



## Meet our new Chief Executive

Corinna joined us in May and tells us a bit more about herself.



## Improvements to our repairs service

Changes that will make things easier for our customers.



## What's on this Summer

Great days out in Hampshire and Sussex



## A warm welcome from our new Chief Executive

### Corinna Bishopp

Welcome to our summer edition of Spotlight. It's great to finally be here and be part of the team. I am looking forward to meeting and listening to as many of you, our customers, as I possibly can over my first few months, and really getting to understand what it means to be a Saxon Weald customer.

Saxon Weald has a rich history and I want to spend time understanding how it has got to where it is. Even more importantly, I am keen to hear what you think is great and what could be improved.

#### A little about me...

I grew up in the Northwest of England but moved to London and the Southeast in 2010 following a role in the States. I live on the Hampshire border with my husband, Mike, and a large, naughty doodle dog called Musto. In my own time, I love gardening and try to stay fit. After I trained as an accountant, I held senior roles in some interesting organisations including railways, wallpaper, drains, and health insurance. I was then asked to join a large social housing organisation in London and fell in love with the work that we do. A decade later and my passion remains. I love seeing the impact that a good home can have on people's lives.

I know 'home' will mean different things for different people. My home is my safe space. It's



where I can be myself and find peace and quiet in my head after a busy day. I am really looking forward to hearing what 'home' means to you.

#### What do I want for Saxon Weald?

I feel passionate that everyone should have a safe home to live in, to be able to get on with their lives and bring up their families. I know as a housing provider we might not always get that right. My focus for Saxon Weald is making sure we understand and really listen to what our customers are telling us so we can tailor our services to continually improve. Most of the time, it's just the basics that we need to improve, such as having the right information on our customers or turning up when we say we will. I am confident that our employees absolutely have our customers' best interests at the heart of what they do. One of my areas of focus will be to ensure they have the tools they need to provide the best possible service to you.

I am really excited to be joining Saxon Weald. It is a strong organisation with great values and passionate, caring people. It has great foundations and I have loved my first few weeks. In an increasingly challenging world, we need to evolve and adapt, and I am confident Saxon Weald will do that brilliantly!

Please do get in touch to share your views:  
[www.saxonweald.com/your-voice](http://www.saxonweald.com/your-voice).

I look forward to meeting you.

*Corinna Bishopp*

Chief Executive

## From outdated to outstanding!

We're pleased to share that Cobblers Court in Slinfold is now officially open. This is a fantastic redevelopment that replaces 17 outdated bedsits with 12 modern, energy-efficient flats.

Despite the drizzle, the community came together to celebrate this milestone and to welcome our new Chief Executive, Corinna Bishopp, at her first public event!

Corinna shared her thoughts on the completion of the project:

"Cobblers Court is a great example of what we can achieve when we work together with our partners and community. We hope this development goes beyond delivering safe and modern homes and brings new energy and connection to the village. I'm honoured that my first public engagement as Chief Executive celebrates such a meaningful project and look forward to hearing how our residents are settling in."

To mark the occasion, we proudly donated some funding to Slinfold CE Primary School, with our partners at Sunninghill also supporting the local village hall.

This project is a great example of what's possible when we work together for a better, more sustainable future. We'd like to take this opportunity to offer our new residents a warm welcome.



## Helping young people build trade skills

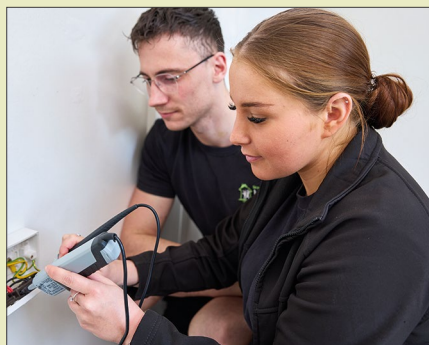
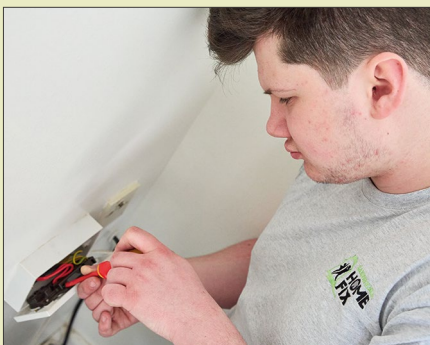
In April, we gave two chop saws to Crawley College to support students with their apprenticeships. These tools help students make straight, accurate cuts in materials like wood and metal - an important skill when learning a trade.

