



WEALD
LIVING

BY SAXON WEALD

Spotlight

The Newsletter for Weald Living Customers | Spring 2022



Energy saving tips

How you could save pounds on your fuel bills with a few simple changes to the way you live.



How do we measure up?

A new system of measuring how we are performing.



Good neighbour awards

Is there someone who you'd like to nominate for this fantastic award?

www.wealdliving.com

A note from our Chair

I'm Simon and I chair the Board of Saxon Weald. This is the first in a regular series of articles about what the Board does and shares some of our recent decisions that are most likely to affect you. Firstly, what is the Board and what does it do?

Our Board is legally responsible for running Saxon Weald. We set strategy and then support the people who work for the organisation to achieve it. We are also responsible for ensuring the company is run properly and complies with all relevant rules and regulations. We have a great team of people on the Board, including two Saxon Weald customers, together with specialists in finance, property development and all the other skills needed to do our job.

The priorities we agreed when we reviewed our strategy last year are:

- Focus on our customers.
- Invest in our homes.
- Be a great place to work.

We and everyone in Saxon Weald are working hard to achieve those goals.

We have focused during our last couple of board meetings on our customers' experience of Saxon Weald and what we need to do to make it better. We know we have work to do to improve communications and to get our repairs and ground maintenance services up to a better standard.

Budget setting and rent increases have been important recent decisions. They set our income for the coming year and the priorities about how we will spend it. We understand that rent increases are always unwelcome, particularly at a time when the cost of living is rapidly increasing. These increases do, however, help to ensure we have the funds to continue improving our services and quality of our existing homes, and enable us to build more for those who need them. While we have taken the difficult decision to increase rents, we have also set up a fund for those who have been hardest hit. Details on how to apply can be obtained from our Money Matters team. Get in touch by emailing money.matters@saxonweald.com.

Finally, I am keen to hear from you, our customers, about how we are doing. What are we getting right, what could we do better and where do we need to fix things that have gone wrong? Your voice matters so do please get in contact.



Simon Hardwick,
Saxon Weald's Chair of the Board

Welcoming you back

We're thrilled to finally be able to welcome you back to Saxon Weald House. However, please be aware, visits to our office are now by appointment only. If you need to visit us, head over to MyWealdLiving where you can request an appointment online.



Not yet registered for an account? Visit mywealdliving.com to sign up.

Grounds maintenance – preparation is key!

Since December, our grounds maintenance contractor, idverde, has been working through their winter plan to get our neighbourhoods ready for the growing season.



As a result, you may have seen operatives from idverde laying mulch bark down across some of our sites. Topping up plant beds with mulch helps with weed control, making it easier to maintain and giving areas a nice, finished look.

They've also been spending time clearing leaves, as well as pruning shrubs and hedges. All trimming of shrubs is done to a suitable height and hedges are cut prior to nesting season. To prevent weeds and moss, operatives have also been using drier days to treat hard standing areas and car parks.

The idverde team will still be working through their plan this month. However, if you notice any areas have been missed or require additional attention after this time, please email saxonweald@idverde.co.uk.



The importance of electrical testing

Regular checks are the best way to ensure your electrical items are in good working and spot any problems before they become a hazard. Here are a few dos and don'ts:

Don't:

- Do it yourself! DIY wiring can lead to electrical parts overheating, causing fires, shocks, and death.
- Overload sockets or extension leads, as this can lead to overheating and fires.

Do:

- Buy reputable electrical goods to reduce the chance of fires occurring.
- Ensure regular inspections are carried out on electrical items.

Saxon Weald achieves gold!

We're keen to take a more sustainable approach to the way we do things. So, we're pleased to announce that our office refurbishment recently achieved the SKA Gold accreditation.

Led by the Royal Institution of Chartered Surveyors, SKA rating is an environmental assessment method, benchmark, and standard for commercial fitouts. They're made up of more than a hundred 'good practice' measures and cover things such as energy and CO2 emissions, waste, water, materials, pollution, wellbeing, and transport.

For more information about SKA rating, visit: www.rics.org



How do we measure up?



The Regulator of Social Housing is creating a new system for assessing how well housing associations are performing. This includes introducing a set of tenant satisfaction measures that all social housing landlords must report on. These measures will:

- Let customers see how well their landlord is performing and compare them to others
- Give the regulator an idea of which landlords need to improve

The regulator has just finished consulting with residents and landlords on what these measures should include. We are now waiting to hear exactly what questions we should be asking and what information we should be reporting. We expect to know by this summer.

