



Tackling ASB

Customers help improve how we handle anti-social behaviour.



Summer safety

Stay informed and safe this summer with our safety tips.



Progress on improvements

Safety checks, property surveys and more.

Welcome to our summer edition of Spotlight

I hope you're having a lovely summer. If you're wondering how to entertain the kids or grandchildren during the school holidays, jump to [page 11](#) for a few ideas. We also give details of a programme, where qualifying families can get access to free childcare and a meal.

We haven't slowed down here. We have been dedicated to improving our services and ensuring your homes are safe. More of your homes have been surveyed so we can understand them better, prioritise much needed work and start delivering on the improvements you said you wanted that feed into our new corporate plan. We have also taken on specialist contractors to support with fire safety assessments and to improve the pace at which we fix any fire safety issues.

We are also getting ready for new legal requirements that come into effect from October. These relate to the next phase of Awaab's Law, which was introduced to give all social landlords strict deadlines for dealing with damp and mould. This law is now being extended to cover seven other potential hazards in the home. Look out for more detail on this later in the year.

You can also find details on [page 4](#) about the improvements we have made since our regulatory review last year. I hope you are reassured by our progress, but please get in touch if you have any questions.

In the meantime, I wish you a happy, safe and relaxing summer.

Corinna

Chief Executive



Getting involved at Saxon Weald

Did you know there are multiple ways to share your views with us? Your feedback leads to new insights and improvements for our customers. So, if you have an opinion or want to get involved, **here are a few ways how:**

- **Task & Finish Group**

As a Task and Finish group member, you will give an independent customer view of how our services can be improved and delivered.

- **Green Team**

By becoming a member of the Green Team, you will have the opportunity to give feedback on grounds maintenance in your area.



For more ways to get involved, please visit our website at: www.saxonweald.com/your-voice/getting-involved

We are always open to feedback at Saxon Weald - you can let us know your thoughts by emailing us at hello@saxonweald.com

Welcome to our new Crowborough customers

A warm welcome to our new customers in Crowborough who joined us at the end of July. We have taken over ownership of 27 homes from fellow housing association A2Dominion, as they felt we could provide a more locally-focused service. We already look after 350 homes in East Sussex, so are well placed to offer our support.



Code of Conduct - what you can expect from us

We used feedback from recent customer focus groups to create a new code of conduct for our colleagues. The code sets out what you can expect from us in terms of how we behave and how we treat you. A draft of the code has been emailed to all customers for a final check and will then be approved by our Board.

What you can expect:

-  We will treat you with kindness, dignity and empathy
-  Clear communication
-  Respect for you and your home
-  Professional standards: taking pride in our work
-  We will take property safety seriously
-  Working with our contractors: you should expect the same standards from contractors working on our behalf
-  Openness and honesty
-  Continuous improvement: learning from mistakes

The standard also includes a few things we ask of you. These include:

-  Using appropriate language with our staff
-  Keeping pets secure when we're working in your home
-  Giving us notice if you need to change an appointment

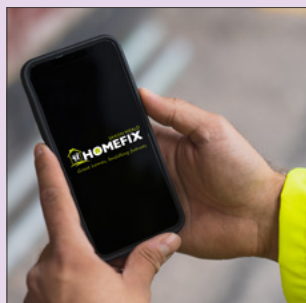
You can read the code in full on our website [here](#).

If you feel we fall short of this code at any time, please tell us by emailing hello@saxonweald.com.



Why you may see HomeFix operatives using their phones

Did you know that our operatives use their phones and tablets as part of delivering your service?



We use a system called Job Manager. This app holds all the details about your appointment and helps them stay organised, efficient, and on track. Before they arrive, operatives use it to check job information, plan their route, and confirm they are on their way. When they arrive, they log this in the system and check the job details again.

During the job, operatives use their phone to record notes and update progress.

If more work is needed, they may arrange a follow-up visit while they are with you.

They may also call other team members throughout the day to help with jobs they are working on. When the job is finished, they update the system again before moving to their next appointment.

They may also use their phone to take work calls, read emails, or check company updates during the day.

Although it may not always look like it, our operatives' devices help them work safely and give you the best service possible.



What we are doing to improve

In 2025, we let you know that we had spoken to the Government's Regulator of Social Housing about some fire safety work that had not been completed on time.

