



WEALD  
*Living*

# Spotlight

The Newsletter for Weald Living Customers | Spring 2021

See the winning  
photo from our  
20th anniversary  
competition

PLUS

all our latest  
news and handy  
tips.



## Coming soon to Lancing

Learn more about our  
upcoming new build homes in  
the seaside town of Lancing.



## Shared ownership worked for us!

Meet Abby and Adam, who  
share their experience getting  
on the property ladder.



## Welcome

Meet Saxon Weald's new  
Chair of the Board,  
Simon Hardwick.

[www.wealdliving.com](http://www.wealdliving.com)



## Your Voice

Over the past year, we have been looking at ways to make sure we are getting your feedback. Our 'Your Voice' programme is all about listening to customer views and using the information to improve our services.

### You said, we did!

We have asked customers for feedback on a number of topics including how we handle complaints and how we let our properties. All this feedback has helped us review how we do things and we've since put changes in place.

When we asked customers about how we manage complaints, it was clear that we were missing the mark. You told us you were unhappy with how long it took us to respond and that we didn't always reach the best resolutions. We've since made a number of changes to our complaints process, including tightening up on timescales and introducing an independent investigation team for serious complaints. We have also introduced a new position in our team to help manage some of the more complex complaints we receive...

### Meet Karen...

Karen has worked at Saxon Weald for nearly nine years in various customer service roles. She has a real passion for helping customers and getting to the heart of problems. In September, Karen took on a new role as our Customer Relations Co-ordinator, focussing on making sure complaints are handled in a timely way and customers are kept in the loop about what we are doing to fix things. We have already received some great results from the work Karen has done helping customers.



"The great care, attention and understanding Karen showed throughout is really appreciated and I cannot thank her enough for being so dedicated to improving customers' experiences." Miss N

"I think you are incredible at managing customers and could not be happier. Over and above in every way. Even in a pandemic and working from home." Miss G

### We asked Karen...

#### Tell us about your role as Saxon Weald's Customer Relations Co-ordinator

My role is to deal with some of the more complex queries we receive which need some co-ordination between our different departments. I work with managers across our business to make sure we resolve problems quickly and customers are kept informed about the actions we're taking.

#### How can Your Voice benefit our customers?

From answering a survey, to taking part in phone interviews and focus groups, customers can make a real difference in the service we provide. Already by listening to what customers have told us, we've made some big changes. We have some new activities in the pipeline, which is really exciting, so I hope people get involved.

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

Sometimes we get it wrong which can be understandably frustrating for customers. My favourite part of the job is being able to take the time to really listen to customers' problems and work out a way to get things sorted as quickly as possible.

Throughout the year, there may be other opportunities for you to get involved and share your views, including service user testing, consultations, surveys and much more. If you're keen to have your say, fill out this form and we'll be in touch when opportunities arise to get involved:

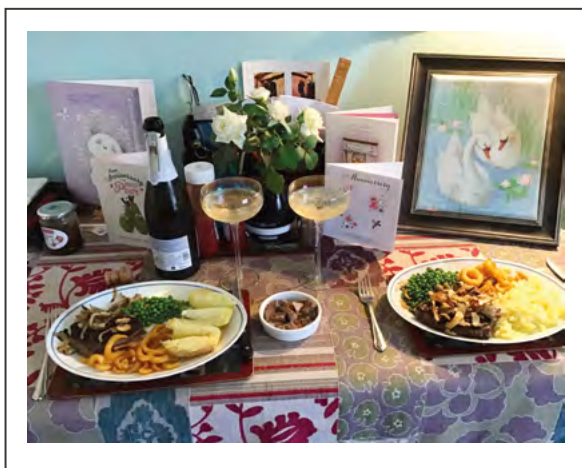
[www.wealdliving.com/your-voice/getting-involved](http://www.wealdliving.com/your-voice/getting-involved)

## What a home means to me...

A big thank you to all our residents who took part in Saxon Weald's 20th anniversary photo competition. We had some wonderful submissions and we're delighted to announce Mrs Cook from Henfield as our winner, for capturing and sharing the important role her home has played over the past year.



