



SAXON  
WEALD

# Spotlight

The newsletter for Saxon Weald residents | summer 2024



## Summer support

Services and help available for parents and carers over the school holidays.



## What's on guide

A guide to what's happening in Sussex and Hampshire this summer.



## Calling all gardeners

Show us your glorious displays, big or small, for a chance to win one of two great prizes!

## A note from our Chair

The past couple of months have been very busy for me and the rest of your Board.

In April, we spent a day discussing the new Corporate Plan for Saxon Weald that will set out what we want to achieve during the next three years. This will include important decisions about how we will prioritise investing money and other resources.

For example,

- how will we continue to improve our customer service?
- what can we afford to spend on building new homes?
- what investments should we make in improving the energy efficiency of homes?
- how will we become more efficient?

Once we have pulled together the output from this work, we will ask for your feedback to help shape the final plan. This is an important opportunity for you to have your say, so look out for communications about

this and please get involved. Your Board and I really want to hear what you think.

We have also been preparing for our inspection by the Regulator of Social Housing.

There's more information about their inspection on page 11. I know we have room for improvement in a number of areas, but we are very focused on making the necessary changes at pace. We will share the Regulator's assessment with you in a future edition of Spotlight.

Finally, I would like to say a big 'Thank You' to everyone who has already become involved in providing feedback and is helping us shape Saxon Weald's future.

*Simon Hardwick,*

Saxon Weald's Chair of the Board



## Welcome to our new font, Verdana

ABCDEFGHIJKLMN  
OPQRSTUVWXYZ

abcdefghijklmn  
opqrstuvwxyz

## A change to our corporate font

Have you noticed that Spotlight looks a little different? Is it easier to read? The Housing Diversity Network recently advised that our corporate font, Gill Sans, is not accessible to all readers. It may not be easy to read for those with visual impairments or reading difficulties, such as dyslexia.

We sent a survey to a random selection of residents, asking them to choose from four accessible fonts. They chose Verdana and we have used it in this newsletter. We will soon start updating our other communications and publications.

Thank you to those of you who took part in the survey and gave us useful feedback.



## Spotlight on Spotlight

Earlier this year, we asked you for your opinions about Spotlight.

We received 240 responses, and were pleased to find out that overall, you like it! You gave the magazine a rating of 6.9 out of 10. It's a good score, but we're always keen to make changes and improvements.

Thank you so much to those of you who completed the survey. Congratulations to Mrs McKean of Horsham, who was randomly selected to win a £50 gift voucher.

In this edition of Spotlight, you will see that we are already starting to incorporate some of your suggestions. We recently asked for your opinions on a more accessible font (see P.2) and have incorporated pastel backgrounds so the text is easier to read. We've also included a key contacts page (P.12) and a guide to what's on in your county (p9).

If you would like to suggest a topic for our next edition of Spotlight or perhaps share your story with fellow residents, please send an email to [pr@saxonweald.com](mailto:pr@saxonweald.com), and we will be in touch.

Here are a few of the survey results:

More than half of you (55.7%) said you read all or most of Spotlight.

50.4% of you like the design and layout, with a further 14% giving it a 'fantastic' rating!

Information, advice, keeping up to date and finding out about Saxon Weald projects were highlighted as the content you value the most.

49.1% of you said that you didn't dislike anything about Spotlight, but a few mentioned that it was too long, that the layout can be difficult to read and that we don't always talk about mistakes or problems.

You also told us that you would like to see more local news and events, a key contacts page, more information about Saxon Weald properties, and more stories about residents and our communities.



## The Green Team: driving improvement!

The Green Team is a collection of customers who provide us with monthly feedback on grounds maintenance in their neighbourhood. This helps us identify what is going well and where we can improve.

We are pleased to share that 27 residents reported significant improvements across several sites. However, they also highlighted some areas that require extra attention. There is always room for improvement, and this information will help us focus on the areas that need most work.

Thank you to all residents involved in the Green Team project and for your valuable input. We will keep you updated on the progress made in the next edition of Spotlight.





## Savour the flavours of BBQ season

Whether you're toasting marshmallows or grilling a feast for family and friends, here are a few safety reminders:

- Ensure your BBQ is in good working condition and placed on a flat surface away from anything flammable.
- Never use a BBQ indoors or on a balcony.
- Keep children and pets away to prevent accidents, and never leave your BBQ unattended.
- Only move a BBQ once it has cooled to avoid burns or fire hazards.

