

# Spotlight



WEALD Living

by Saxon Weald

The Newsletter for Weald Living Customers | Winter 2018



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## Season's greetings!

It's been almost six months since I took over the helm as Chief Executive at Saxon Weald. The time has passed unbelievably quickly as I've set about bringing my plans for Saxon Weald and Weald Living into effect. It's been an inspiration to see the whole team rise to the challenge so enthusiastically of growing and modernising the business.

Our new vision 'great homes, building futures' is an ambitious statement of what we want to be. It supports the work we do in our communities, the investment we make in our existing homes and the new homes we plan to build in the future. This statement forms the basis of our new corporate plan, which will direct our work for the next three years. If you would like to read the plan, please go to the publications page on our website.

I was recently lucky enough to visit our new homes in Sleets Road, Broadbridge Heath and was incredibly impressed by what I saw. Where there was once a run-down block of garages, there now stands nine fantastic one and two-bedroom apartments. The resident I spoke to was thrilled with her new home and it really brought home to me how important our work is and the difference it makes to the community.

So, to all our customers, may I wish you a very happy Christmas and I look forward to a busy but exciting new year.

*Steven Dennis,*

Chief Executive



My WEALDLiving.com

### Latest news!



Over 3600 leaseholders and residents are now registered for online services through our self service portals.

Joining has many benefits and the 24 hr service makes life easier.



*Sign up today and you'll be able to:*

- Diagnose & log communal repairs
- Check your account balance and make payments any time.
- Contact us 24/7 by secure web message.
- Keep your account details up to date



Visit [mywealdliving.com](http://mywealdliving.com) to register.

## Top marks again!



In November, the Regulator for Social Housing, awarded us their highest rating (VI, GI) for governance and financial viability. The regulator is a government body, who carry out an annual check on all registered social housing providers to make sure they are properly managed and are operating effectively and efficiently.



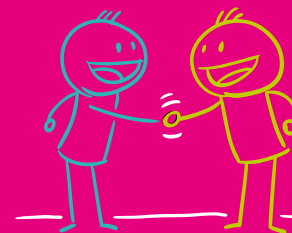
# Getting colourful in the community!

As part of an ongoing series of community projects, staff members from across Saxon Weald recently joined forces to bring a new lease of life to the grounds of Trafalgar Infant School in Horsham, at a time when school budgets are extremely tight.

Thanks to a generous donation of supplies from Brewers in Horsham, we were able to complete a number of tasks around the school, including repairs, painting and gardening. We were also lucky to have the help of Burleys' Chris Nolan, who worked hard to tame the school's willow structure, and provide expert advice around the garden.

The biggest transformation of the day was the garden, where the team created an exciting and colourful environment for the children to return to after half term, aimed at stimulating their senses, from sight, to smell, to touch.

The day was a great success, and we'd like to say a huge thank you to the volunteers, suppliers and school for making the project possible.



## We'd love to help!

Do you have a project that you could use some help with? Got something in mind you'd like to do but just don't have the time or resources? Get in touch at [PR@saxonweald.com](mailto:PR@saxonweald.com) to see if we can help you get your project off the ground.

## Charity cake bakes

Throughout our schemes and the Saxon Weald head office, Macmillan coffee mornings were enjoyed by residents and scheme managers, baking (and eating) delicious treats whilst helping to save the lives of people who are affected by cancer. Saxon Weald collectively raised a staggering £2000 to support this fantastic cause! We would like to thank our Scheme Managers and residents for arranging such successful events, and contributing to such a fantastic cause.

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



Over  
**£2000**  
raised!



Highwood Mill



Hordern house



Saxon Weald Head Office

## It's all in the planning

We've just submitted planning applications for three new developments as part of our commitment to provide more homes for people in housing need. These consist of:

- 6 Six houses for shared ownership in Rudgwick.** These will replace six existing bungalows which are suffering from such severe subsidence that it is not cost effective to simply repair them.
- 9 Nine homes for affordable rent at Blenheim Road, Horsham.** This will be a mix of one and two bedroom apartments and replaces an old block of garages.
- 21 21 homes for affordable rent at Bennetts Road, Horsham.** These will replace six houses that have extremely large gardens. We've had to make the hard decision to ask the existing residents to move, but we ultimately believe that giving a home to 21 households rather than just six is the right thing to do.

If our applications are successful, we hope to start building in late summer / early autumn next year.



