. At the end of the session, residents agreed they had a greater awareness of CPR and defibrillator use and would feel confident in responding in an emergency.

A helping hand

As part of our ongoing series of community projects, Saxon Weald recently lent a helping hand to St Mary's CE Primary School. Thanks to a group of willing volunteers, we were able to provide some much-needed tender loving care to various areas around the school's grounds.

The eager team rolled up their sleeves and got stuck into a range of tasks. Over the day they painted classrooms, cleaned the outside fence, repaired a shed roof and helped the school's caretaker put together a climbing frame.

Alex Bird, the headteacher at St Mary's School, thanked the team for their hard work:

"We are so grateful for the work the team carried out. Saxon Weald has been such a blessing to us. The volunteers were so positive and achieved so much in the time available. I'm delighted to have had the group's help."

A big well done and thank you to the staff at St Mary's school and our team of volunteers for making the day possible.



Shared ownership FAQs

Shared ownership is when you buy a share in a property and pay rent on the remaining share, meaning you require a much smaller deposit. However, shared ownership still confuses a lot of people, so here's five frequently asked questions:

Q. Do I have to share my home with other people?

A. No, you don't share the property with anybody you don't wish to. Shared ownership simply means you own a share of the property and we own the remaining share. This means you pay rent for the share you don't own and a mortgage for the share you do.

A. Am I eligible for shared ownership?

Q. To be eligible you must be:

- At least 18 years old
- Your annual household income must be less than £80,000
- You should generally be a first-time buyer
- You must show you're not in mortgage or rent arrears and have a good credit history.

Q. What's the minimum share you can start off with?

A. Depending on the development, you can usually start off with just a 25% share, and in most cases have the option to staircase to 100%.



Q. What is staircasing?

A. This is where you can purchase additional shares in the property. Meaning you can reach up to 100% outright ownership. The greater the share you own, the less rent you pay.

Q. Can I buy any property on shared ownership?

A. Sadly not, shared ownership is only available for new-builds or resales of existing shared ownership properties.

Find out more about shared ownership by visiting www.wealdliving.com

Saxon Weald wants our systems and online services to deliver a great customer experience. We have created this digital charter to ensure we are focussing on the things that really matter to you.

1

We aim to deliver 70% of your most frequent transactions with us through online services by 2022. We will always be available via traditional methods for complex cases and for customers who need a little extra help.

Example: You can pay your rent online but call us if you need to arrange a payment plan.



2

Online systems will be customer focussed - easy to understand and use.

Example: We will use customers, staff and 3rd party experts to review our systems.



3

Our systems will be accessible.

Example: We will ensure that our systems work with common accessibility tools and use appropriate colour schemes, fonts sizes and layouts.



4

Our online services will be available 24/7.

Example: You can use MySaxonweald at any time to book a repair.



5

We will aim to communicate electronically with those customers who are online.

Example: We will send customer publications by email.



6

We will produce an environmental policy that challenges us to improve our green credentials.

Example: We aim to reduce the amount we print by 10% each year.



7

We will keep online systems secure.

Example: Saxon Weald holds the government approved Cyber Essentials + accreditation which is tested by external auditors annually.



8

We will look after your personal data.

Example: Saxon Weald is registered with the Information Commissioners Office and employs a data protection specialist.



Have we included everything? Is there anything missing? We'd love to hear your feedback.

Email digital@saxonweald.com with your thoughts.