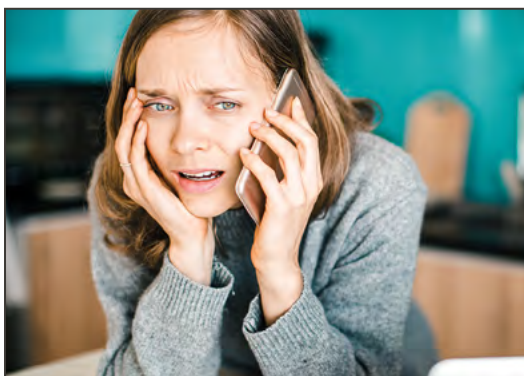
"My home is our safe place, where we enjoy our 'retired' life. This past year it has been the sanctuary we needed. We are lucky to have a garden to grow a few vegetables while tending borders, and our lawn has kept us so busy that the year has flown by. Plus, our lovely rose bushes have bloomed not once but twice this year! With birthdays and anniversaries marking another year gone by and Christmas just around the corner, let's celebrate, toasting one's health while remembering those not here. We are thankful to 'frontline folk and key workers' that we enjoy our home in Henfield."



Mrs Cook took the photo last March when she and her husband were celebrating their 44th wedding anniversary. Their plans of going out for a nice meal were cancelled due to the pandemic, so they celebrated with a quiet night in instead. We wish them many more years of happiness to come!

## Being scam aware

Scams come in many forms, from doorstep scams to unsolicited phone calls, emails or letters, and they're not always easy to spot. However, there are some things you can ask yourself to help determine if the contact is real or not:



- Have I been contacted out of the blue?
- Are there any spelling or grammar mistakes?
- Have they asked me to share personal details?
- Am I being pressured into making a quick decision?
- Is the offer too good to be true?

**If the answer to any of these questions is yes, it's most likely a scam.**

If you're unsure whether the person on your doorstep or the other end of the phone is a legitimate member of Saxon Weald or one of our contractors, call us on 01403 226000.

For more information on being scam aware and protecting yourself from scammers visit: [www.saxonweald.com/advice-and-support/scams](http://www.saxonweald.com/advice-and-support/scams).

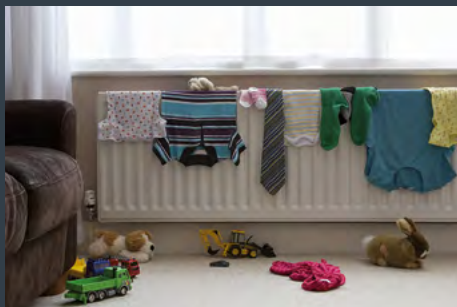


## Stay in the know

Since the start of the pandemic we've been sending out important updates about our services by email. We don't want you to miss out on these updates and the best way to make sure you stay in the know is by providing us with an email address.

The best way to do this is by creating a [MyWealdLiving](http://MyWealdLiving) account or by emailing your details to [info@wealdliving.com](mailto:info@wealdliving.com). This not only helps you to stay in the loop, it also helps to reduce our use of paper which is good for the environment! That's what we call a win-win.

## Getting a grip on Condensation



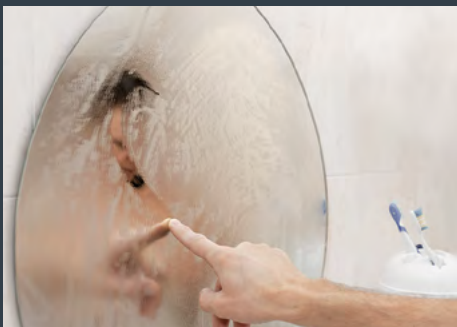
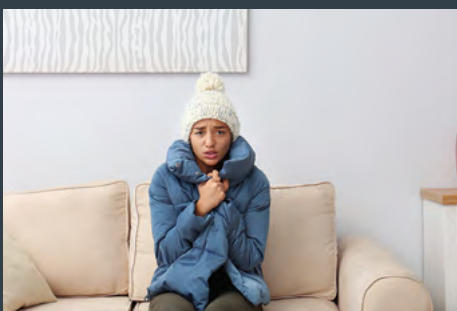
During the colder months many people find that the condensation inside their home increases. This is because the moisture or steam in the air reaches surfaces that are colder in winter, such as walls, windows and mirrors, and turns back to water. If it's not dealt with, this can lead to mould forming, which can look and smell bad and be harmful.