Because of this and some other issues, they changed our governance rating from G1 (the highest) to G2.

This means we are good but have room to improve. We have been working hard to put these things right.

Here is a summary of the progress we've made:



1 The problem: we had 315 overdue fire safety actions.

What we have done: We we have completed all 315 of the actions we told the regulator about. We are also making sure that any new fire safety work is completed on time.

To help with this, we hired new contractors and recruited a Fire Safety Manager to keep track of our progress.

One challenge is replacing fire doors. There is a high demand for fire doors across the country, so deliveries can take longer than expected. We are doing all we can, but some jobs are taking longer than we'd like.



2 The problem: we didn't have enough detail about the condition of all our homes.

What we have done: We have been carrying out home inspections. In February, we had up-to-date information on 59% of homes. **This has now reached 76%.** We would like to get to 100%, but sometimes we cannot complete inspections because residents are not available to let us in. We would really appreciate your help with this.

Using this information, we have planned a programme to invest in our properties. We are underway with spending **£70 million in the next three years** on major maintenance work, such as replacing roofs and windows and updating kitchens and bathrooms.

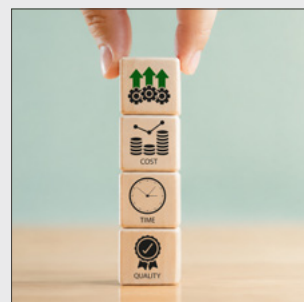


3 The problem: we needed to improve how we managed spending, reducing unexpected costs, checking contractor's work and making sure our Board had the information they needed.

What we have done: We have introduced new rules for taking on contractors and are making sure we get good value for money.

We are also sharing good practice for managing contractor performance across our business so we can work more consistently and get the best results. We have also reminded all staff about our financial rules for ordering goods and making payments.

We have made reports to our Board clearer and easier for them to understand. We have also looked at the roles of each committee, so everyone understands their responsibilities.



Delivering Better Together – our plan for the next three years

In April, we launched our new corporate plan, Delivering Better Together. This plan sets out our ambitions and priorities for the next three years. We created the plan using your feedback and views from our colleagues.



You spoke with honesty and clarity. You told us you want:

- Homes that are safe and warm
- Services that are personal and reliable
- Staff who are trusted and approachable

We also want to continue to be a good employer, as when staff are not happy, it shows in services. **It is early days, but progress includes:**



Homes that are safe and warm.

- We have introduced easier ways for our repairs operatives to collect materials, making us more efficient and reducing waiting times.
- Overall satisfaction with our repairs service has increased to 83%
- Satisfaction with the time taken to complete repairs has increased to 81%
- We have secured a supplier for our programme of window and door replacements.



Services that are personal and reliable.

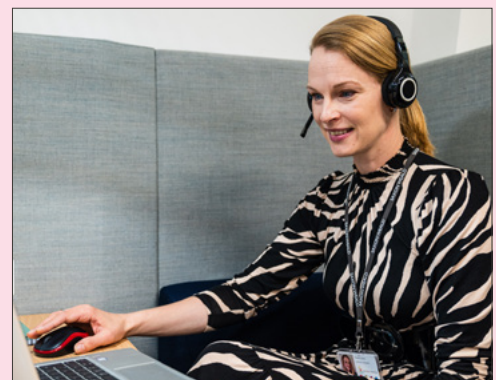
Nobody likes to feel like 'just a number'. To help us take your needs and circumstances into account, we've been collecting information on customers and their households. You can update your details via your MySaxonWeald account, or email hello@saxonweald.com and we'll send you a questionnaire. This means we can offer a more personal service, such as:

- Giving you more time to get to the door when we visit
- Prioritising repairs for people with certain health conditions
- Providing extra support during maintenance work to your home



Staff who are trusted and approachable.

We have created a new code of conduct for our colleagues and contractors.



Improving how we handle antisocial behaviour (ASB)

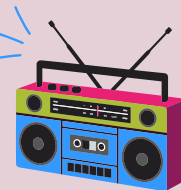
We know we haven't always met your expectations when it comes to handling antisocial behaviour (ASB). Some customers have told us they feel frustrated, unsure what is happening, and not always supported. We hear this, and we are taking action.

To help us improve, we worked with a group of 10 residents to review how ASB cases are handled. Together, we looked at real experiences and what needs to change.