## Brightening up bin storage

When Horsham Council made changes to their waste plans to encourage recycling, it meant more bins for areas with communal collections. To help keep the bins in one place and make the refuse areas less unsightly, we've built several new bin stores. The stores not only look nicer than loose bins but can also feature a door entry key pad to make sure only the right people are using them.

If your neighbourhood would benefit from a bin store, or similar communal improvement, please contact us with your suggestion by emailing [housing.managers@saxonweald.com](mailto:housing.managers@saxonweald.com).



## Don't flush our money away!

In the last six months, we have spent £20,000 on dealing with blocked toilets and drains, often causing unpleasant overflows into people's home. In almost all circumstances, the problems stem from people flushing the wrong things down the toilet or pouring stuff they shouldn't into drains. Where there is a pumping station for an estate, this causes problems for the whole neighbourhood. So please, think before you flush!

### The number one cause of toilet blockages is wet wipes!

Other things you should bin rather than flush include:

- ✗ Sanitary products
- ✗ Nappies
- ✗ Contraceptives
- ✗ Cigarettes
- ✗ Wrappers
- ✗ Grease and food fat



Below: a clogged up & burnt out pump from one of our properties





# Watch your waste

Christmas creates a lot of extra rubbish for many households, but please be responsible in how you dispose of it. Bags of rubbish left loose in bin stores will not be collected by the council, and will end up attracting vermin and smelling awful. If you have extra bags that won't fit in the bin, please take them to your nearest household waste site. If you aren't able to get to the tip yourself, maybe a friendly neighbour would take a bag for you if they are visiting themselves?

## Top tips for Christmas recycling

### 1. Cardboard and paper

From wrapping paper to Christmas crackers (not metallic or glittery), cards and tags to food packaging, it can all go in the recycling bin.

### 2. Real Christmas trees

Dispose of Christmas trees at your local household waste recycling centre or cut into pieces and throw in your brown-top bin for garden waste.

### 3. Understand the recycling symbols

With so many recycling symbols now used, it's often easy to get confused. Visit [www.recyclenow.com](http://www.recyclenow.com) for more information.

### 4. Leftover food

Many households will over cater on food this Christmas. But don't throw out leftovers – visit [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com) for culinary inspiration. Unopened food that is still in date can also be donated to local food banks but fresh food cannot be accepted.

### 5. Presents

Looking to clear some space for your new gifts and gadgets? Belongings that you no longer want but are still in good condition can be donated to charity.



## Company change

From the end of December, we will be a charitable Community Benefit Society registered with the Financial Conduct Authority rather than a limited company. This has no impact on our services or your rights, and we are still a not-for-profit organisation, but it does bring us significant administrative savings. It also means a change to our name from Saxon Weald Homes Ltd to simply Saxon Weald.

## A new look for Saxon Weald

After nearly 20 years of our 'wheatsheaf' logo, we have decided the time is right for a new look. In late December, we will be changing from a limited company to a community benefit society, which means that all our company stationery would have to change anyway – making it the perfect time to introduce something new.

Costs have been minimised by doing all the design work ourselves, and we will be replacing items such as leaflets as they run out. The biggest cost associated with changing our logo is replacing signage. However, a fair proportion of the signage is faded, so replacing it will freshen up our neighbourhoods.

We feel our new logo reflects our company vision 'great homes, building futures' giving us a more contemporary look to go with our plans to modernise our business and improve services. We plan to launch the new look in January, but you may see it appearing on letters before Christmas.



★ ★ ★  
**Competition!** ★

## Top 5 condensation mistakes

Condensation is always a hot topic in the colder months. But how much do you know about dealing with this problem?

Here are the top 5 mistakes people make in managing condensation.

**1. Turning the extractor fan off the minute they have finished cooking or showering.**

Leave the extractor running for around 10 minutes after you have finished as there will be extra moisture in the air that you can't see. If you don't have an extractor, make sure you open a window.

**2. Wiping windows down then drying the cloth on the radiator.**

If you use a cloth to wipe down windows, wring it out completely before leaving it to dry, ideally outdoors. If you get a lot of condensation, it may pay to invest in a window vacuum.

**3. Pushing furniture right up to the walls.**

Always leave a small gap (around 5cm) between the walls and your furniture to allow air to circulate.

**4. Stuffing cupboards to the brim.**

Over-filled cupboards lack ventilation and can create mould growth.

**5. Blasting the heating on a high setting once a day**

Try to maintain a more constant temperature, as it's when warm air cools that you get condensation. It is also usually more cost effective to maintain a reasonable degree of warmth.