There are two main causes of condensation:

- 1 Too much steam and moisture in the air that lingers in your home rather than being vented outside. This is usually from the kitchen or bathroom, or typically when clothes are left to dry on radiators.
- 2 A home with rooms that are far too cold.

Condensation can be reduced by:

- Making sure your whole property is adequately heated in cold weather by leaving the heating on low during the day. Insufficient heating is the main cause of condensation in rental properties.
- Keeping lids on saucepans when cooking to avoid steam escaping and opening a window or using extractor fans
- Keeping the bathroom door closed when washing, having a bath or shower.
- Leaving bathroom doors closed and the windows open after a bath or shower to clear steam.
- Never blocking air vents or airbricks.
- Opening windows in all your rooms for a short period each day, to allow some fresh air to circulate and let damp air out.
- Never drying wet clothes on radiators or storage heaters.
- Only using a tumble dryer that is properly vented or condenses to the outside.



## Staircasing

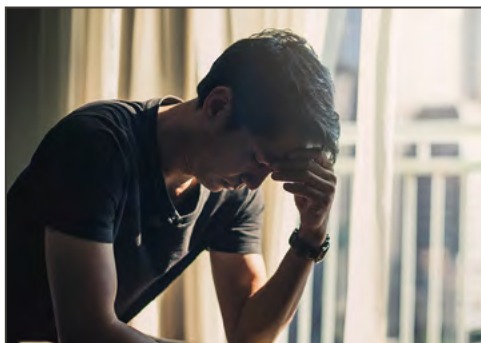
If you're a shared owner, most of our leases allow you to buy additional shares in your home - this is known as staircasing. In most cases, you can staircase to 100%, so you could own your home outright, paying no rent and only repaying your mortgage.

If you want to staircase, you need to contact us to arrange an independent valuation, so we can tell you how much increasing your share will cost. For more information visit our website

[www.wealdliving.com/home-owner-services/buying-a-larger-share-of-your-home/](http://www.wealdliving.com/home-owner-services/buying-a-larger-share-of-your-home/) or email [sales@wealdliving.com](mailto:sales@wealdliving.com).







## Support for victims of domestic abuse

Anyone can be a victim of domestic abuse, regardless of gender, age or sexuality. Due to ongoing Coronavirus restrictions, households can be under enormous pressure, which can lead to abuse in relationships. Abuse can be emotional, physical or sexual, and while most domestic abuse occurs in relationships it can also happen between family members, such as adolescents to parents.

If you're experiencing domestic abuse, please remember you're not alone, and there are services available to support you including:

### The Police

If you're in immediate danger, call 999 and ask to speak to the police. If you're in immediate danger and unable to talk on the phone, call 999, listen to the questions from the operator and, if possible, respond by coughing or tapping the headset.

### Freephone National Domestic Abuse Helpline, run by Refuge

T: 0808 200 0247

W: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### Men's Advice Line

T: 0808 801 0327

W: [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

For more information, including additional support services, visit: [www.saxonweald.com/news/coronavirus---domestic-abuse.html](http://www.saxonweald.com/news/coronavirus---domestic-abuse.html)



## Be alert, don't get hurt

More than half of accidental fires at home start in the kitchen. These accidents occur when we get distracted by what's going on around us or when things are left unattended.

### Staying safe in the kitchen:

- Take pans off the heat or turn the heat down when you're away from the cooker.
- Take care if you're wearing loose clothing as it could catch fire.
- Avoid cooking if you've been drinking alcohol or taking medication that could make you drowsy or lose concentration.
- Turn saucepans so the handles don't stick out over the edge of the hob or over another ring.
- Double check that the cooker is off when you've finished cooking.
- Make sure tea-towels aren't hanging over the cooker and don't put oven gloves on top of a hot cooker.
- Keep the oven, hob and grill clean, as a build-up of fat and bits of food could start a fire.
- Check that the toaster is clean, well away from curtains and the crumb tray is emptied regularly.

