

Spotlight



Saxon
Weald

The Newsletter for Saxon Weald Residents | Spring / summer 2018



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new boss!**

Available in audio
format and large print

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competition**

It's a gas, gas, gas!

Our HomeFix gas service has been going from strength to strength since its launch at the end of February. With the 'beast from the east' testing our fledgling service to the max, we certainly didn't have an easy start!

So why did we do it? Quite simply, because our customers were telling us the service they were getting from our main contractor was not good enough! We were hearing more and more about missed appointments, badly completed repairs and poor customer service.

We knew that with our own team, we'd be able to do a better job and for less money than we'd pay another contractor.

Ian English, Head of HomeFix Repairs, explains: "Setting up our gas service has been challenging but well worth it. We're getting much better feedback from customers and know our operatives are doing a good job. There are so many safety factors when it comes to gas that it's vital we get it right."

The exception to the changes was our communal boilers in retirement schemes. Our specialist contractor BTU will continue to operate here as we have been very pleased with their service.

Please contact HomeFix for all domestic gas servicing and repairs:

Book an appointment at my.saxonweald.com or call 01403 226000.

Communal boilers

If you live in a property with a communal boiler, repairs and safety checks are carried out by BTU. Call them direct on 01483 590690 or email dc@btu-maintenance.com

Smell gas?

If you smell gas, call the national gas emergency line on 0800 111 999.



Safety first for gas appliances



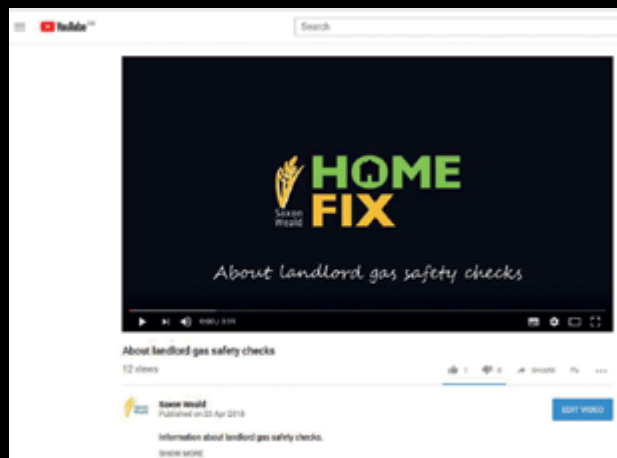
Our annual gas safety checks now include a visual check on all your gas appliances, not just those we own. If we find something unsafe, we will stop your gas supply until the problem has been fixed. If the appliance is beyond repair, we have no choice but to condemn it. If this is something like your cooker, you will be responsible for removing and replacing it. Thankfully, that doesn't happen very often, but when it does, we always have to put your safety first, regardless of the inconvenience it may cause.

HOME FIX Sound advice

We've got a number of short videos made by our gas team to help you with basic maintenance tasks such as bleeding your radiators and checking your thermostats.

You'll also find advice from other HomeFix operatives on a number of useful jobs like replacing sealant around your bath and changing a bathroom lightbulb.

See the repairs pages on our [website](http://www.saxonweald.com) or search for [Saxon Weald on You Tube](https://www.youtube.com/channel/UC8W0K0K0K0K0K0K0K0K0K0K).

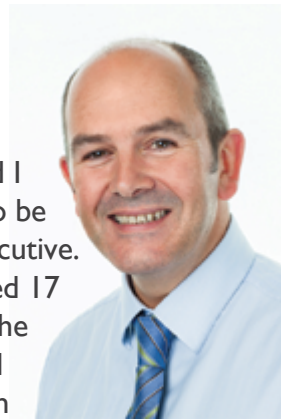


Hello...

“Hello! I’m Steven Dennis, and I am tremendously honoured to be Saxon Weald’s new Chief Executive. As someone who has dedicated 17 years of their working life to the organisation, you can be sure I am totally committed to Saxon Weald and its values. However, I also have plenty of ideas, energy and enthusiasm to drive forwards. This means continuing to improve our services while supporting residents and making the most of our resources.