**Top tip:**  
always keep a bucket of water or sand nearby in case of emergencies.

For more tips visit the London Fire Brigade website: [www.london-fire.gov.uk/safety/the-home/cooking/bbqs/](http://www.london-fire.gov.uk/safety/the-home/cooking/bbqs/)



## Tackling social isolation

Age UK run a fantastic free service, tackling social isolation in Horsham District, Arun, Adur and some other areas. Do you know an older person who feels anxious or nervous about going out? It's very common, particularly since the pandemic.

Age UK Community Agents support and signpost older people to services, information and guidance to help reduce social isolation and loneliness. The service helps re-connect people locally to the things they love doing. Call 01403 260560 or email [info-horsham@ageukwsbh.org.uk](mailto:info-horsham@ageukwsbh.org.uk) to find out more.



## Understanding Managed Migration

If you are under state pension age and receive an older style benefit, such as Housing Benefit, you may receive a Migration Notice to let you know that you are being moved over to Universal Credit (UC). You will know if the letter is a migration notice and not just an information leaflet, as it will include the following statement at the bottom: *"This is a migration notice issued under regulation 44 of the Universal Credit (Transitional Provisions Regulations 2014)"*.

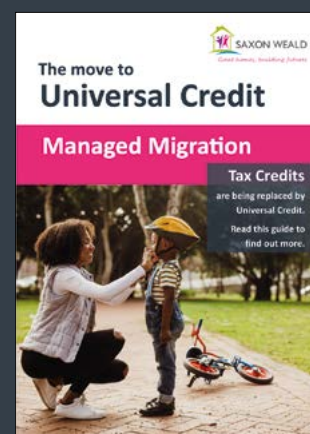
If you claim Universal Credit before receiving your migration notice, you could be financially worse off. You must claim Universal Credit before your deadline date, as your legacy benefits will stop whether you claim or not.

You can find out more about Managed Migration here: [www.saxonweald.com/money-matters/universal-credit-managed-migration](http://www.saxonweald.com/money-matters/universal-credit-managed-migration)

For further support and advice, contact our Money Matters Team or Citizens Advice.

Money Matters: [moneymatters@saxonweald.com](mailto:moneymatters@saxonweald.com)

Citizens Advice: [www.citizensadvice.org.uk/about-us/contact-us/](http://www.citizensadvice.org.uk/about-us/contact-us/)



## A memorable, musical birthday

In April, the Ukulele 3UA group dropped into Abbotswood Extra Care in Rustington to help celebrate one of the resident's birthdays.



They entertained with a number of tunes, including 'Summertime', 'Green, Green Grass of Home' and 'When I'm 64'. One of the residents is a member of the ukulele group, and another performed a rendition of 'Happy Birthday' on the saxophone.

Helen, our Extra Care Services Manager at Abbotswood was also serenaded with 'Isn't She Lovely', much to her surprise!

A belated Happy Birthday to you Denis, from us all at Saxon Weald. We're delighted that you had such a great afternoon with some lovely and talented neighbours and friends!

## Living lab at Downlands

An interactive 'magic table' has recently been installed at our Downlands Court Extra Care Scheme in Peacehaven.



Residents can enjoy puzzles, games and tactile challenges on the table, aimed at providing physical, social and cognitive activity.

Virtual reality (VR) headsets have also been provided, offering virtual day trips and other enriching experiences. In addition, each resident can have a fall sensor installed in their apartment or try a smart watch to monitor their health.

A bid for NHS funding for this project began two years ago through Our Care Connected, which partners with East Sussex County Council Adult Social Care and Health.

Researchers from the University of Brighton will evaluate the residents' experiences, and share project outcomes on behalf of the council in 2025.

## COMPETITION



### Competition time

Do you have a perfect patio, beautiful balcony or gorgeous garden? Send us a photo and you could win a prize!

This year we have two great prizes up for grabs.

#### 'Best individual display'

Send a photo demonstrating you have the greenest fingers, and you could win a £50 voucher for a garden centre of your choice.

#### 'Best communal garden'

If you live in a home with a communal garden that you are proud of, why not enter on behalf of your block/scheme? You could win a £100 garden centre voucher!

Please send your photos to [competitions@saxonweald.com](mailto:competitions@saxonweald.com) or by post to Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT.

