



SAXON
WEALD

Spotlight

The newsletter for Saxon Weald residents | spring 2026



Saxon Weald news

Corinna's round up on what has been happening at Saxon Weald.



What's on this spring

A selection of fun things to do and places to go over spring and the Easter break.



Get to know your housing managers

Learn who covers what areas and more about their roles.

A welcome into Spring from our Chief Executive, Corinna Bishopp

We hope you find this edition of Spotlight useful and interesting. We're always keen to hear your feedback, so please tell us how we can improve. If you have ideas for what you want to see more or less of, we would love to hear from you.



I joined several events over the Christmas period, and each one reminded me why Saxon Weald is such a special organisation. The energy and excitement of Santa's Grotto in our Horsham office was truly fabulous, and the whole team brought real warmth to the season. I had the honour of attending our fourth annual Youth Awards, which recognises inspiring young people in our local communities. We also marked our silver anniversary, which was a great chance to look back on how far we've come and how much we've grown.

Now, I'm looking forward to the spring, and a break from the harsh winter weather. I know this winter created problems in many homes, and I appreciate how challenging this has been for you. We helped as many people as we could, and we want to make sure nothing has been missed. If you still have issues in your home, please let us know so we can put things right.

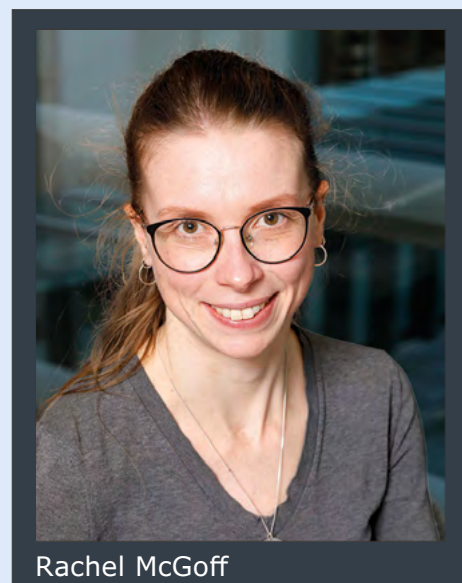
We have also been completing the final touches on our new Corporate Plan which we will launch in April. Your feedback shaped every part of it, and it sets out how we will improve our services over the next three years. We want to support you better, give our teams the tools they need, and stay responsive in an ever-changing world.

The plan shows how we will increase investment in our homes, strengthen our work in the community, build more new homes, and listen even more closely to what you tell us. We will send you a summary of the plan in April.

Finally, I'm pleased to share that Rachel McGoff joined us earlier this month as our new Executive Director of Finance and Governance. Rachel brings wide experience in housing and charity finance, with a strong track record of leading positive change.

We have a great year ahead at Saxon Weald, and I feel excited to see where it takes us. Keep an eye on our social media channels, website, and monthly newsletters for updates throughout the year.

Corinna



Rachel McGoff

The value of apprenticeships

Apprenticeships play a vital role in helping people begin, grow, and thrive in their careers. At Saxon Weald, we're proud to support apprentices at every stage of their journey - from those just starting out, to those who have completed their qualifications and want to progress into permanent roles. Michael, Samuel, Shaun, Jayden and Callum are all at different stages of their development, so we asked them to share their experiences with us.

Michael, Samuel and Shaun - current apprentices

What's the most interesting job you've completed recently?

“Michael - I was recently involved in a job installing four new radiators at a customer's property. This was one of the bigger jobs I've been to. Learning the process and being able to stand back and see what I had accomplished at the end of the day was a great sense of achievement.”

How is your apprenticeship supporting your development?

“Samuel - I am learning more about different trades; how to perform them and what the common defects are in the building trade. Before, I only had a small amount of practical experience, so this apprenticeship is helping me get much more hands on and involved.”

What advice would you give someone considering a trade apprenticeship?

“Shaun - Get as stuck in as you can. Have the confidence to try work that you have never done before and don't be afraid to ask questions, even if you think they are silly.”

Jayden - former apprentice, now Electrician Improver

What have you gained from your apprenticeship?

“The apprenticeship taught me not only the essential skills I need for my role as an electrician, but also how to put those skills into practice. There are many things you do when carrying out electrical work that I didn't know about before.”



How did the support from Saxon Weald help you succeed?

“I have moved into an improver role which has allowed me to gain more experience of working on my own, while still having the back-up and support of my colleagues. I am proud of completing my apprenticeship and passing my final assessment. This means that I am now a qualified electrician.”