I am lucky to be supported by an incredibly dedicated team of staff who do their best on a daily basis to make a positive difference to people’s lives. We know how important a good home is and the impact it can have on health, education, employment and well-being.

I believe Saxon Weald has a great future and look forward to leading the organisation to long lasting growth and success.”



and goodbye...

Steven’s appointment follows the retirement of long-standing Chief Executive, David Standfast.

David comments: “I will be going knowing that Saxon Weald is in good shape. We have high levels of both staff and resident satisfaction, our repairs service is going from strength to strength and we have built over 1500 new affordable homes.

While I have enjoyed my time at Saxon Weald immensely, it is now time for me to stand down and hand over future leadership while I contemplate the beach in Brighton from my living room.”

Simon Turpitt, Saxon Weald’s Chairman, adds: “David has been a very committed Chief Executive, taking us from inception to the vibrant, well-respected housing association we have today. He can be extremely proud of what has been achieved and will be missed by all of us who have worked with him.”



David’s highlights

- 11 extra care schemes built
- Over 1500 new homes built
- Overall customer satisfaction 87%
- £53 million invested in improving properties
- Launch of HomeFix, our own repairs team



At your service

Our updated service standard is now available, setting out what you can expect from Saxon Weald as a landlord, and what we ask of you as a tenant. If you receive Spotlight in the post, your copy is included with this newsletter. If you receive Spotlight by email, it should have been attached. You can also find the standard on our website www.saxonweald.com.

HomeFix and Tesco have something in common...

You can order your groceries online and now you can book your HomeFix repairs slot online too! Simply choose the day and time that suits you from those available and we'll come and sort the problem. So far, we've kept to 100% of the appointments booked this way.

We've also made it easier for you to tell us what the problem is. Our simple system guides you through your options and helps ensure we send the right person for the job.

If you've not logged in to My Saxon Weald for a while, come back and see what's new. We think you'll be pleased with the changes.



Get connected with MySaxonWeald.com

More than 2700 customers are now registered for our online services at Mysaxonweald.com. If you're not one of them, you are missing out!

Joining is easy and means you can:

- 1 Choose and book your own HomeFix slot for a repair. No need to wait until our office is open – get ahead of the queue and go online to secure your appointment.
- 2 Check your rent balance and make a payment any time.
- 3 Contact us at your convenience. Our online services are available 24/7.



Keep up-to-date with facebook

Follow us on Facebook for an easy way to stay in touch. Be the first to know about new services and offers, available properties, or even if there is a problem with our phone line. You can also message us if you need help or advice.



DIY direct debits

Paying your rent by direct debit means never having to remember a payment date again. And it's now even easier to set up. Instead of waiting for a form in the post, you can simply log into [My Saxon Weald](#) and set up your preferred date, frequency and amount. Then relax, knowing that's one less thing to worry about.

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reasons to get online

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Education – expand your knowledge and skills with online courses.



1

Keep in touch with family and friends wherever they are – through email, social media and video chat.



2

Save time – no travelling or queuing required. You can access all sorts of services at a time that suits you.



4

Save money – often the best deals are only available online, and you usually get more choice too. This could be for anything from insurance to household appliances or even utility bills.



3

Entertainment Pursue hobbies and interests online. Trace your family tree, get gardening tips, find recipes or follow current affairs, there is something for everyone.



Want to try before you buy?

@

LIBRARY

Before committing to installing a broadband connection at home, you could give the internet a try at your local library. Many branches offer free access – contact them for details.

free internet access

Benefit changes:

Universal Credit goes live

The benefits system for people under pensionable age is changing. A number of existing benefits, including housing benefit, are being replaced by Universal Credit. Universal Credit is already live in some areas and goes live in the Horsham district on 6 June.