We found that reporting ASB can be confusing, and our website is not always easy to use. Customers also told us they want clearer communication, kinder language, and more regular updates. Many said they feel "left in the dark" during their case.



We are now taking steps to make things better.



We are working to make reporting simpler, improve our website, and give clearer, more supportive updates. We also want to keep you informed, even when there is little change, so you always know what is happening. We are also improving support for both customers and staff, so cases can move forward more smoothly.

Our aim is to provide a service that is **clear, fair, and supportive**. Watch this space for more updates soon.

Looking after your mental health

Looking after your mental health is just as important as looking after your physical health. We all have times when things feel difficult, and it is okay to ask for help.

If you are feeling overwhelmed, stressed, or worried about yourself or someone else, you do not have to deal with it alone. There is support available whenever you need it.

You can talk to trained listeners at any time through services like:

Samaritans – call free on 116 123 (24 hours a day)

Shout – text SHOUT to 85258 for free, confidential support by text

If you are looking for advice or ongoing support:

Mind – call 0300 123 3393 for information or 0300 102 1234 to talk to someone for support

NHS 111 – call 111 for urgent mental health advice

There are also specialist services available, including support for young people, older residents, and those dealing with bereavement or loneliness.

If you or someone else is in immediate danger, **call 999** or go to A&E straight away.

You are not alone, and support is always there. Reaching out is the first step.



Summer safety



BBQ safety tips

BBQs are a great way to enjoy warm weather with family and friends. Here are some tips to keep everyone safe.

Where you place your BBQ

- Set your BBQ on a flat, stable surface, well away from buildings, fences, and plants.
- Never use a BBQ indoors or on a balcony.

Lighting your BBQ

- Always use proper BBQ lighting products.
- Never use petrol or other flammable liquids.

While cooking

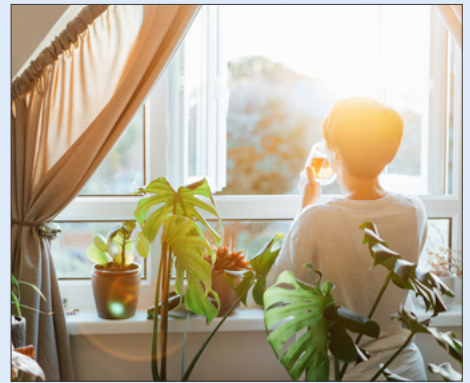
- Keep children and pets at a safe distance.
- Stay nearby and never leave the BBQ unattended.

When you've finished

- Make sure the BBQ is fully extinguished.
- Let it cool completely before moving it.
- Dispose of ashes safely once cold.

Preventing fires caused by sunlight

You may not expect sunlight to start a fire, but it can happen. When sunlight passes through certain objects, it can become focused. This creates heat strong enough to ignite nearby materials.



How to stay safe:

- Keep glass, mirrors and reflective items away from windows and out of direct sun paths.
- Close curtains or blinds during strong sunlight.
- Be mindful of where sunlight falls during different times of the day.

Staying safe around water

Sadly, at least 11 people lost their lives in water-related incidents during the May heatwave. These tragedies remind us how important it is to be aware of the risks and take care around water.



Common risks:

- Cold water shock can affect the body very quickly. Even strong swimmers can struggle in sudden cold water, even on hot days.
- Swimming in rivers, lakes, or canals without knowing the conditions.
- Strong currents.
- Entering water alone or without supervision.

How to stay safe:

- Only swim in designated and supervised areas.
- Never jump into unknown water.
- Avoid swimming alone and always let someone know where you are going.
- Respect warning signs and local advice.
- Keep a close eye on children at all times near water.
- Set clear rules with friends and family before visiting beaches, rivers, or lakes.



Are you ready to show off your unbe-leaf-able blooms?

It's time for our annual garden 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 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.

'Best small space'

Whether it be a balcony, patio or window space, we want to see how you've made a small space your own! Send in a picture to be in with a chance of winning a £50 voucher to spend at your favourite garden centre.

COMPETITION

To enter, simply email your photos to marketing@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 28 August 2026***

*Terms & conditions apply. For details, click [here](#).



More affordable homes for the Horsham District

We are pleased to share the completion of our Fairfield Cottages redevelopment in Cowfold, where we have replaced four outdated bungalows with modern, energy efficient housing.

