



SAXON
WEALD

Spotlight

The newsletter for Saxon Weald residents | winter 2025



Damp and Mould

Learn about Awaab's Law and our approach to keeping your home safe.



Lending a hand to those who help us

Helping out with a makeover at the Horsham Matters HQ.



What's on over the festive period?

Experience everything merry and bright this season.

A note from our Chief Executive

As I approach six months at Saxon Weald, I wanted to reflect on what I have learned in that time and what I have heard from you that we need to focus on.

Thank you to all of you who contributed to our recent and extensive customer research with Vision One. Your honesty, openness, and willingness to give up your time was incredibly appreciated.

In most cases, the work we do is pretty good. However, we still have some substantial areas we can focus on:

- Communication - it needs to be better, more tailored to your needs, and timelier.
- Quality of work - either by our colleagues in HomeFix or by external contractors.
- Anti-social behaviour - which is an increasing concern.

You also told us you want a more supportive and collaborative relationship with Saxon Weald - not just a functional one. That means being more visible in our communities.

These are just the main themes taken from the feedback you gave. We received lots of other useful and constructive comments which will help to improve our services and shape our new corporate strategy.

This feedback was an integral part of our Board meeting on 23 October. We will be coming to talk to you again in early 2026 about the future of Saxon Weald. We will expand on your initial thoughts and discuss where we will focus our efforts and energy as a housing provider. We



will continue to ask for your views, so if you have not had the opportunity to talk to us yet, please be assured there will still be plenty of chance to do so.

I have had the pleasure of meeting so many more customers in our communities since our last Spotlight newsletter - thank you all for being so friendly and welcoming. It was great to see the volunteers from Saxon Weald working with Horsham Matters on the refurbishment of their office in October. I also had the chance to visit Highwood Mill in the autumn to see our very own Heidi Rossetti and her team raise loads of money for Breast Cancer in their mud bath challenge.

We have been preparing behind the scenes for the implementation of Awaab's Law, which came into effect on 27 October. This law follows the tragic death of 2-year-old, Awaab Ishak, in Rochdale due to severe damp and mould in his home. The new standards aim to improve the conditions of social housing and protect customers. You can find out more about our approach to damp and mould on page 5. Please contact us straight away if you are experiencing damp and mould. We take reports very seriously and are committed to keeping you safe.

Finally, I would like to send my best wishes to all our customers for a very happy and healthy 2026.

Corinna Bishopp

Chief Executive

Your voice shapes our future

We have been busy creating our strategic plan for the next three years. To make sure your views and priorities are included, we have worked with a research agency called Vision One. Vision One held a number of interviews and focus groups, as well as running a survey. Thank you very much to everyone who contributed.



Here are some of the key things you have told us:



You gave us an average score of 8 out of 10. This tells us we are good, but with room for improvement.



You said that repairs and maintenance is the most important thing for us to get right. This was closely followed by making sure homes are safe and secure. You told us this means looking after the wider neighbourhood, not just your home. You also said this includes dealing with anti-social behaviour.



Over half of customers feel their relationship with Saxon Weald is very functional, and can feel impersonal. You told us you would like a more supportive or collaborative relationship with us in future. This includes taking your individual needs and circumstances into account.



You told us you can sometimes feel left in the dark. You want more regular communication and updates. Some people would like to see us more in person, while other people prefer to do things online.

We shared your views with our Board at an away day in late October. The information formed part of their discussions about where we should focus our plans for improvement. We are now taking all this feedback and finalising our strategy. We plan to publish the three-year strategy in early Spring. Keep an eye out in the next edition of Spotlight for details.

Disrepair dilemma

'No win, no fee' lawyers can make it seem very appealing to pursue a disrepair case against Saxon Weald. In reality, this costs us large amounts in legal fees, with very little being awarded to you. If you have a problem with your property, it is much better and quicker to contact us about it direct. We will work with you to resolve the issue and get your home sorted. You can email hello@saxonweald.com or call us on 01403 226000.

If you have reported a problem and don't feel we have listened, we have an easy-to-use complaints process. Just contact us and tell us what you are unhappy with, and we will look into it.