Don't forget to give us your name and address!

Entries must be received by Friday 26 July 2024\*

\*Terms & conditions apply -

For details go to [www.saxonweald.com/news/competition-time.html](http://www.saxonweald.com/news/competition-time.html)



## Reviewing our complaints communications

In November 2023, a Task and Finish Group (TFG), consisting of six residents and an independent Chair, was set up 'To review the quality of Saxon Weald's complaints-related communications and make recommendations for how they might be improved.'



The group met six times between November and March. They reviewed various communications at each stage of Saxon Weald's complaints process.

The project began with the group defining what a 'good quality' complaint communication should include. They considered what matters most to residents alongside the Housing Ombudsman's complaints handling code and Saxon Weald's complaints policy. As part of the investigation, residents who had made complaints and staff involved in the complaints process were asked to complete surveys.

One of the key findings was inconsistency in the quality of communications at various stages of the complaints process. Issues included a lack of understanding, clarity, tone and empathy.

**The group identified nine components of good complaints communications:**

### Structure

Short paragraphs and bullet points, so easy to read

### Content

Who's dealing with the complaint and how it's being managed

### Clarity

Demonstrate understanding of the complaint, outcomes sought and agreed actions

### Accuracy

Attention to detail, correct spelling and grammar

### Tone

Treat the customer fairly and respectfully

### Empathy

Demonstrate understanding of how the issues might have affected the resident

### Accountability

Take ownership and responsibility and set out how things will be put right

### Transparency

Be honest, accurate and reliable

### Timeliness

Set out timescales or agree with the resident what these should be

We recognise that we have work to do to improve our complaints handling process and communications. Staff guidance, training and quality checks might be some of the ways we can make a difference. Our goal is a more efficient, fair and consistent approach to complaints handling. The Customer Experience Committee will review the Task and Finish Group recommendations. We will then share the agreed actions with you.

## Every drop counts!

Even though we have periods when it seems to never stop raining, the southeast is classified as 'seriously water stressed'. In fact, demand for water is expected to exceed supply by 2030. At Saxon Weald, we are taking active steps to do our bit and help our residents along the way.

We have partnered with a water services company called Cenergist, who will fit water saving devices in our properties in the Horsham district. These work by regulating the flow of water coming into the home, reducing wastage and helping gas boilers work more efficiently.

Not all properties are suitable, but eligible customers would have received letters during May and June. Cenergist will arrange two short appointments with customers, for an assessment and for the fitting.

### What's in it for me?

As well as doing your bit for the environment by saving much-needed water, customers can expect to see savings on their bills. In recent cases in Crawley, customers saw annual savings of up to £93 on their water bills and £270 on gas.

Anyone who agrees to having the device fitted before the end of August, will automatically be entered in a free prize draw to win £250.



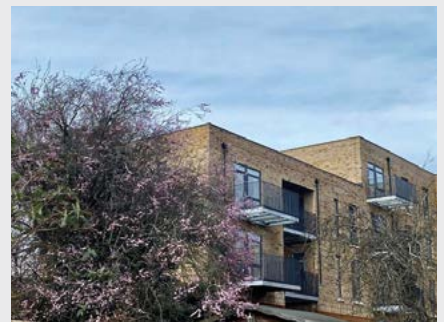
## Back on track at Page Court, Horsham

We're delighted to report that after our previous developer ceased trading, work has started back on-site at Page Court. Sunninghill Construction will be completing 40 new one and two-bedroom flats, including two wheelchair-adapted flats on the ground floor, which will be available for affordable rent. The scheme will be renamed Turpitt Court and we look forward to welcoming our new residents from July 2024.

## New Monks Park

Some of our team were at New Monks Park in April, checking on the progress of phase two of this outstanding development in Lancing, West Sussex. Saxon Weald has provided 102 affordable homes here, consisting of 52 for Affordable Rent and 50 for Shared Ownership. We are proud to have partnered again with award-winning housebuilder Cala Homes on this project. We are also pleased to announce that we have entered the Inside Housing Development Awards 2024 for 'best shared ownership development'.

## DEVELOPMENT NEWS





## Tailoring services to suit you

Over 1000 customers have updated their household details, giving us information on everything from health conditions to communication needs.