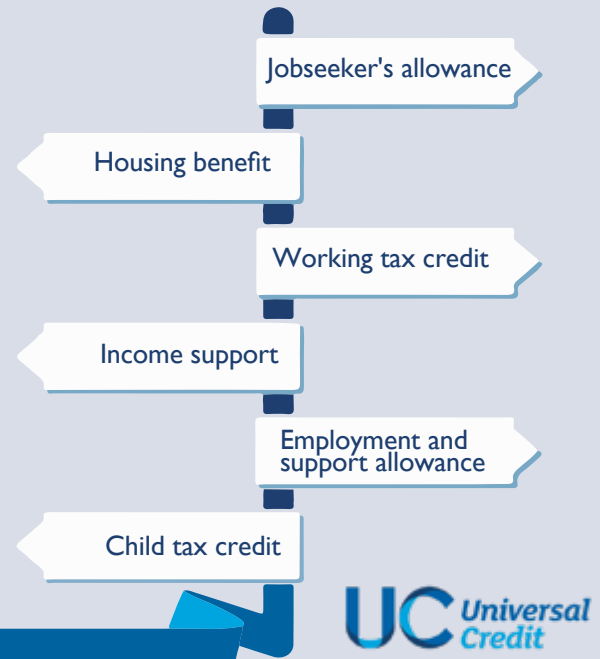
Universal Credit is claimed and managed online, so you will need access to the internet to make your claim. If you do not have access at home, you can visit your local Job Centre Plus or library where they will be able to help you get online.

When you get Universal Credit you will receive one monthly payment for your whole household. If you are not used to budgeting, you may find this a challenge. If you'd like some support with managing your finances, please contact us or Citizens Advice.

You will need to pay your rent out of your Universal Credit payment. It's important you contact us as soon as you have made a claim for Universal Credit, so we can advise you on how to pay.

Universal Credit is paid directly into your bank account – so you will need to make sure your bank account can accept automated payments.

You can find out more at the Money Advice Service <https://www.moneyadviceservice.org.uk/en/articles/universal-credit-an-introduction>



BBQ - top tips

With summer approaching many of us will be making the most of the sunshine and getting out our barbecues. Whether it's an excuse to get everyone over at the weekend, or putting a twist on a mid-week family meal; it's important to make sure your barbecue is a safe success.

While it's important that people cook their meat to the correct temperatures to avoid food poisoning, it's also vital that people consider fire and gas precautions. To help prevent any disasters, Kettler has created a handy guide that includes tips on how to check for gas leaks, how to safely dispose of empty gas cylinders and tips on fire safety. Here's some tips in brief but for the full guide go to www.kettler.co.uk/bbq-heat-sheet

KEEP CHILDREN AND PETS AWAY FROM COOKING AREA

DON'T MOVE A HOT BARBECUE

MAKE SURE DISPOSABLE BBQS ARE ON A HEAT-PROOF SURFACE

BBQS SHOULD BE AT LEAST 10FT FROM ANY STRUCTURES

DISPOSE OF SAFELY & ALLOW ASHES TO COOL COMPLETELY

Remember charred on the outside doesn't mean cooked on the inside!

Avoid food poisoning by heating meat to the required temperature

Steak

Rare	50°C
Medium	60°C
Well done	70°C

Burgers / sausages 65°C

Poultry

Legs	75°C
Breast	65°C

Lower fuel bills for you, at no cost to us!

We have been working with the Warmer Group to improve the energy efficiency of some of our properties. Work includes increasing loft insulation and improving draft proofing. This results in lower fuel bills for residents and fewer problems with condensation. All this comes with the added benefit that much of the work Warmer Group does is paid for by the government's eco funding programmes. In the last financial year this has saved us a whopping £731,988.46!