We want to make sure we spend our money where it is needed most. This means homes and services, not legal fees. Thank you for your support.



Winter Fuel Payment – what you need to know

The Winter Fuel Payment is an annual payment to help those who have reached state pension age with heating costs during the colder months.

How much you could get

You can get between £100 and £300 to help with heating costs. The exact amount depends on your age and who lives with you.

Who can get it

You qualify if you reached State Pension age before 21 September 2025.

How you get paid

Most people will get the payment automatically in November or December 2025. You'll receive a letter that tells you how much you'll get and when.

If you earn more

If your income is over £35,000 for the tax year ending 5 April 2026, HMRC will take back the payment through your taxes. They may change your tax code or ask for it through Self-Assessment.

Claiming if you need to

If you need to apply, you can do so by phone or by post. The deadline is 31 March 2026. Details can be found at www.gov.uk/winter-fuel-payment/how-to-claim



5 energy saving tips to cut costs this winter



1. Use your microwave more - microwaves heat food faster and use less energy than ovens or hobs.



2. Keep radiators clear - move furniture away from radiators so warm air can spread through the room more easily.



3. Save hot water - fill a flask with boiled water and use it for drinks during the day. You'll boil the kettle less and save energy.



4. Close curtains early - shut your curtains before it gets dark to keep heat inside. This can cut heat loss by up to 15%.



5. Turn off the tap - switch off the tap while brushing your teeth or washing your face. A running tap can waste over six litres of water every minute.

Universal Credit Managed Migration (UCMM) – need help?

If you recently moved from Employment Support Allowance (ESA) to Universal Credit (UC) and think your payment is wrong, help is available.

Contact the UCMM helpline:
Phone: 0800 169 0328

Speak to Saxon Weald's Money Matters Team:

Email: hello@saxonweald.com

Contact Citizens Advice:
Phone: 0800 144 8848

Phone: 01403 226000



Awaab's Law – what it means for you

Awaab's Law is new legislation which sets out timeframes for us to deal with hazards in your home. These hazards might be significant damp and mould or could be emergencies such as dangerous electrical faults or major leaks.

What you can expect:

- We must investigate emergency hazards and make them safe within 24 hours.
- Significant damp and mould must be investigated within 10 working days and made safe within five working days.
- If we can't make your home safe in time, we must offer you somewhere else to stay until it is.
- If we need to investigate a problem that is covered by Awaab's Law, we must give you a written summary of our findings within three working days.

Awaab's Law is named after Awaab Ishak, a two-year-old who tragically died in 2020 from a lung condition caused by mould in his home.

If something doesn't feel right in your home, please don't wait - get in touch with us straight away. We're here to help, and to make sure your home is safe.

- Call: **01403 226000**
- Email: hello@saxonweald.com

Our damp and mould process

What you can expect from us:





"I enjoyed the activity. It has helped me learn about the artist we are studying, their work process and thought patterns that influence their style. It has reignited my interest in art." Graham

"It is a fun activity and a very social event. The volunteers have helped me get creative, even though I don't consider myself very talented." Margaret

"As a new tenant, it has given me the chance to meet other residents in a relaxing environment." Sylvia

Residents get creative at Abbotswood

A new art club has recently been set up at our Abbotswood Extra Care Scheme in Rustington. Each week, two lovely volunteers, Lou and Lucy, lead the sessions and explore different styles of art with residents.

The art club gives residents the chance to come together, learn new skills and express their creativity.

Lucy, one of the volunteers who helps run the club, said:

"It has been important to have an art activity open to everyone. It brings residents together to learn, share skills and experiment with different forms of mediums. The group has grown in confidence and are very supportive of each other. We are so proud of their achievements."

The talent and enthusiasm shown by residents is impressive. It's a joy to see their confidence grow and their artwork take shape.

A fundraising hero

A resident of Highwood Mill, Martin, has recently completed a month of fundraising for the Guide Dogs. Martin arranged a number of activities throughout September, including a country and western themed quiz, line dancing, raffles and even ran the Barns Green 10k dressed as a dog.

Thanks to his incredible efforts and generosity of the community, Martin has raised an amazing £1,150 for the charity so far.

Well done Martin, keep up the great work!