Just over half of people who have responded report having a disability that affects their day-to-day lives. 85 people asked that we allow longer for them to open the door, while 30 people have told us that knocking on their door without an appointment would be difficult for them. We used this information during our recent property condition surveys where our contractor was out and about on estates.

Please help us give you a better service by completing your information. You can do this via your [MySaxonWeald](#) account or you can request a printed copy of the survey by contacting [hello@saxonweald.com](mailto:hello@saxonweald.com) or calling us on 01403 226000. If you prefer, we can go through the questions with you over the phone.



## Summer support

### Holiday Activities and Food Programme (HAF)

If your child receives benefit related free school meals, they could attend participating holiday clubs this summer and get a free meal each day. Designed for children aged 4+, you can find out more here: [www.gov.uk/government/publications/holiday-activities-and-food-programme](http://www.gov.uk/government/publications/holiday-activities-and-food-programme)



### Food banks

Foodbanks and local charities are seeing more people turn to them for support. They can help with food and sometimes with things like fuel vouchers and clothing. Find your local food bank here: [www.trusselltrust.org/get-help/find-a-foodbank/](http://www.trusselltrust.org/get-help/find-a-foodbank/) or call 01722 580 180.

Our Money Matters Team can provide you with a voucher code, or you can contact your local foodbank direct.

### Kids eat for less

Many restaurants and cafes run offers for kids to eat for less over the school holidays. From supermarket cafes to restaurant chains and hotel groups, a full list can be found here: <https://moneysavingcentral.co.uk/kids-eat-free>

### Cost of school uniforms

If you are struggling to cover school uniform costs, ask your school if they can offer support or advise where to buy second-hand items. You can also contact your local council: [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)



If you are still struggling to afford essential school clothing, our Money Matters Team may be able to offer help from Saxon Weald's Financial Support Fund. Find out more here: [www.saxonweald.com/money-matters/financial-support-fund](http://www.saxonweald.com/money-matters/financial-support-fund)

### Wellbeing support

Some young people struggle to manage their mental health during the long summer break. Please don't suffer alone. Support is available and there are people to talk to:

**Samaritans** - call 116 123 or visit [www.samaritans.org/](http://www.samaritans.org/)

**Mind** – call 0300 123 3393 or visit [www.mind.org.uk/](http://www.mind.org.uk/)





## WHAT'S ON GUIDE SUMMER 2024



### HAMPSHIRE

#### Refugee Week

22 June 2024

Westquay & Palmerston Park

A free cultural celebration for everyone to enjoy; this year's theme is 'Our Home'. There will be children's art, information stalls, a carnival parade, food, music, dancing and games.

<https://refugeeweek.org.uk/event/refugee-week-southampton-a-community-celebration-parade-and-community-picnic/>

#### Light the South

13 July – 8 September 2024

Southampton

40 8ft magical lighthouse sculptures designed by artists, located across Southampton and the Isle of Wight. Plus 40 smaller lighthouses, created by local education groups, creating a family friendly trail. The sculptures will go to auction at the end of the event, to raise funds for Southampton Children's Hospital.

[www.lightthesouth.co.uk](http://www.lightthesouth.co.uk)

### EAST SUSSEX

#### St Leonards Festival

13 July 2024

Warrior Square Gardens, St Leonards

The theme this year is "People of The Coast" and the event will celebrate the vibrant community of St Leonards-on-Sea, showcasing the area's culture, creativity, and diversity. The festival is free and promises a day of music, art, food, and fun for the family.

[www.stleonardsfestival.org/](http://www.stleonardsfestival.org/)

### Hastings Pirate Festival

20-21 July 2024

Swashbuckling pirates, salty seadogs, a big procession, drumming, performances and more to be announced soon on the Facebook page. Free fun and merriment for all!

[www.facebook.com/hastingspiratesday/](http://www.facebook.com/hastingspiratesday/)

### WEST SUSSEX

#### Horsham Children's Parade

Horsham, 7 July 2024

Starting in Denne Road at 11am and finishing in Horsham Park

This year's parade theme is 'The Spirit of Sport: The Olympics and Paralympics'. Hundreds of children from local schools will represent a range of sports, plus the iconic torch and Olympic rings. The parade, sponsored by Saxon Weald and others, travels through town and leads to the Rotary Club's Sunday Funday in the Park.