At Saxon Weald, we care about helping young people grow. We work closely with Crawley College, which includes supporting two of our team members who joined us in 2022 and are now doing their Level 3 Electrical

Apprenticeships. This year, we also plan to take on two more apprentices.

Stephen Humphreys, Assistant Director - HomeFix, was proud to present the saws to the college:

"It was a pleasure to return to Crawley College, where I studied construction over 30 years ago, and see it still inspiring students. Donating these saws is one way Saxon Weald is supporting local talent and possibly helping to train the next generation of HomeFix operatives! Working with the colleges that help provide our apprentices is rewarding, and we're excited to keep building valuable partnerships in our local community."



## Positive actions to address complaints

We take pride in delivering good customer service, however, occasionally, things can go wrong. If you experience a problem, please don't hesitate to get in touch so we can do our best to make it right.

At Saxon Weald we are always looking to learn and improve, and complaints are just one of the ways in which we can. We even track learning from complaints in our annual reporting. Below are some examples of how they have been used:

**!** I received a no access card as you arrived without an appointment, but there is no phone number to contact you on it.

**Action taken** – Phone number added to our "sorry we missed you" cards.

**!** I am unaware of when you are going to visit for estate inspections, so you don't do the tasks I need you to.

**Action taken** – Texts sent to residents advising when estate inspections are due.

**!** The operative who attended was new and didn't seem to be aware of your processes when I asked him.

**Action taken** – Increased post inspections and support for new operatives.

**!** My neighbour has installed a CCTV camera and I think it's an invasion of my privacy.

**Action taken** – We are preparing some clear guidelines about how video doorbells and other cameras can be used. We'll share this in a future edition of Spotlight.

## Help making a complaint

If you need help in making a complaint, you are entitled to have a friend, family member or other advocate act on your behalf. All we'll need is your permission to share your information with this person. You can find our permissions form on our website or contact us for help.

If you have a disability, health condition or other circumstance that means you need additional support to progress your complaint, please get in touch. We can make adjustments to assist you through the process, including:

- Arranging a sign language interpreter.
- Visiting you to explain our response instead of sending a letter.
- Agreeing specific contact times.

For more information visit [www.saxonweald.com/your-voice/complaints](http://www.saxonweald.com/your-voice/complaints).

## Are you, or is someone you know, being abused?

We can help by dealing with your disclosures of domestic abuse, quickly, effectively, and sympathetically, by a trained member of staff. We will:

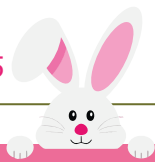
- listen carefully to the support you feel you need from us
- make you aware of specialist support agencies to assist you further
- discuss what measures can be put in place to keep your family safe
- work in partnership with other support agencies including, the police and specialist domestic abuse services
- help hold a person causing harm accountable by signposting perpetrator management support

Further support can be found on our website: [www.saxonweald.com/da](http://www.saxonweald.com/da).

**If you are in immediate danger, call 999.**







## Crafting capers at our spring event

In April, we welcomed families into our office for our free Spring Crafting Event. Thank you to everyone who joined us and got involved.

We had fun engaging with residents and their children while spreading some seasonal cheer. The kids (and a few adults) loved meeting our very own Easter Bunny and getting creative with craft activities.

The event gave residents a chance to talk to us about any issues they were facing, and we offered help where needed. We also invited customers to fill out our estate services survey. The feedback given will help us improve the services we offer to you.

We'd like to extend a big thank you to Horsham District Council's Community Support team for joining the event and taking time to speak to residents about local support services.

Couldn't attend this time? Keep an eye out for updates on future events.



## A sunny 'Love your estate day' in Pulborough

On a bright and sunny day at the end of April, we held a community clear-up at Stane Street Close in Pulborough. We met our residents and had a great day working together to spruce up the area.

Our team was boosted by volunteers from our contractors, including Cleanscapes and Groundscapes. We also received support from our materials supply store, JPS (Jewson Partnership Solutions). They brought energy, donated gardening tools, and even provided refreshments. A big thank you to everyone for their support.

We arranged two large skips and helped residents get rid of their unwanted items. Some of our volunteers checked communal areas to spot any safety issues or small repairs. Others tidied and spruced up some gardens and jet-washed the bin areas, giving everything a refresh.

We loved being out in the community. It was great to chat with residents and receive some useful feedback and suggestions.