Sprouting success in our garden competition

Once again, our residents have impressed us with their skills in our annual gardening competition. From colourful flower beds to transformed patios, each entry reflected the care and attention that goes into creating welcoming and enjoyable outdoor spaces.

We're pleased to announce this year's winners...

Best individual garden:

Huge congratulations to Dee Kavanagh! We were really impressed by her garden, which is bursting with vibrant colours. It's a beautiful space that reflects a real passion for gardening.

Best communal garden:

Well done to the residents of Downlands Court, Peacehaven. They have worked hard this year to transform their communal space into a bright and beautiful place for everyone to enjoy.

COMPETITION WINNERS



Watercolour workshops at Highwood Mill

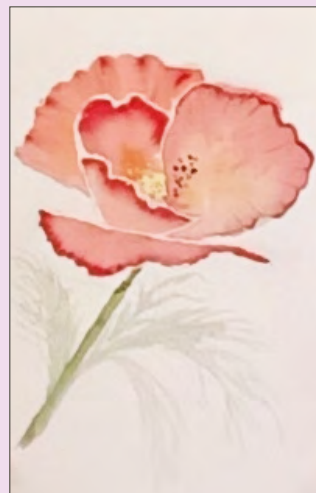
At Highwood Mill, residents have been discovering their artistic side through watercolour painting. The workshops, led by Scheme Manager Danielle, take place every other Thursday and offer a warm and welcoming space for residents to enjoy a little creativity.

These workshops are more than just painting. They have become a chance for residents to learn new skills, build confidence and enjoy each other's company. The room is often full of laughter, lively conversations and a real sense of achievement.

Resident Jules shared, "The watercolour workshops embrace mindfulness", while Jennifer added, "I find the time painting very therapeutic."

Danielle, the Scheme Manager, said: "I try to make the workshops fun and open to all skill levels. Most of all, they are a chance to switch off and enjoy the moment."

It's been lovely to see the positive impact on residents' wellbeing and the strong sense of community that continues to grow."



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 and prioritise our services to meet your needs - especially if you have personal circumstances that we should be aware of.
- It ensures we stay compliant with important regulations.



SAXON WEALD
Great homes, building futures

HOUSEHOLD QUESTIONNAIRE

We are improving the information we hold on customers so we can make sure our services are shaped by your needs. We will also use the information to check that our services are fair and accessible to everyone. Your information is protected by law. Please see the privacy statement on our website for further information.

Please complete this form and return it to:
Saxon Weald, Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT
or email to hello@saxonweald.com

Thank you for completing this questionnaire.

Contact information
Accurate contact details ensure we can send you important service information and appointment reminders.
If there is a second person listed on your tenancy agreement, please give their details in the joint tenant box.
Please tell us your address:

Postcode:

Thinking about getting a mobility scooter or motorised wheelchair?

If you live in a flat, please talk to us before buying a mobility scooter or motorised wheelchair. This helps us ensure your vehicle can be used, stored and charged safely. We can only give permission if it meets our safety standards.

To follow fire safety rules, you must never store or charge mobility scooters or motorised wheelchairs in hallways or stairwells. It's also important that they never obstruct other shared areas such as fire escape routes. These areas must stay clear of anything that could block the way in an emergency or catch fire.

Thank you for helping us keep everyone safe. If you have questions, please get in touch.



Get Spotlight delivered straight to your Inbox

Did you know it costs us £3.10 to print and mail a copy of Spotlight through your letterbox? A digital copy, sent to your email contains all the same information but costs us just 20p to send.

That leaves more money for us to invest in our services and your homes. It is also better on the environment!

If we have an up-to-date email address for you, you will automatically receive your Spotlight editions digitally. You'll also get important updates and a monthly digital newsletter.

If we don't have your details, please let us know and we will add them to the system. You can complete the Household Survey, call us on 01403 226000 or email hello@saxonweald.com.



Complaints reporting myths – let's clear them up

At Saxon Weald, we welcome all feedback about our services. If something isn't right, we want to hear about it. Here are some common myths we'd like to bust:

1 "I'm concerned that there might be repercussions if I report a complaint."