THE WARMER GROUP
Warmer People. Warmer Future



Happy 100th Mrs Corey

Congratulations to Mrs Corey, a resident at Highwood Mill, on reaching her 100th birthday. Her family helped her celebrate with a party in the scheme's Ingram's restaurant, complete with a Scottish piper.



Let there be light!

Residents at Churchill House in Southampton are enjoying improved lighting levels following a full lighting upgrade at the scheme in March. We've used energy efficient LED lights, controlled by sensors, so running costs will be lower too.

Need help with benefits?

Are you struggling with your finances? Do you need budgeting support or help with a benefit claim? Our Benefit Support Managers can help you work out what benefits you're entitled to, help you apply for discretionary housing payments and help you with benefit backdates and appeals. They can also help with budgeting advice and give you information on maximising your income. If you think the Benefit Support Team can help you, please contact them at benefits@saxonweald.com.



Bin changes for Horsham

Horsham District Council have recently introduced changes to household waste and recycling collections. Recycling will be collected one week, and household waste collected the same day the following week. It's really important that residents use the correct bins and do not put household waste in the recycling bins. The refuse team will not collect recycling if it has been contaminated with household waste, so if you don't want more landfill, keep it clean!

✓ Please recycle...

Items should be clean, dry and loose
Not tied up in plastic bags!



paper & card



metal cans & aerosols



plastic bottles & containers



foil



cartons



glass bottles & jars

✗ No plastic bags, food or any other rubbish

Making a start on the property ladder

We offer a range of shared ownership homes, aimed at helping people get on the property ladder. You buy a starting share and pay us rent on the remainder. This means you need a lower deposit than buying on the open market and the monthly costs can work out cheaper than renting privately. You can even buy more shares in your home as time goes on. You'll need to register at www.helptobuyese.org.uk to see if you qualify.

We have some fantastic new shared ownership opportunities coming soon to Horsham – Winterton Square on New Street and Alden Court on Bishopric. Both enjoy enviable central locations and bright contemporary design at sensible prices.



Find out more at www.wealdliving.com



WEALD Living

by Saxon Weald



Volunteers needed

Volunteering with Age UK Horsham District is a great way to meet friendly new people and take an active role at the heart of your local community. The charity are looking for volunteers to spare a few hours a week helping out with a range of activities and services.

This includes supporting local older people in their homes, helping out at clubs run by Age UK as well as supporting their fundraising team. You can be part of something special and make an invaluable contribution to the local community.



For more information, call 01403 260560 or email info@ageukhorshamdistrict.org.uk

You can also find out more about volunteering with Age UK Horsham District by visiting their website at www.ageukhorshamdistrict.org.uk.

Your chance to win!



We want to see your gardens!

First prize - £75 to spend at your local garden centre

Two runners up prizes - £25 to spend at your local garden centre

Whether it's an immaculate lawn, a window box full of blooms or an allotment bursting with veg, send us a photo of something you are proud of for your chance to win. You can email photos to pr@saxonweald.com or post them to Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT.

Our three favourites will receive a voucher to spend at a garden centre of their choice.

Terms and conditions

1. The closing date is 30 July 2018. Only one entry per household. Only open to Saxon Weald residents. Employees of Saxon Weald are not permitted to enter the competition.
2. The winner will be chosen by Saxon Weald staff. The judges' decision is final and no correspondence will be entered into.
3. The winner will be notified by telephone, email or in writing within 4 weeks of the closing date.
4. By entering you agree to having your name published online or in a future issue of Spotlight magazine.
5. Sorry, but we are not able to return photos posted to us.

Swann Way homes on track for autumn

Our development of nine new flats in Swann Way, Broadbridge Heath is well underway, and should be completed by October. The homes, built on the site of an old garage block, will be for affordable rent. The development will be named Harris Court after Mr N Harris who was a local headmaster, councillor and major contributor to Broadbridge Heath village life for around 50 years.

We will not be taking direct applicants for these homes – all new tenants will be nominated to us by Horsham District Council from their waiting list.