If you think your neighbourhood could benefit from a 'Love Your Estate Day', let us know. Next time – it could be you!



## A day in the life of Lin, a retirement Scheme Manager

Lin, one of our Scheme Managers in Hampshire, also happens to be our longest-serving colleague at Saxon Weald. We caught up with her to get a glimpse into her typical day and find out more about the wonderful work she does!

### How long have you worked for Saxon Weald?

I have been with Saxon Weald for 29 years and seven months now! I joined through a TUPE agreement from Southern Housing Group, after starting my journey at James Butcher Housing, which was later taken over by Southern Housing Group.

### How did you become a scheme manager?

Before I stepped into the world of housing, I was managing a care home. It was incredibly rewarding, but the long hours took a toll on my family time. It became quite exhausting, so I decided it was time for a change. I explored various opportunities before deciding to give housing a shot. Fast forward nearly 30 years, and here I am!

### What does your typical day look like as a Scheme Manager?

There's really no such thing as a typical day for a Scheme Manager. Each day brings something new and unexpected! I could be handling neighbour disputes, supporting residents through tough times, organising coffee mornings, or even rescuing wildlife!

My daily tasks include important health and safety checks like fire alarm testing and tap flushing to prevent legionella. I also manage contractor standards, work closely with agencies such as adult services and local councils and liaise with hospitals regarding resident discharges. Other tasks include managing the team rota, being part of Saxon Weald's domestic abuse steering group and supporting colleagues with any day-to-day issues.

During quieter moments, it is nice to join residents for a cup of tea and



a chat; some of the funniest stories come from these conversations! I like to keep my office door open when I can to encourage residents to pop in and say hello. As you can see, the scheme manager role is truly diverse.

### What is the most rewarding part of your role?

One of the most rewarding parts of my job is helping residents with successful benefit claims and seeing the huge amount of difference it makes in their lives.

### Do you have a favourite memory of your role that stands out to you?

One of my favourite memories is when I rescued a baby duckling that had an elastic band around its beak, while residents cheered me on from the sidelines. One of them even wrote a poem about it!

### What do you enjoy doing when you're not managing the scheme?

When I'm not working, I like to spend time with my family. I enjoy walking in the New Forest with my partner, Vern, and exploring different towns and cities.





## Adapting our repairs service to meet our customers' needs

We know that having an efficient and quality repairs service is important to you. So, we have been focusing on making our service more tailored to your needs.

We took feedback from a recent repair survey and data from our household questionnaire to help us identify key areas to improve. We then formed a focus group with tenants to discuss the feedback, as well as the service we provide and how we can improve it. Thank you to those who got involved and shared their time and insight.

We have moved some repairs, that previously would have been a tenant's responsibility, over to our HomeFix list of works. We will be sharing the new guide with you soon, so keep your eyes peeled.

The focus group recognised that some customers have personal circumstances that make managing repairs to their homes more challenging. We will ensure that we provide inclusive help and support to these customers.

This means that we will adapt our repairs service in certain cases. This includes:

- **Priority repairs:** For customers who may be vulnerable, have a disability or health condition (physical/mental health), or have young children.
- **Neurodiversity:** We will be considerate to neurodiverse needs when arranging repairs. We will also make information available in accessible formats.
- **Cultural and religious considerations:** We will be sensitive to cultural and religious circumstances when scheduling appointments.
- **Domestic abuse support:** We will support those who may be experiencing domestic abuse by providing additional security to the home.
- **Language support:** We will use interpretation services as needed.

**We hope these improvements will make a positive difference. Please let us know if there is anything that we need to take into consideration when you contact us to book your repair.**



### KNOWING YOU BETTER

*Using customer data to shape services*

Understanding our customers helps us improve our services and tailor them to certain groups or individuals. To help us do this, we are asking all our customers to complete a household questionnaire. Thank you to the thousands who have completed this so far. You have already helped us improve our repairs service.

If you have not yet completed this survey, please get involved and have your say. The easiest way to complete it is through your online account. Head over to [mysaxonweald.com](https://mysaxonweald.com).

You can also download a copy to complete and email back to us. This can be found at: [www.saxonweald.com/storage/downloads/digital\\_household\\_questionnaire-1745493238.pdf](https://www.saxonweald.com/storage/downloads/digital_household_questionnaire-1745493238.pdf)

## Task and Finish review of our Lettable Standard

Since August 2024, our resident Task and Finish Group has been reviewing our Lettable Standard. Put simply, our Lettable Standard outlines the condition a property should be in when we let it to a new tenant.