Saxon Weald follows the Housing Ombudsman's Complaint Handling Code. This means our complaint handlers act fairly and independently.



2 "Nothing changes when I complain."

We take complaints seriously. We look at what caused the issue and how we can improve. Last year, we made 65 changes based on what we learned from complaints.

3 "I don't know how to complain and the process will be complicated."

You can speak to any Saxon Weald team member to make a complaint. You can do this in person, by phone: 01403 226000, by letter, by email: hello@saxonweald.com, or through our website: www.saxonweald.com/your-voice/complaints. We use a two-stage process, and our team will explain everything clearly when they respond.



4 "I don't want to be thought of as difficult and I don't like confrontation."

We use colleagues who aren't involved in the issue to handle complaints. This helps us stay fair and focused on solving the problem. We see complaints as a chance to improve, not as trouble.



5 "I don't want to get anyone in trouble."

Complaints help us learn and grow. Mistakes happen, and feedback helps us avoid them in the future.



6 "It's not a big enough deal for you to take it seriously."

If something has caused you concern or dissatisfaction, we want to know. We treat every complaint with care and respect.



Got a concern? Please talk to us. We're here to listen and improve. For more information go to: www.saxonweald.com/your-voice/complaints



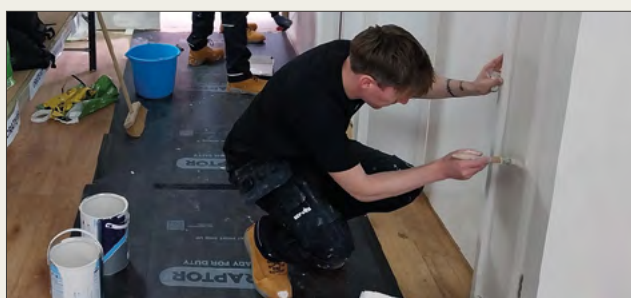
Stepping up for Horsham Matters

When Horsham Matters asked for help decorating their reception, donation drop-off, and office space, we were happy to jump in. Over three days, a small but determined team of Saxon Weald colleagues transformed the areas into clean, safe, and welcoming spaces.

Everyone got involved - from skilled tradespeople to office staff - and together we made a real difference.

Kelvin Glen, CEO for Horsham Matters said “We’re incredibly grateful to Saxon Weald for stepping up and standing alongside us to support our local community. Their generosity, time, and teamwork have made a real difference — transforming our space into a more welcoming and dignified environment for those we serve. This act of kindness reflects exactly what community spirit looks like, and we’re proud to have them as local heroes.”

We’re proud to support a charity that helps so many people, from foodbank services to tackling the root causes of poverty. A big thank you to our partner Jewson Partnership Solutions (JPS) for their generous sponsorship, which helped make this transformation possible.



Putting extra care into Extra Care

We want to work better with our external partners so we can support our residents more effectively. Building stronger connections can help us ensure our services meet the needs of the people who rely on them.

In November, we hosted a networking event at Leggyfield Court in Horsham. We invited local agencies and community support services to find out more about Extra Care, share ideas and build relationships. Everyone who came shared one goal: putting Extra Care residents first.

Amy Watkins, our Extra Care Services Manager at Leggyfield, led the event and brought everyone together with energy and purpose:

“This event has been a catalyst for meaningful networking and the formation of valued collaborative partnerships. It’s been a real honour to share insights into the vital and ever-evolving service of Extra Care. Thank you to all the teams and colleagues that made my vision a reality and to all our external stakeholders for attending.”

If you’d like to learn more about Extra Care, visit our website: www.saxonweald.com/looking-for-a-home/extra-care



What's on this festive season?

The festive season is here, and there's so much to enjoy across Sussex and Hampshire! From cosy Christmas markets to sparkling light trails and family fun, here's our pick of what's on for 2025.



Christmas markets & fairs

Winter market – Trenchmore Farm, West Sussex

Saturday 13 December, 11am–4pm

Browse stalls from local food and drink producers. Enjoy live music, hot food and plenty of festive cheer.



Whatlington Village Hall Christmas fair – East Sussex

Sunday 7 December, 10am–1pm

Handmade gifts, sweet and savoury treats and a raffle.