The new development includes four, one-bedroom maisonettes and four, two-bedroom houses. All homes are for social rent, helping to meet local housing need.

Each home is built with a focus on sustainability and comfort, with air source heat pumps, solar panels and electric vehicle (EV) charging points.

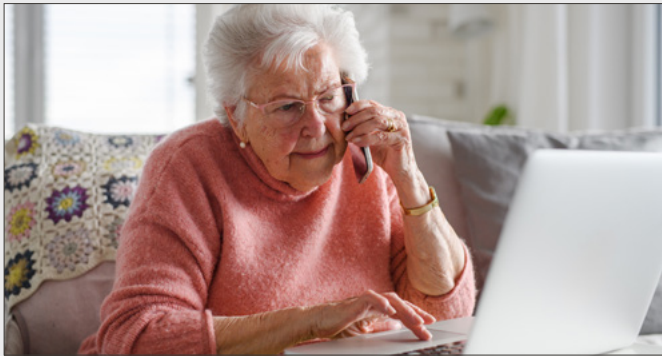
The project was delivered in partnership with Sunninghill Construction Co Ltd, with funding support from Horsham District Council and Homes England.



We marked the opening in early July and were proud to sponsor Cowfest, Cowfold's annual community festival, to mark the occasion. This year, the event partnered with Country Mice Nursery to bring a special summer festival fundraiser to the Cowfold community.

These new homes show our commitment to providing high-quality, affordable housing for the future, while supporting the communities we serve.

Stay scam aware



Scams are becoming more common, but a few simple checks can help keep you safe. Scammers may contact you by phone, text, email, or in person. They often pretend to be from a trusted organisation and may try to get your personal or financial details.

Signs to watch for

- Requests for personal or banking details
- Pressure to act quickly
- Unexpected messages asking for money or payments
- Offers that seem too good to be true

How to stay safe

- Never share personal details unless you are sure who you are dealing with
- Take your time and don't feel rushed
- Check identities using official contact details
- Ask someone you trust if you're unsure

If you think you've been targeted by a scam, you can report straight to the police: www.police.uk/ro/report/fo/v1/fraud or contact Citizens Advice for more information: www.citizensadvice.org.uk/consumer/scams/reporting-a-scam.

Taking a moment to stop and check can help you stay safe.



Using your food waste bin

Most households have now received a food waste caddy, which is collected weekly by the council. This service helps reduce waste and protect the environment by keeping food waste separate from general rubbish. By using it properly, we can all make a real difference.

Why it matters

Food waste that is collected separately can be turned into energy or fertiliser. If it goes into general rubbish, it cannot be reused and may end up in landfill.



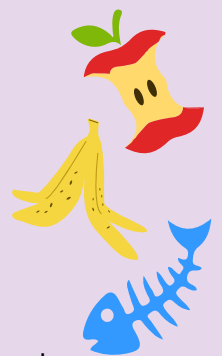
How to use the service

- ✓ Line your caddy with a compostable bag (available in most supermarkets)
- ✓ Use your caddy for all food scraps including fruit and vegetables, peelings, meat, leftovers, tea bags, pet food and egg shells
- ✓ Keep food waste separate from other rubbish and recycling

Avoid common mistakes

- ✗ Do not put food waste in your general bin
- ✗ Do not mix food waste with recycling

Remember, every small change makes a difference and helps create a greener community.



A place to truly call home

Before moving to New Monks Park, Esther had lived in a range of private rental homes. When she became pregnant, Esther began to think more about long-term security. We spoke to her about her experience and what it's been like moving into a Saxon Weald home.

Where were you living before and what made you want to move?

I'd been private renting for what felt like forever. Rent prices were sky high and hard to manage on a single wage. Knowing I was going to have a baby, I needed to get on the council housing register for some help. I couldn't apply initially as I had to be living in Shoreham for two years first, so I waited until my son was two and then I applied. In that time, I moved to a lovely cottage also in Shoreham. I really liked it, but my rent was over £1200 a month, which I really couldn't afford on top of bills. So, it was amazing when this came up and I was shortlisted.

How was your move with Saxon Weald and what support did you receive?

Generally, it was great. Ginette was really thorough, showed me around and helped me measure things up. I signed up and had the keys to move in within two weeks. I didn't have any money because I was already paying the rent for my current place, so it was amazing to receive some support towards my white goods.