Callum - former apprentice, now Team Leader - Gas & Plumbing

How did your apprenticeship support your career development?

“My development has been strongly supported throughout my career, especially at the start. I spent time on site with senior engineers who taught me best practice, safety, and practical problem solving. This hands-on learning worked alongside my college training, which helped me understand the theory behind what I was doing on site.”

As I progressed, completing my gas qualifications became a key internal development opportunity, and every role I have taken on has included tailored training. All of this has helped me build confidence and carry out my job to the best of my ability.”

If you're interested in an apprenticeship, or any other job opportunities with Saxon Weald, please register for alerts on our careers page: www.saxonweald.com/careers.



Fire safety: simple steps to keep you and your home safe

Keep communal areas clear

Shared spaces like hallways, stairwells, corridors and landings must stay clear in case people need to exit quickly. Items left in these areas can also block escape routes and add fuel to a fire.

Please do not store personal items in communal areas.

This includes:

- Bikes, mobility scooters, e-scooters and scooters
- Pushchairs and prams
- Rubbish bags
- Shoes
- Any items of furniture

Even small objects can slow people down. If you spot items being stored in shared spaces, please report them to your scheme manager or email hello@saxonweald.com.



Fire safety matters wherever you live. A few small actions can help protect your home, your family and the people around you. Many fires start from everyday activities, but most can be prevented with simple checks and good habits. Here are some ways to help reduce risks and keep you and your family safe.

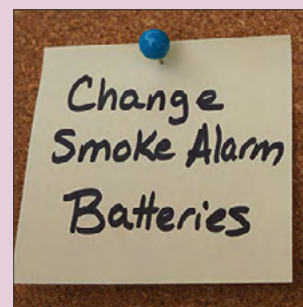
Test your smoke alarms regularly

Working smoke alarms give you an early warning and extra time to get out in an emergency.

You should:

- ✓ Test alarms once a month
- ✓ Change the battery if you hear beeping or chirping
- ✓ Report broken or missing alarms to us immediately
- ✓ Never remove or cover a smoke alarm

A quick monthly test helps keep everyone safe.



Use the right chargers for your devices

Did you know that cheap or faulty chargers can overheat and cause fires? It takes only one faulty cable to start a fire. So, to help prevent electrical fires in your home:

Do

- ✓ Use the charger supplied by the manufacturer
- ✓ Replace damaged cables
- ✓ Charge on a hard, flat surface
- ✓ Unplug chargers when not in use

Don't

- ✗ Leave devices charging overnight
- ✗ Charge on soft furnishings
- ✗ Use chargers that feel hot or smell unusual



E-scooter and e-bike safety

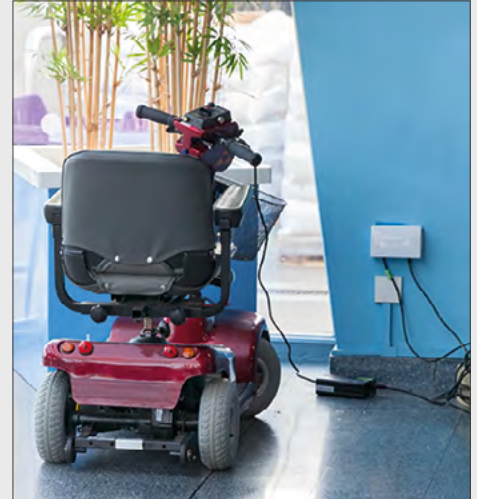
Lithium ion batteries can be dangerous if damaged or charged incorrectly. Battery fires are fast and produce toxic smoke, so it's important to be aware of the risks.

Charge and use your e-scooters and e-bikes safely by:

- ✔ Charging scooters and bikes inside your home, or in designated buggy storage and charging areas, but never in shared areas
- ✔ Using the original charger
- ✔ Keeping batteries away from heaters and direct heat
- ✔ Making sure the charger and cables are in good condition

Remember, you should never:

- ✘ Charge near doors or escape routes
- ✘ Block corridors or stairwells



Stay safe in the kitchen

Cooking remains one of the main causes of home fires.

Remember:

- Don't leave cooking unattended
- Turn off the heat if oil starts smoking
- Keep packaging and tea towels away from the hob
- Turn pan handles inwards
- Never add water to a burning pan
- Regularly check your older appliances – if in doubt do not use them

If a fire starts, turn off the heat if safe to do so, leave the room, close the door and call 999.



Look after each other

Fire safety is everyone's responsibility. Report blocked exits, damaged fire doors or faulty alarms as soon as you notice them. A simple call can prevent a serious incident.