[www.facebook.com/horshamchildrensparade/](http://www.facebook.com/horshamchildrensparade/)

### Good Food Festival

16-18 August 2024

Goodwood racecourse, Chichester

Cooking masterclasses, top tips from renowned chefs and live cooking demos, as well as plenty of live music and 'unlimited' family fun! This is a paid for event and tickets can be purchased in advance, starting from £12.50.

[www.goodfoodshow.com/goodwood-festival/](http://www.goodfoodshow.com/goodwood-festival/)



### Material gains

In April, we began working with materials supplier, Jewson Partnership Solutions (JPS). Our Chief Executive, Steven Dennis and Assistant Director - HomeFix, Stephen Humphreys were at the materials store to meet representatives from JPS and to shake hands on what we hope will be a great partnership. Using JPS and their stores should mean that we get materials faster, and see repair timescales go down.

### What are TSMs?

Tenant Satisfaction Measures (TSMs) are part of a system developed by the Regulator of Social Housing. TSMs were created to help improve standards for people living in social housing. As well as giving the Regulator insight into which landlords might need to improve, TSMs also let tenants see how well their landlord is doing. Do we provide safe homes? Are we treating you fairly and with respect? Answers to these questions and 20 others, that we have to report on, can be found here:

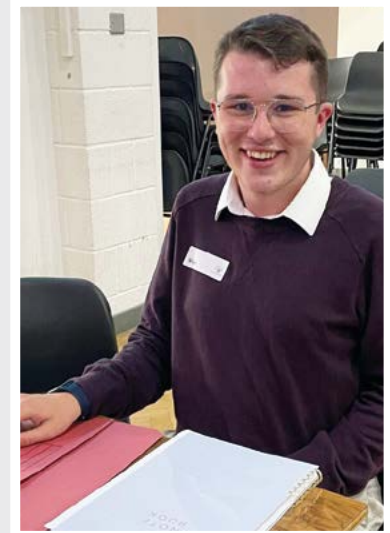
[www.saxonweald.com/your-voice/TSMs](http://www.saxonweald.com/your-voice/TSMs). This is our first full year of results.



## Helping young people with future choices

Over the past six months, some of our Saxon Weald colleagues volunteered their services at local secondary schools. The sessions provided year 10 students with practical support and advice about entering the world of work post-education. This involved helping students write CVs, conducting mock interviews, answering their questions and promoting the different career paths available within social housing.

Sam, our People Adviser said “It was great to engage with such confident and articulate students, and highlight the diverse range of jobs available in social housing. Students have found the events useful with some being interested in pursuing a career with Saxon Weald in the future.”



We will continue to build relationships with local schools and colleges over the next year.

## Access to work

If you, or someone you know, has a disability or physical or mental health condition that makes it difficult to attend an interview or stay in work, Access to Work may be able to help. Access to Work is an employment support programme that can offer practical and financial support.



### An Access to Work grant can help you:

- start working
- stay in work
- start a business or become self-employed

The amount you get will depend on your circumstances. It does not need to be paid back and won't affect any other benefits you receive.

### Examples of support available:

- job interview support, such as an interpreter, or other support if you have difficulty communicating
- workplace aids and equipment
- adapting equipment to make it easier for you to use
- extra travel costs to and from work if you

can't use public transport, or money to help adapt your vehicle

- other help at work, such as a job coach, a note taker or a lip speaker

If you have a mental health condition, you may get help to develop a support plan.

### Examples of help:

- flexible working patterns
- extra support at work through a mentor
- additional time to complete certain tasks
- more training

To find out more and apply go to:

[www.gov.uk/government/publications/access-to-work-factsheet/access-to-work-factsheet-for-customers](https://www.gov.uk/government/publications/access-to-work-factsheet/access-to-work-factsheet-for-customers)

## Building and Fire Safety

Fire safety inspections help us identify remedial work or action that must be taken to improve safety. HomeFix and our other appointed contractors; Tradeline Solutions, Fyretec and Chas Berger will undertake the remedial actions. They will be conducting safety actions over the next three months and will contact you directly if access is needed to your home.

All representatives will be wearing identification badges. If you have any queries, please call us on 01403 226000.



**Fyretec**  
FIRE & SECURITY SOLUTIONS



**Chas Berger**



**HOMEFIX**



## Focusing on your homes

Our Property and Investment team recently contracted Savills to conduct stock condition surveys on 25% of Saxon Weald homes. We will continue to survey the remaining properties, with every home having an inspection at least every five years.