### Your chance to win!

For a chance to win a new Karcher window vacuum, simply send the answer to the question below with your name and contact details to [pr@saxonweald.com](mailto:pr@saxonweald.com) or enter online at [www.saxonweald.com](http://www.saxonweald.com).

All correct answers received by 7 January will be entered into a draw. Terms and conditions on our website.

**Q** Approximately how much condensation is created by running a bath?

- a) 1 pint
- b) 2 pints
- c) 4 pints



## Global Gruffalo



To celebrate Horsham District Year of Culture 2019, 20 special Gruffalo soft toys will be travelling about as many places and seeing as many people as possible during the year. In support of the council, Saxon Weald has sponsored one of the Gruffalos and want it to have plenty of adventures during its time with us. If you are involved in a group or organisation that would like a visit from our Gruffalo, please email [pr@saxonweald.com](mailto:pr@saxonweald.com) or send us a message on our Facebook page.



# Winter driving

Here are a few checks to carry out to help keep you safe in the car this winter.

**Fuel** – it sounds obvious, but make sure you have plenty of fuel for your journey. Your car is likely to use more fuel if it is cold and you really don't want to get stranded if the temperature plummets.

**Tyre check** – make sure your tyres have a good level of tread and are inflated to the correct pressure so you have as much traction and grip as possible.

**Wiper blades** – clear your windscreen of snow and ice and ensure the wipers will lift off the screen before switching them on. If they get stuck, use a little warm water (not boiling) to free them if necessary. If you try to use them when they are stuck, you could blow a fuse.



**Lights** – Check your lights – they are essential for you to see and be seen, so make sure they are clean and working.

**Prepare for the worst** – If you are travelling any distance, prepare for a breakdown or major traffic incident by keeping a blanket in the car as well as a torch and bottles of water. Make sure your mobile phone is fully charged and consider taking emergency food supplies such as an energy bar too.

## National Fraud Initiative



The Cabinet Office has asked us to participate in its national anti-fraud initiative. This involves sharing details of all our tenancies so that they can be compared to information provided by other public bodies. This helps to identify issues such as tenancy fraud (someone claiming to be living at two or more addresses) and benefits fraud (people claiming money they are not entitled to). It can also uncover circumstances where people are receiving too little help, or where payments have been made in genuine error.

We are required by law to protect the public funds we administer and, even with the new General Data Protection Regulations, are allowed to share information with other public bodies to prevent and detect fraud. For further information on the Cabinet Office legal powers, please see

[www.gov.uk/government/publications/fair-processing-national-fraud-initiative](http://www.gov.uk/government/publications/fair-processing-national-fraud-initiative).

## Lest we forget



A few of our lovely residents at Highwood Mill were busy in the run up to Remembrance Day, knitting poppies to raise money for the Poppy Appeal, in aid of The Royal British Legion.

As this year marked 100 years since the official end of World War I, staff at Saxon Weald were keen to show their support and helped residents raise an impressive £87.23 in a single lunch time collection.





# Christmas support

Anyone can reach a crisis point and we understand that Christmas can be an especially difficult time for families for many reasons. However, there are services available to those in need of support this time of year.

The Trussell Trust – local foodbanks  
W: [www.trusselltrust.org](http://www.trusselltrust.org) | T: 01722 580180



women's aid  
until women & children are safe

Crisis



Samaritans – a safe place to talk  
W: [www.samaritans.org](http://www.samaritans.org) | T: 116 123

Women's Aid –  
information and support on domestic abuse  
W: [www.womensaid.org.uk](http://www.womensaid.org.uk) | T: 0808 2000 247

Crisis – homelessness  
W: [www.crisis.org.uk](http://www.crisis.org.uk) | T: 0300 636 1967

## Christmas closure

We will be closing for the Christmas holidays at 4pm on Friday 21 December. We will re-open on Wednesday 2 January 2019 at 9am (8.30am for phone calls).

If you need assistance during that time, or in case of emergency, please call 01403 226000 and you will be redirected to our out of hours service.

Remember, you can access your account anytime at [mywealdliving.com](http://mywealdliving.com). To ensure you can access your My Saxon Weald account during this time, please ensure that you register before we close on Friday 21 December as we will need to send new users a verification code.

Please also be aware that any payments you make or repairs you log during our Christmas closure will not be processed until we re-open on Wednesday 2 January.

*Season's greetings from all at Saxon Weald & Weald Living*



WEALD Living  
by Saxon Weald



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