Southampton Christmas market – Southampton, Hampshire

14 November 2025 – 4 January 2026

Traditional wooden chalets featuring unique crafts, gifts, food and drinks. Plus a variety of thrilling rides and attractions.



Family activities

Meet Father Christmas at Arundel Museum – West Sussex

Selected dates: 6, 7, 13, 14, 20 and 21 December, 12pm–3pm.

£5 per child, no booking needed.

www.arundelmuseum.org/events/meet-father-christmas-at-arundel-museum/



A winter's day – Ashdown Forest - East Sussex

Saturday 13 December, 11am–3pm

Live carols, festive stalls, children's activities, and a pop-up café.

www.ashdownforest.org/a-winters-day-2025/



Enlightened moments at Staunton Farm – Hampshire

4–28 December

Explore interactive light displays, glowing tunnels, and magical installations.

Tickets: £12 adult, £8.50 child, under 3s free.




www.enlightenedmoments.co.uk/#BOOK



'Tis the season to get baking!


Why not make some gingerbread stars to hang from your Christmas tree, or simply enjoy with a cuppa?

Ingredients

- 100g salted butter 
- 3 tbsp golden syrup
- 100g dark muscovado sugar
- ½ tsp bicarbonate of soda
- 1 tbsp ground ginger
- 1 tsp ground cinnamon 
- 225g plain flour
- 50g icing sugar 

Method

1. Melt the butter, syrup and sugar in a small pan. Let it cool slightly.
2. In a large bowl, mix bicarb, ginger, cinnamon and flour. Add the buttery mixture and combine. If the dough is too soft, add up to 1 tbsp of milk.
3. Roll the dough between two sheets of baking paper to about ½cm thick. Chill in the fridge for 1 hour.
4. Preheat the oven to 190C/170C fan/gas 5. Cut out shapes with a cookie cutter and bake for 10-12 mins. Let them cool.
5. Mix the icing sugar with 1-2 tbsp water to make a thick icing. Decorate your biscuits and enjoy!

www.bbcgoodfood.com/recipes/ultimate-easy-gingerbread 



Christmas opening hours

We will be closed for Christmas from 1pm on Wednesday 24 December until 8.30am on Friday 2 January.

If you need emergency help during this time, please call 01403 226000 and you will be redirected to our out-of-hours service.

Remember, you can access your account anytime at mysaxonweald.com. Please be aware that any payments made or repairs booked during our Christmas shutdown will not be processed until the new year.

We would like to wish all our customers a very merry Christmas and a happy, healthy, and safe new year.



Christmas support

The festive season can be an exciting time, but for many, it may bring stress and anxiety. Please know that there is plenty of support available if you need it.



The Samaritans – a safe place to talk:
www.samaritans.org T: 116 123

Crisis – if you're homeless or at risk of becoming homeless:
www.crisis.org.uk T: 0300 636 1967

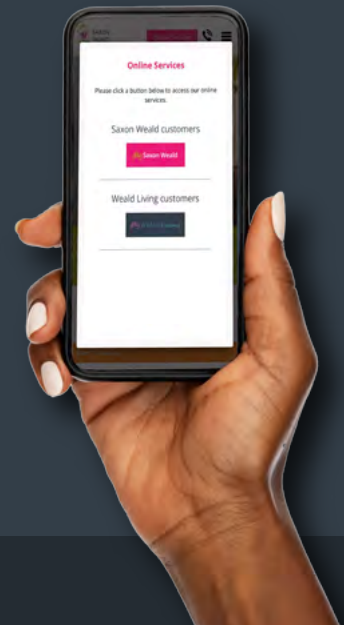
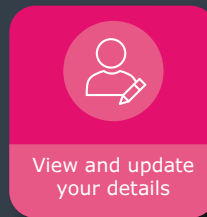
The Trussell Trust – local foodbanks:
www.trusselltrust.org T: 0808 208 2138

Shelter – housing advice services:
<https://england.shelter.org.uk>
T: 0808 800 4444

Domestic abuse support services:
www.saxonweald.com/da-support-services
<https://refuge.org.uk/> T: 0808 2000 247

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.



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