By following these steps, we can all help reduce fire risks and keep our homes, families and communities safe.



Keep an eye out over the coming months for more information on these areas and other fire safety guidance. Your safety is our priority.



Damp and mould – what you can expect from us

We take all reports of damp and mould very seriously. If you're experiencing damp, mould or condensation in your home, please contact our Customer Support Team on 01403 226000.

Here's what happens when you report a problem:

- 1 You contact us (or we're alerted) about a damp or mould issue.
- 2 A HomeFix Operative visits your home to carry out an initial assessment.
- 3 If the repairs cannot be completed within three working days, we will send you a report with our findings.
- 4 We will then contact you to arrange an appointment to carry out the required repairs.
- 5 You will receive information and advice on how to help prevent future damp and mould in your home.
- 6 As part of your tenancy, you must legally allow Saxon Weald access so we can complete the necessary repairs.
- 7 Once everything is finished, we will follow up with you to make sure the repairs have been successful.

For more information, head to our website: www.saxonweald.com/condensation.



Meet Jodie, our Customer Relations Coordinator

We want to make sure we are learning from your feedback so we can keep improving our service. In September 2025, we created a new role in our HomeFix team to give customers a single, helpful point of contact. Meet Jodie!



Jodie helps customers with complaints and complex repair issues. She makes sure each case is handled well and resolved as quickly as possible.

We asked Jodie to share how she's finding her new role:

"I've really enjoyed starting my new role as Customer Relations Coordinator. One of the best parts has been working with different managers across HomeFix to help customers sort out issues. It feels good when we can leave someone with a more positive view of Saxon Weald. Going out on visits with our

trade managers has also been helpful. Meeting customers in person and seeing the problem myself gives me a much clearer understanding. It's so much easier than trying to work it out from notes or photos. As a team, we've also started keeping a log of what we learn from complaints. This helps us spot patterns and act quickly, so the same issues don't happen again. It's already helping us work better and, hopefully, reduce future complaints."

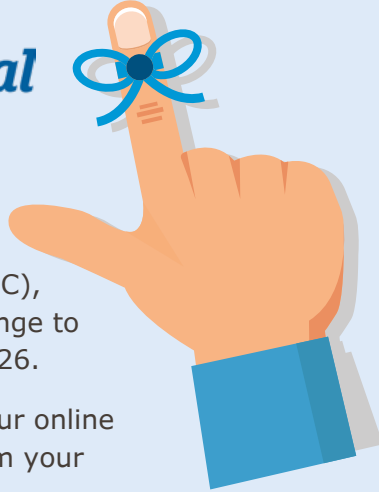


You said, we did

Keeping people informed: Some customers told us they didn't always know which jobs were still left to complete after raising a complaint. To fix this, we now track all related jobs closely and make sure every customer stays fully updated.

Notes and photos: Customers also said that follow up visits sometimes didn't include enough information for the next operative. We've improved this by making sure operatives save clear notes and photos to every job. This means the next person has everything they need to carry on.

We really value the feedback you give us through surveys once a job is completed. The more customers respond, the better we can understand what's working well and where we need to do better. So please keep sharing your feedback - it makes a difference!



Don't forget...

If you receive Universal Credit (UC), you need to report your rent change to them on, or soon after 6 April 2026.

To report the change, log into your online journal and complete the 'Confirm your housing costs' to-do action.

Please note that if you report your rent change before 6 April 2026, or you do not report it via the to-do action, it may not be recorded on the system. This could mean that you miss additional payments from Universal Credit.

If you don't have an online account, you must report your rent change via the UC helpline on 0800 328 5644.

Are you claiming all you are entitled to?

Many customers come to our Money Matters Team each year, when they are struggling financially. They often find they are not receiving all the benefits they may be entitled to.

Together with Policy in Practice, we have developed a handy benefits calculator to help you check what benefits you may be able to claim.

Simply scan the QR code here:



Or go to www.saxonweald.com/money-matters/benefits.

Still need some help getting by?

Saxon Weald has a financial support fund that is available to help support customers experiencing a financial crisis. This could be due to unemployment, relationship breakdown or divorce, a sudden medical emergency, a bereavement, or a situation where someone experiences a change to their financial security.

So we can support customers who are most in need, we have to take details about your situation and circumstances. This could include information about who lives in your home, vulnerabilities and health conditions, and your financial and benefit information.

What does the fund cover?