Keeping your data safe

2018 will see one of the biggest changes to UK data protection laws with the General Data Protection Regulation (GDPR) introduced on 25 May.

GDPR strengthens existing data protection laws and updates them for a more digitally connected world. The new laws provide individuals with more transparency and stronger rights regarding personal data. Saxon Weald have always taken data privacy seriously and we believe the introduction of the GDPR is a welcome update.

Data protection in this day and age is a complicated matter and preparing for GDPR has taken a huge amount of effort. Below is a summary of what the changes mean for you. As you can imagine, we cannot cover everything in this article, so for more in-depth information about GDPR, please visit our website www.saxonweald.com/privacy.

What does GDPR mean for you?

GDPR provides you with more transparency about how we use your personal data. In other words, we must be clear about what information we collect and how we use it. We also must explain how and when we share that information with others.

You have always had the right to access the information we hold about you. This has changed slightly as we now provide that information within a calendar month. There is still no charge for requesting the information. However, these requests can be very time consuming so please be as specific as you can if you submit a request.

You also have the right to ask us to correct any information that is not correct. The easiest way to do this is to register for mysaxonweald.com where you can see and update the information we currently hold for you and your household.

Please visit www.saxonweald.com/privacy for full information about how GDPR impacts your rights.

What does this mean for Saxon Weald?

GDPR won't change the ways we use your personal information. However, previously we relied on your consent to use your information. Under GDPR this has changed and we now usually rely on what is called "legitimate interests" to capture, use and share information.

We will usually still require consent where we are sharing special category data (e.g. disability information) with third parties. If we need consent and our records do not show clearly that we have consent, we will contact you to obtain consent.

Saxon Weald have never sold your personal information and nothing has changed there. Please visit www.saxonweald.com/privacy for more information about how we collect and share data.

Saxon Weald is now adopting a data minimalization approach which means we will delete information we have previously collected that is no longer necessary. We are also working towards strict retention schedules which will see us automatically delete data once we no longer need it. Full information about our retention policies can be found at www.saxonweald.com/privacy.



What about security?

We'll continue to value the data you share with us, keeping it secure at all times. We recently invested a lot of time in achieving a government-backed accreditation called Cyber Essentials Plus which should demonstrate our serious commitment to cyber security. We will also continue to work with our software suppliers to ensure any updates to systems are in line with GDPR.

From time to time our software suppliers do need to access our systems to help fix issues. We have agreements in place with these suppliers to ensure they treat your data in the strictest confidence.

How does this impact marketing & communications I receive?

Almost all the communications we send out are in relation to managing the tenancy or contract that we have with you. Sometimes we will send you communication about outstanding rent or other important information relating to your property. These are not classed as marketing and we will continue to send these.

Where we do send marketing information out, we will always include the option to stop these communications.

Why is there a new Privacy Notice?

We want to make it easier for you to find out how we collect, use and protect your information, so we've updated our Privacy Notice.

Changes to privacy are likely to continue to change following Brexit and the royal ascent of the upcoming Data Protection Bill 2017. Please keep checking www.saxonweald.com/privacy for the latest information.



Want more information on GDPR?

To find out more about GDPR, visit our website or go to the Information Commissioner's Office website (ico.org.uk). They are an independent organisation that upholds information rights in the public interest.

May Day fun for Highwood Mill

Highwood Mill residents and guests enjoyed a fun filled afternoon of Country and Western music and Morris dancing at our recent May day event.

The afternoon was filled with brilliant live entertainment which included the foot stomping tunes of The Country Girls and traditional dancing of The Chanctonbury Ring Morris Men. The entertainment had residents, guests and staff all taking part in both line and morris dancing which everyone thoroughly enjoyed. Never seen a Morris dancer in a cowboy hat? Neither had we until then!

It was a wonderful occasion to not only show guests the fantastic facilities Highwood Mill offers, but also to get residents together for a lovely afternoon of music, dancing, laughter and great company.



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