The group wrote a report that contained over 70 recommendations and shared it with our Customer Experience Committee in February. Here are some examples of the actions the committee accepted:

### Quality checks on new homes

The group suggested doing quality checks when a new tenant moves into their home. We will now start doing this and also include the number of Lettable Standard complaints in our yearly and quarterly reports.

### Follow up surveys for new tenants

The group also looked at the New Lettings Survey, which we send to residents when they move into their home. They felt happy with the questions but suggested we send another survey to tenants 12 months after they move in. The Committee agreed and we plan to start sending follow-up surveys through our new Customer Relationship Management system later this year.

### Outstanding works in newly let properties

Some customers told us in surveys that repairs or maintenance were still needed when they



moved into their home. The Task and Finish Group recommended that we finish all works before a new tenant moves in. If we can't, we should tell the tenant what still needs to be done and when we will do it.

### Feedback following empty home inspections

The group went out into our communities over three days to complete an in-depth audit of some of our properties. They noted that the padlocks used to secure loft hatches were unsightly and recommended we use something less obvious. We are now looking at options to make this possible.

Following the group's review, we have now rewritten the Lettable Standard Policy. It will be available to view on our website once our Board approves it.

We would like to express our thanks and appreciation to the Task and Finish Group for their work and commitment to making a difference.

## Meet Adam, a member of a Task and Finish group

"I have been a Saxon Weald tenant for eight years and live in Pulborough, having moved from Southampton. I work for the NHS in a service for young people with autism and ADHD. It can be quite stressful at times, so I am very grateful to live in the middle of nowhere. I have a Labrador, Finn, who has a never-ending appetite!

I applied to the Task and Finish group as I am keen to support Saxon Weald to keep being a good landlord and I wanted to find out more about how the business operates. I've enjoyed meeting other tenants and learning more about how Saxon Weald sets budgets for different projects."

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





## Ready, set, grow!

## COMPETITION

Proud of your garden? Whether big or small, a balcony or a beautifully shared green space, we want to see it! Show us your unbe-leaf-able skills and you could win a prize!

We have two blooming great prizes up for grabs...

### 'Best individual garden'

Have you got a garden of your own that you're keen to show off? Send in a picture to be in with a chance of winning a £50 voucher to spend at your favourite garden centre.

### 'Best communal garden'

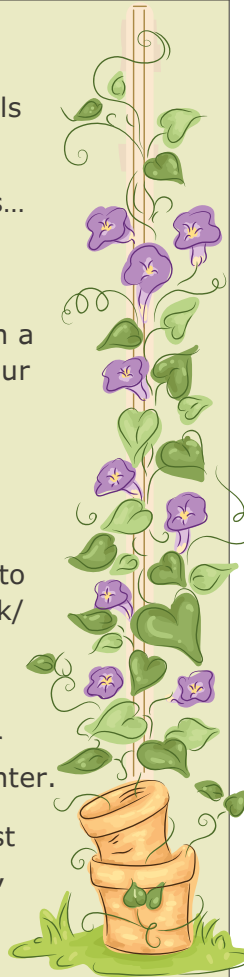
Do you live in an apartment block or one of our retirement or extra care schemes? Send us a photo of your communal garden for the chance to win a £100 garden centre voucher for your block/scheme.

**To enter,** simply email your photos to [competitions@saxonweald.com](mailto:competitions@saxonweald.com), along with your name, address and the category you'd like to enter.

If you don't have an email address, you can post your pictures, including your name and address, to Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT.

**Entries must be received by Friday 8 August 2025\***

\*Terms & conditions apply - For details, go to: [www.saxonweald.com/news/ready-set-grow.html](http://www.saxonweald.com/news/ready-set-grow.html)



## Are we reaching you?



Some of our customers have reported that emails we are sending them are automatically dropping into their Junk email box, and that they are missing important information from us.

We send out monthly news updates and publications such as our Spotlight newsletters and Annual Performance Report wherever we have a customer email address. You may also receive other specific emails from us regarding your tenancy, so it's important that you check they are not getting lost.

### The good news is, it's easy to correct!

Just go into your Junk email box and search 'saxonweald'. This should find an email from us. Then in your 'Junk mail options' panel you can mark it as "Not Junk," and add us (the sender) to your Safe Senders list.