The fund helps cover essential items which could include:

- Food shopping vouchers
- Utility charge 'top-ups'
- White goods
- Equipment or services to support basic living needs
- Support to access employment/training
- Contributions towards school clothing



If you need information about our financial support fund or help making a claim, please email us at hello@saxonweald.com or call 01403 226000.



Meet your Housing Managers

At Saxon Weald, we're committed to helping you feel safe and secure in your home. Our Housing Management team provides professional support across all types of housing, ensuring your tenancy is well managed and sustainable.

We're here to help with:

- **Anti-social behaviour** – tackling serious issues to keep communities safe.
- **Rent arrears** – offering advice and solutions to help you stay on track.
- **Domestic abuse** – providing sensitive, confidential support.
- **Neighbourhood concerns** – working to resolve disputes and maintain harmony.

We work closely with you and partner organisations such as the police, solicitors, mental health teams, and local authorities to provide the right support when you need it most.

What we don't deal with

Some everyday disagreements between neighbours - like parking, noise from daily living, or where bins are placed - are best resolved by talking things through. We don't step in for these minor issues, but we're happy to point you to local mediation services if you need extra help.

If you're unsure whether we can help, just ask - we'll guide you to the right support.



"The best part of my job is being able to help people who have been struggling in silence. Supporting them, guiding them toward the right services, and eventually seeing them fully supported and able to live well is incredibly rewarding.

The most challenging part is managing people's expectations. We all live differently, and it can be difficult when many different personalities, needs, and lifestyles exist so closely together." **Lucy**

"The best part of my job is being able to support tenants when they are in need and finding solutions that will hopefully make a real difference".

The most challenging part of my job is where there is a lack of support from other agencies. I can find myself drifting into other roles trying to resolve all issues, even those not relevant to my role as a Housing Manager." **Dan**

Housing Managers and the areas they cover

The number of properties our Housing Managers cover is similarly spread between the team. However, while some areas may have just a few homes, others have hundreds!

Abi - Areas covered:

Burgess Hill, Cowfold, Battle, Buxted, Cuckfield, Hassocks, Horsham (Trafalgar), Storrington, Isfield, Lewes, Lindfield, Hailsham, Polegate, Peacehaven, Portslade, Queens Park, Rotherfield, Seaford, Bexhill, Uckfield, Eastbourne / Langney

Dan - Areas covered:

Billingshurst, Horsham (Riverside)

Diane - Areas covered:

Colgate (land north of Horsham), Horsham (Forest, Holbrook, Roffey South), Slinfold, Washington

Jack - Areas covered:

Ashurst, Henfield, Horsham (Denne - Arunside), Shermanbury, Steyning, Upper Beeding, West Grinstead, Wiston, Woodmancote, Brighton (Preston), Colgate

Lisa - Areas covered:

East Grinstead, Horsham (Riverside), Itchingfield, Lower Beeding, Nuthurst, Rudgwick, Rusper, Shipley, Southwater, West Chiltington

Lucy - Areas covered:

Angmering, Amberley, Ashington, Ferring, Heene, Horsham (Roffey North), Storrington, Sullington, Lancing, Thakeham, Rustington

Mark - Areas covered:

Southampton, Pulborough, Arundel, Storrington, Emsworth, Felpham, Coldwaltham, Pevensey

Michelle - Areas covered:

Broadbridge Heath, Horsham (Denne), Warnham

"The best days are when you untangle a problem that felt impossible for a customer to face alone. It's not glamorous, but it's meaningful and meaningful work stays with you." **Mark**

"What I value most about being a housing manager is the chance to step in when someone needs support and make things just a bit easier for them. Those moments of helping someone feel safe, heard, or relieved are what make the job worthwhile.

One of the most difficult elements of my role is navigating situations where people feel unheard or unfairly targeted, even when this isn't the case as every resident is treated as an individual and with fairness." **Diane**

"Being able to make a positive difference in someone's day to day life is one of the most rewarding aspects of my job. I also love that my role allows me to meet so many of our customers. Visiting them in their homes gives me the chance to build genuine connections. I especially enjoy meeting their pets, which often helps make visits feel more relaxed and personable. It helps give people confidence to contact me if they are experiencing any tenancy concerns, or require support." **Lisa**



What's on this Easter and spring



West Sussex

Lancing Village Easter Fayre & Trail

28 April 2026 | Lancing Parish Hall, Lancing

Enjoy the Easter Fayre and Easter Egg Hunt, where there will be live entertainment, local stallholders and a meeting with the Easter bunny who will be handing out Easter Eggs! No booking required.