What's been the best thing about moving to New Monks Park?

I really like the nature reserve and the sky space. We have all of our friends in Shoreham, and we like to drive by the airport. We also love going out on our bikes and being in nature. It's going to be beautiful in a few years' time when the trees have grown. You hear a lot of birds and the views are amazing in the surrounding area. We're really quite happy here.

What is your favourite thing about your home?

I would say it's unbelievably warm in the winter. I also love how wide our hallway is and how light it feels.

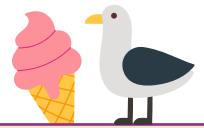
What does your home mean to you?

It's somewhere you can be yourself and a space where you feel safe and secure. The last property I lived in, my landlord said I could stay there for five years. But, two years in, she decided to sell and said I needed to move out within a month. So, when I found out I could be offered a lifetime tenancy here after a year, I cried.

I've rented my whole life. I hadn't heard of housing associations before. I thought it was just a council list that you go on. But then I moved in, and realised, wow, I'm looked after here, we can have a real fresh start. I can actually breathe and grow. I really feel that this is our home.

Many people have their homes, and they never question it. But when you're struggling to pay your rent and feel like you're always living month to month, you never know what's going to happen. It's amazing now having that security.

What's on over the summer in Sussex & Hampshire



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

Bignor sunflower maze

Open daily in 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

Family fun day

2 August 2026 | 10:00am - 4:00pm | Court Bushes Community Hub, Hurstpierpoint

A fun family day supporting Rockinghorse Children's Charity. Featuring an inflatable slide, children's games, face painting, a tombola, and market stalls.

Free entry | Find out more: <https://www.visitbrighton.com/whats-on/family-fun-day-p2803971>



East Sussex

1066: Swords & Sandcastles Pop-Up Beach

1 July - 31 August 2026 | 9:00am - 5.00pm | Priory Meadow Shopping Centre, Hastings

Hastings is celebrating it's incredible history with a knight-themed twist!

Free entry | No booking required.

Find out more: www.priorymeadow.com/events/

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

Hampshire

Skyfest Summer Festival

29, 30 & 31 August 2026 | 10:00am - 6:00pm | Sky Park Farm, Petersfield

Hosted at Sky Park Farm, expect endless entertainment and hands-on farm fun designed for families with children of all ages. Admissions apply.

Find out more: www.skyparkfarm.com/index.php/event/skyfest-summer2026-sky-park-farm-bank-holiday-family-festival/

Summer at Fort Nelson

21 July - 6 September 2026 | Fort Nelson, Portsdown Hill Road, Fareham

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

Find out more: <https://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: <https://www.hants.gov.uk/thingstodo/countryparks/lepe/things-to-do>

Need extra support this Summer?

See if you qualify for the HAF (Holiday Activity and Food) programme and get the support you and your family need this summer - click [here](#) for more information.



Time to check - are your details correct?

Having the right information at hand helps us deliver better services to our customers. That includes the information we have about you and your household.

Even if you have already completed our household questionnaire, it's good to check annually that everything is up to date.

It takes just a few minutes using your My SaxonWeald account. You can also call and ask for a copy of the questionnaire to be sent to you or you can find it on our website.

Go to: www.saxonweald.com/contact-us/

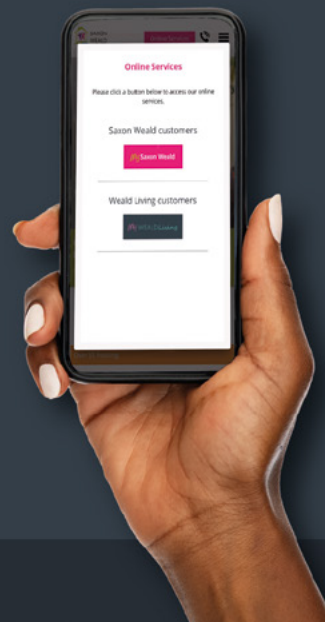
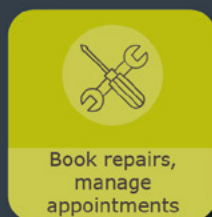
Keeping your information up to date helps us:

- Tailor our services to meet your needs - especially if you have personal circumstances that we should be aware of.
- Check our services are fair and inclusive.



😊 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.



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



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