### Dealing with a fire:

- If a pan catches fire in the kitchen, don't move it because it will be very hot. Turn off the heat if it's safe to do so - don't lean over the pan to reach the controls.
- If a chip pan catches fire, don't use a fire extinguisher and don't use water, as this will cause a fireball. Instead, get everyone out and close the kitchen door.
- If an electrical appliance catches fire, don't throw water on it. If it's safe to do so pull the appliance's plug out and switch off the power at the fuse box.

### If the fire doesn't go out, leave the house straight away.

The most important things to remember if a fire starts are:  
**get out, stay out and call 999.**

For more information, tips and advice, visit: [www.esfrs.org/your-safety/safer-homes/cooking/](http://www.esfrs.org/your-safety/safer-homes/cooking/).

## Hello...

We're delighted to introduce our new Chair of the Board, Simon Hardwick, who joined Saxon Weald on 1 March 2021.

Simon's held previous non-executive Chair and director roles, including in the property and construction sectors, so he brings with him a wealth of knowledge and experience. He lives with his family on the Hertfordshire/Essex border, along with their horses, dogs, cats, chicken and geese, reflecting Simon's love of animals. He was a selector for the gold medal winning London 2012 Olympic British Dressage team and has been awarded the British Dressage Medal of Honour for services to equestrian sport.

We wish Simon all the best in his new position and look forward to seeing him make his mark at the helm.



*Simon Hardwick*

## ...and goodbye

Simon's appointment follows the retirement of our previous Chair, Simon Turpitt, who's maximum time as a Board member has sadly come to an end.

Simon joined Saxon Weald as a Non-Executive Director on 16 April 2012 and formally became Chair on 22 September 2014. Some of the highlights of Simon's time in post include; the opening of several new housing developments in Horsham, including Winterton Square, Alden Court and our flagship extra care scheme, Highwood Mill; the appointment of a new Chief Executive; retaining our Investors in People Gold award twice; and of course, overcoming the many challenges of a global pandemic.

We sincerely thank Simon for his dedication to Saxon Weald over the past nine years and wish him all the best for the future.



*Simon Turpitt*

## Coming soon – New Monks Park, Lancing



*Colourful beach huts along Lancing promenade*



*The bustling centre of nearby Shoreham-by-Sea*

Last year, we exchanged contracts with CALA Homes for the affordable housing element of their New Monks Park development in Lancing. The site will offer a mix of tenures, with Saxon Weald delivering 75 affordable homes in phases one and two, including 45 for affordable rent and 30 for shared ownership purchase.

Homes at New Monks Park will be delivered over the next four years, with the first homes for affordable rent anticipated to complete this July. The first properties for shared ownership purchase are expected to complete February 2022.

The site is situated just over a mile from the coast, and once complete, will benefit from a brand-new IKEA store and 28-hectare country park on site. Keep an eye on our websites and social media channels for more updates in the coming months.

Can't wait until then or know someone who may be interested? Get in touch today by emailing:

[sales@wealdliving.com](mailto:sales@wealdliving.com).

## Taking the leap

Abby and Adam were keen to get themselves on the property ladder. When Adam came into some inheritance, they decided to put it towards a deposit for a home, which led them to explore the option of shared ownership. They'd seen a two bedroom flat they really liked at our Cresswell Park development in Angmering. After an encouraging conversation with Abby's mum, they decided to take the plunge.

### We asked Abby to share her experience...

#### What was it about Cresswell Park that appealed to you?

We wanted to move into a different area, more rural and somewhere a little quieter, so the development was perfect for us.

#### How did you find the move into your new home?

We faced some problems due to the pandemic, which caused things to slow down. But it was one of those things that couldn't have been helped and it was worth the wait. We really love the area, it's so quiet and everyone around us is lovely. It's nice to know that when we start a family here it feels safe.

The people around us have made it feel like a home.

#### What did Weald Living do to make the move as smooth as possible? Was there anything that stood out to you in particular?

Alice from the sales team was so helpful and made sure to keep us in the loop the entire time. We felt supported by her throughout the whole process. Even when she wasn't there, she made sure that we had someone to contact if we needed to get in touch.

The level of support she provided was really appreciated and the service gave us peace of mind that we were in safe hands.



#### How did you feel when you first got the keys to your new home?

We were just over the moon! My husband in particular because he was so wary of buying our first home and taking the plunge. It took a little convincing for him to say yes because he was thinking about all the costs involved and being more cautious. But to see how happy he was, it was just amazing, and he was so pleased to be able to move out of our previous flat.