Broadbridge Heath Easter Egg Hunt

29 March 2026 | Broadbridge Heath Village Centre, Wickhurst Lane, Broadbridge Heath

The annual Easter Egg Hunt returns! Includes stalls, arts & crafts, a children's disco, Easter bunny visits and more! Free entry. (The Easter Egg Hunt is £4 entry and includes a chocolate egg).

Petworth Spring Festival

4 April – 19 April 2026 | Petworth House and Park, Petworth, West Sussex GU28 9LR

Come along to the Spring Festival for talks, demos, a community art piece, craft workshops, and family-friendly activities. The event is free, but usual admission to the house and garden still applies.

www.nationaltrust.org.uk/visit/sussex/petworth/events



East Sussex

Wilderness Wood Bunny Trail

28 March - 12 April 2026 | Wilderness Wood, Hadlow Down TN22 4HJ

Activity: Follow the bunny trail, crack the woodland anagram, and get creative with courtyard crafts. No booking needed. Find out more here: www.wildernesswood.org/whatson

Hampshire

Bishops Waltham Easter Eggstravaganza

19 April 2026 from 10am-3pm | Jubilee Hall, Bishops Waltham

Meet the Easter Bunny and enjoy crafts, family friendly activities, stalls and food. Entry is free for all.

Easter Garden Games Trail at Sir Harold Hillier Gardens

28 March – 4 May 2026 | Sir Harold Hillier Gardens, Ampfield Nr. Romsey, Hampshire, SO51 0QA

Meet the Easter Bunny and enjoy crafts, family friendly activities, stalls and food. Normal garden admission fees apply + £3 per trail.

Perfect Peter Rabbit Puppets

31 March 2026 | Southampton City Art Gallery, Commercial Road Southampton, SO14 7LP

Anyone over the age of 4 can craft their perfect Peter Rabbit puppet this Easter holiday. Limited spaces available. For more info or to book go to: www.southamptonmuseumsandgallery.co.uk/events/peter-rabbit-puppets-march2026/

Easter holiday closure

Please note that our office will be closed on Friday 3 April (Good Friday) and Monday 6 April (Easter Monday).

If you have an emergency, please call our usual number 01403 226000 and your call will be transferred to our out-of-hours service.

We would like to wish our customers a very happy Easter.



Considering getting on the property ladder?

Shared ownership is a government-backed scheme designed to help people get on the property ladder who might not be able to afford to buy a home outright. It lets you buy a share of a property and pay rent on the rest. Some properties may also have a service charge. Over time, you can buy more shares if you choose, eventually owning your home outright.

What are the benefits?

1. Lower upfront costs - one of the biggest advantages of shared ownership is that it makes homeownership more affordable. Because you're only buying a share of the property, the deposit is smaller.
2. Lower monthly costs - your monthly payments are split between your mortgage and a reduced rent. For many people, this can work out cheaper than renting privately or taking on a full mortgage.
3. You can increase your share over time - shared ownership gives you flexibility. If your income grows or your circumstances change, you can buy bigger shares of your home when it suits you. This is called 'staircasing'.



"Whenever we go away, we can't wait to get home to a place that's ours. We, always think how lucky we are."

Chris and Sophie

4. A path to full homeownership - shared ownership gives you the security of a long-term home. It offers a way to build equity and pay toward something you own. You become a homeowner from day one, even if you're only buying part of the property!

To find out more about shared ownership, visit our Weald Living website:

www.wealdliving.com/home-owner-services/shared-ownership.

More affordable homes, coming soon to Sussex!

Works are progressing well at several new and existing development sites across Sussex to bring more affordable homes to our local communities. These sites include:

- Bluebell Gardens, Wivelsfield in partnership with Elivia Homes
- White Stork Vale, Storrington in partnership with Croudace
- The Oaks, Wivelsfield in partnership with CALA Homes
- New Monks Park, Lancing in partnership with CALA Homes
- Furze field, Horsham in partnership with CALA Homes
- Mowbray Village in partnership with Dandara



Keep your eyes peeled on our website and social media channels for updates.



Domestic abuse support reminder

If you're experiencing domestic abuse or concerned about someone you know, please remember that there are a range of support networks and services available to you, which you can find through www.saxonweald.com/DA-support-services.



😊 Online, anytime, anywhere

Just a friendly reminder that you can contact us via our easy-to-use, online self-service portal, My SaxonWeald, at a time to suit you. You can pay your rent, report repairs, update your details, and send a message.



Pay your rent,
check your balance



Book repairs,
manage
appointments



View and update
your details

Sign up today at www.saxonweald.com/online-services.



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