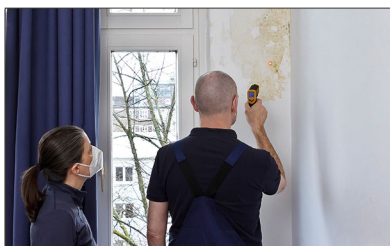


## Goodbye and thank you, Richard

We'd like to wish Richard Stevens the best of luck as he leaves Saxon Weald after eight years.

Richard joined us as a Board member in June 2017 and was also Chair of the Audit and Risk Committee. His calm, insightful contributions, along with his wealth of experience in accountancy, have provided us with invaluable guidance and support. Richard served two consecutive terms on the Board, and since his term ended, he has continued as a Committee Member. **All the best Richard, you will be missed!**





## Committed to property safety

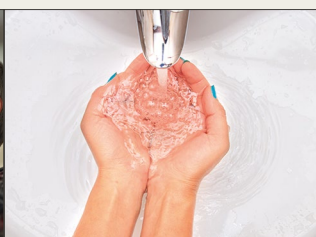
Safety means lots of different things to people. To our Property Safety Team, it means ensuring our customers' homes are safe and compliant to live in. The team manages many safety areas, including:

- FIRE
- GAS
- ELECTRICAL
- DAMP AND MOULD
- WATER
- LIFTS
- ASBESTOS

Here are some ways that you can help us keep you safe:

- ✓ Keep appointments - if you are not able to keep the date or time, please notify us as soon as possible. It is also important to make sure an adult is at home.
- ✓ Report any repairs or hazards to us at the earliest opportunity – the sooner we know, the quicker we can fix it.
- ✓ Regularly test smoke and carbon monoxide detectors in your home – we recommend testing your smoke alarms monthly. If your alarm doesn't work, please report it straight away and we will arrange an urgent repair.
- ✓ Always ask for permission to make changes in your home – structural changes and renovations must be approved by Saxon Weald before they are undertaken.
- ✓ Keep communal areas free from items such as bikes, buggies and refuse, that may block your escape route in a fire.

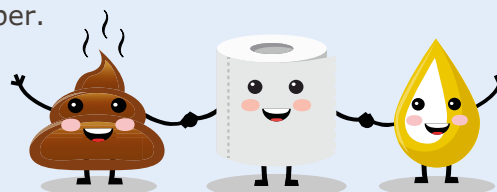
For more information, head to our website: [www.saxonweald.com/news/committed-to-property-safety-.html](http://www.saxonweald.com/news/committed-to-property-safety-.html).



## Keeping your home blockage-free

Blockages can be unpleasant, especially if they lead to sewer flooding. It all starts with what you choose not to flush or pour away.

To keep your drains happy, remember to only flush the three Ps – pee, poo and (toilet) paper.



### To prevent blockages in the bathroom, avoid flushing:

- Wet wipes, including those labelled 'flushable'
- Nappies
- Cotton buds
- Plasters and bandages
- Sanitary items, such as towels and tampons

### In the kitchen, avoid blockages by:

- Scraping leftover food into the bin
- Wiping grease from dishes before washing
- Using sink strainers to catch any small bits of food
- Disposing of coffee grounds and kitchen roll in the bin

For more information and guidance, visit: [www.southernwater.co.uk/help-and-support/how-to-prevent-blockages/](http://www.southernwater.co.uk/help-and-support/how-to-prevent-blockages/).



## What's on over the summer in Sussex & Hampshire

Looking for ways to keep the kids entertained this summer? Or maybe you're into woodland walks, sunflowers, or fruit picking. There's something for everyone.



### HAMPSHIRE

#### Summer at Fort Nelson

22 July – 2 September  
| Portsdown Hill Road,  
Fareham

Explore historic tunnels, ramparts, and massive artillery. A fantastic, free day out for curious minds.

Find out more: [www.royalarmouries.org/fort-nelson/whats-on/summer-at-fort-nelson](http://www.royalarmouries.org/fort-nelson/whats-on/summer-at-fort-nelson)

#### Lepe Country Park

Exbury, Southampton

With coastal walks, playgrounds, and picnic spots, Lepe offers the perfect relaxed day by the sea.

Find out more: [www.hants.gov.uk/thingstodo/countryparks/lepe/things-to-do](http://www.hants.gov.uk/thingstodo/countryparks/lepe/things-to-do)

#### Sky Park Farm

West Harting, Petersfield

Meet friendly deer, roam scenic farm trails, and enjoy natural play areas.