#### How does your home now compare to when you first saw it?

When you look at the property and it's empty you think about how much room there'll be once we've added all our stuff and if it will be as spacious. But once we moved everything in, I was surprised by the amount of space we had left. If anything, it's gone beyond our expectations!

Our home has been all we hoped and dreamed it would be.

#### What advice would you give to someone else looking to buy a shared ownership home?

Just do it! It's the best way for people to get on the property ladder. If someone has the savings and thinks they can do it, they should just go for it, absolutely.

## Interested in shared ownership?

A wealth of information and a list of our available homes, including resale shared ownership properties, can be found on our website: [www.wealdliving.com](http://www.wealdliving.com). You'll also find answers to all your questions from how to apply to what costs to expect.



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## Coronavirus - support services

During this ongoing period of uncertainty, please remember that there are lots of support services available to you.

### Benefits

The Department for Work and Pensions has a range of support in place to help workers, benefit claimants and businesses that have been affected by Coronavirus. Head over to our website [www.saxonweald.com/coronavirus-benefit-support](http://www.saxonweald.com/coronavirus-benefit-support) or visit GOV.UK for more information: [www.gov.uk/find-coronavirus-support](http://www.gov.uk/find-coronavirus-support).

### Other services

- The Samaritans – a safe place to talk  
[www.samaritans.org](http://www.samaritans.org) T: 116 123
- Crisis – if you're homeless or at risk of becoming homeless  
[www.crisis.org.uk](http://www.crisis.org.uk) T: 0300 636 1967
- The Trussell Trust – local foodbanks  
[www.trusselltrust.org](http://www.trusselltrust.org) T: 0808 208 2138
- Shelter – housing advice services  
[www.shelter.org.uk](http://www.shelter.org.uk) T: 0808 800 4444
- Refuge – support for victims of domestic violence.  
[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk) T: 0808 2000 247
- Mind – if you're finding things hard emotionally right now  
[www.mind.org.uk/information-support/coronavirus/](http://www.mind.org.uk/information-support/coronavirus/)

### For local community hubs, advice and support services or if you are going to run out of food or medicine:

- West Sussex T: 033 022 27980  
[www.westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/community-hub-covid-19/](http://www.westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/community-hub-covid-19/)
- Hampshire: T: 0333 370 4000  
[www.connecttosupporthampshire.org.uk/coronavirus](http://www.connecttosupporthampshire.org.uk/coronavirus)
- East Sussex:  
T: Eastbourne & Lewes: 01323 679722  
T: Rother: 01424 787000 (option 4)  
T: Wealden : 01323 443322  
[www.eastsussex.gov.uk/community/emergencyplanningandcommunitysafety/coronavirus/coronavirus-community-support/](http://www.eastsussex.gov.uk/community/emergencyplanningandcommunitysafety/coronavirus/coronavirus-community-support/)

## Stay connected

Keep up to date with our latest news and updates by following us on social media.

Facebook: [www.facebook.com/wealdliving](http://www.facebook.com/wealdliving)

Twitter: [www.twitter.com/wealdliving](http://www.twitter.com/wealdliving)

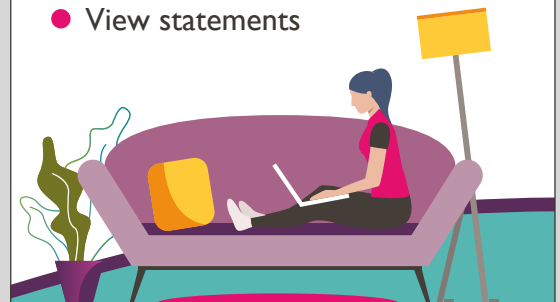
We also publish news on our website: [www.wealdliving.com](http://www.wealdliving.com). Keep an eye out for updates across our online channels to stay in the loop.



## get c<sup>o</sup>nnected

My WealdLiving is our easy to use online service built for you and it's available 24 hours a day, 7 days a week from a desktop, laptop, tablet or mobile phone.

- Report repairs
- Update your personal information
- View upcoming appointments
- Send us a secure message
- View statements



Sign up today at  
[mywealdliving.com](http://mywealdliving.com)



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