The results will help us identify where we need to invest and ensure all homes meet the Government's Decent Home Standard.

Thank you to all residents who allowed surveyors into their homes for the inspections. Some visits resulted in immediate repairs or improvements. If you are concerned about the condition of your home, please call 01403 226000 or email [homefix@saxonweald.com](mailto:homefix@saxonweald.com).

The Property and Investment team has a busy planned works programme this year, including:

No. of homes	Planned work
50 Homes	New windows & doors
200 Homes	A new kitchen
100 Homes	A new bathroom
60 Homes	A new roof
69 Homes	Masonry work
3 Schemes	New passenger lift

## View from the regulator

The Regulator of Social Housing carries out a programme of inspections, just as OFSTED does for schools. These happen every four years, and Saxon Weald's was in early June.

The inspection measures our performance against the expectations set out in the Government's consumer standards. They look at:

- Neighbourhood and community
- Safety and quality
- Tenancy
- Transparency, influence and accountability

The first step involved Saxon Weald submitting evidence of meeting the standards. The inspection team then visited our offices on 11 and 12 June to interview senior staff, Board members and several customers. They also attended a Board meeting and a customer task and finish group meeting, looking at complaints.

We expect to receive the inspection results late July or August. We will be rated for our financial viability, how well we meet consumer standards and for our governance. We will share the findings at the end of summer.



# USEFUL CONTACTS

## SAXON WEALD

### General enquiries

Secure message: [MySaxonWeald.com](mailto:MySaxonWeald.com)

Email: [hello@saxonweald.com](mailto:hello@saxonweald.com)

Telephone: 01403 226000

Website: [www.saxonweald.com](http://www.saxonweald.com)

### Make a complaint

Simply let us know using any of the contact details above. More information about the process can be found at: [www.saxonweald.com/your-voice/complaints](http://www.saxonweald.com/your-voice/complaints)

### Report a repair

Through your account at any time at [MySaxonWeald.com](http://MySaxonWeald.com)

Email: [homefix@saxonweald.com](mailto:homefix@saxonweald.com)

Telephone: 01403 226000

### Make a rent payment

Phone payments:

Saxon Weald: 01403 226000

Allpay: 0844 557832

Online: simply log in to your [MySaxonWeald.com](http://MySaxonWeald.com) account or click on the 'pay now' button on our website and enter your details.

### Financial support & information

Email: [moneymatters@saxonweald.com](mailto:moneymatters@saxonweald.com)

### Review our publications & websites

Email: [marketing@saxonweald.com](mailto:marketing@saxonweald.com)

## Have a say in our services

Online: fill in the form at

[www.saxonweald.com/your-voice/getting-involved](http://www.saxonweald.com/your-voice/getting-involved)

Email: [your.voice@saxonweald.com](mailto:your.voice@saxonweald.com)

## OTHER USEFUL CONTACTS

### Debt advice

Citizens Advice Bureau: 0800 144 8848

National Debtline: 0808 808 4000

### Benefits

Tax Credits: 0345 300 3900

Child Benefit: 0300 200 3100

Disability Living Allowance: 0800 121 4600

Attendance Allowance: 0800 731 0122

### Local councils

West Sussex: [www.westsussex.gov.uk/](http://www.westsussex.gov.uk/)

East Sussex: [www.eastsussex.gov.uk/](http://www.eastsussex.gov.uk/)

Hampshire: [www.hants.gov.uk/](http://www.hants.gov.uk/)

### Support

National Domestic Abuse: 0808 2000 247

Age UK: 0800 055 6112

The Trussell Trust: 01722 580 180

Samaritans: 116 123

Mind: 0300 123 3393

## Online, anytime, anywhere

Our easy-to-use, online self-service portals provide secure access to your information and are available 24/7 from a desktop, laptop, tablet or mobile.



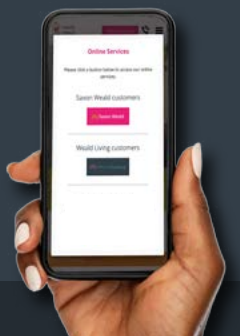
Rent



Repairs



Your details



Need help signing up? Go to [www.saxonweald.com/online-services/sign-up](http://www.saxonweald.com/online-services/sign-up)



SAXON WEALD

Great homes, building futures

Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT |

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