Find out more: [www.skyparkfarm.com/](http://www.skyparkfarm.com/)

### EAST SUSSEX

#### Pick your own fruit at Tibbs Farm

Udimore, Rye

Bring your own containers and explore the farm picking seasonal fruits as you go. At the end, pay for your fruit by weight.

Find out more: [www.tibbsfarm.com/pick-your-own-fruit](http://www.tibbsfarm.com/pick-your-own-fruit)

#### Sunday slice at Wilderness Wood

Sunday 3 August | 10:00am – 4:00pm | Hadlow Down

Enjoy pizza from The Hatch, woodland trails, pony rides, crafts, and wood carving in a forest setting.

£4 per person | £15 per family

Find out more: [www.wildernesswood.org/whatson/sunday-slice-aug2025](http://www.wildernesswood.org/whatson/sunday-slice-aug2025)



### WEST SUSSEX

#### Children's fun sessions at Horsham Park

Every Tuesday, Wednesday & Thursday during school holidays | 2:00pm and 3:15pm (45-minute shows) | Horsham Park Podium

Enjoy free entertainment for children right in the park! No booking needed – just turn up and have fun.

Find out more: [www.horsham.gov.uk/parks-and-countryside/horsham-park/events-in-horsham-park/childrens-fun-sessions](http://www.horsham.gov.uk/parks-and-countryside/horsham-park/events-in-horsham-park/childrens-fun-sessions)

#### ABC Animal Sanctuary's annual open weekend

30 – 31 August | 11:30am – 4:30pm | West Chiltington

A fun-filled family weekend with animals, activities, and more. Kids under 12 go free and adult tickets are £6. Well-behaved dogs on leads are welcome too!

Find out more: [www.abcanimalsanctuary.co.uk/events-1/abc-annual-open-weekend-2025](http://www.abcanimalsanctuary.co.uk/events-1/abc-annual-open-weekend-2025)

#### Bignor sunflower maze & picking patch

1 – 28 August | 10:00am – 4:00pm | Bignor

Wander through a vibrant sunflower maze and pick your own sunny bouquet.

£5 per person | Under 5s go free | Sunflowers £1 per stem

Find out more: [www.bignorromanvilla.co.uk/maize-maze](http://www.bignorromanvilla.co.uk/maize-maze)

## Need help with your water bills?

The average water bill rose by 26% in April. With further increases planned, it may be worth checking if you can make any savings...

Many people assume they can't save money on their water bills because they can't switch their water provider. In fact, you may be able to reduce your bill by fitting water meters and cutting down on how much you use.

There is also help for those who are struggling financially.

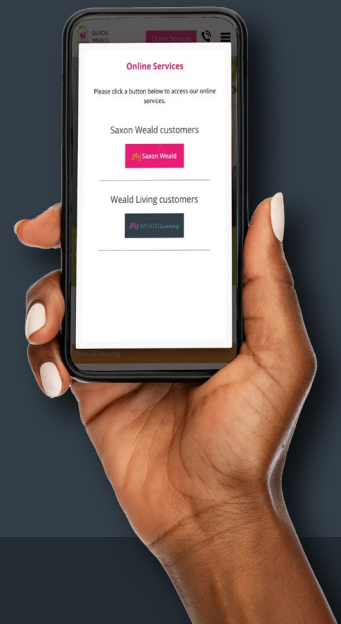
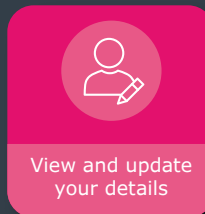
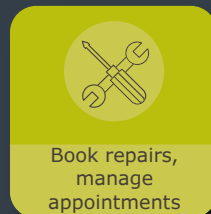
If you are a Southern Water customer, you can find out more about their payment and support schemes on their website. Head over to: [www.southernwater.co.uk/help-and-support/what-if-i-cant-pay-my-bill/](http://www.southernwater.co.uk/help-and-support/what-if-i-cant-pay-my-bill/) or call them on 0800 027 0363.

If you are with a different water provider, get in touch with them to see if they have any payment or support schemes. You can also check Money Saving Expert's website for more information: [www.moneysavingexpert.com/utilities/cut-water-bills/](http://www.moneysavingexpert.com/utilities/cut-water-bills/).



## 😊 Online, anytime, anywhere

Our easy-to-use, online services put you in charge of your home, anytime, anywhere. They provide secure access to your information and are available 24 hours a day, seven days a week from a desktop, laptop, tablet or mobile.



Sign up today at [www.saxonweald.com/online-services](http://www.saxonweald.com/online-services).



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