We already know that the measures are based on overall satisfaction and five key themes:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Responsible neighbourhood management
- Effective handling of complaints

Why wait? While we don't yet know the details, we do already collect information on each of these areas. We share much of this information in our annual performance report. To be more transparent, we will start sharing performance information in each edition of Spotlight too, tackling a couple of themes each time. Where we don't currently ask a question that is likely to be in the new measures, we will add this to our survey in the summer once confirmed.

How do we collect information on customer satisfaction?

We run monthly satisfaction surveys via email and text, with every customer surveyed once a year.



It's really important that we have the correct contact details for you, so that you can have your say. Please let us know if your mobile number or email address have changed, or update your details online at mywealdliving.com

The results

OVERALL SATISFACTION (financial year to date)

69%

RESPECTFUL AND HELPFUL ENGAGEMENT

Q. How satisfied are you that your landlord listens to your views and acts upon them?	50% Satisfied
Q. How satisfied are you that your landlord keeps you informed?	74% Satisfied
Q. Do you agree that your landlord treats tenants fairly and with respect?	Question to be added to our surveys from March onwards.

Supporting women in trade

We are proud to share that we've recently joined The Women's Trade Network. This is an initiative founded by some of the most well-known organisations in housing and property to increase the representation of women in trade roles.

We have also signed the Women's Trade Network Pledge. This is a commitment to supporting long-term change in the industry by helping to remove barriers, empower and support, as well as increase access to the industry for women.



Scam support

Every year, millions of people in the UK are scammed, and being the victim of one can take a huge toll on your mental health. It's important to remember that it's not your fault and you're not alone.



Victim Support

A free helpline where you can speak to someone if you've been affected by a scam.

T: 0808 16 89 111

www.victimsupport.org.uk

Age UK

You can get free, confidential advice about scams from Age UK.

T: 0800 687 1602 www.ageuk.org.uk

Mind

Information and support on mental health

T: 0300 123 3393 www.mind.org.uk

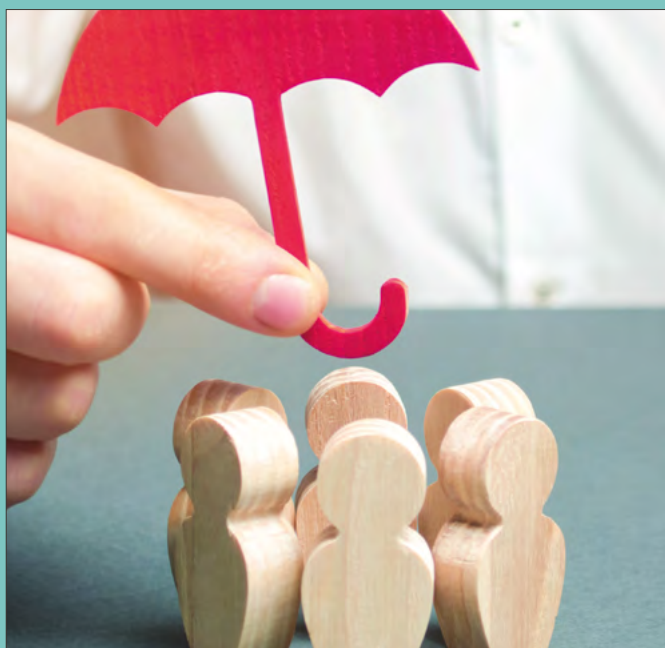
For more information, head over to our website:

www.saxonweald.com

Looking out for each other

Everyone has a right to live safely in their home, free from abuse and neglect. When our staff are visiting neighbourhoods or at schemes, they're encouraged to report things that don't seem right.

However, safeguarding is a responsibility we all share. Whether it's your neighbour, relative or friend, looking out for others is something you can do too. If you have any concerns, please get in touch by emailing hello@saxonweald.com, or visit www.anncrafttrust.org for more safeguarding information.



Support with energy costs

We understand the recent rise in energy costs will be concerning for many of our customers and could have an impact on household budgets. To help our residents receive as much financial support as possible, we've pulled together some information on financial support schemes you may be eligible for, as well as energy saving tips.

Warm Home Discount Scheme

The Warm Home Discount Scheme could help you save £140 on your electricity bill for the 2021 to 2022 winter period. The money is not paid directly to you, but a one-off discount to your electricity bill between October and March.

Find out more about the scheme by visiting www.gov.uk/the-warm-home-discount-scheme.

Winter Fuel Payment

If you were born on or before 26 September 1955, you could be eligible to receive between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. For more information visit: www.gov.uk/winter-fuel-payment.



Please be aware, the deadline for you to make a claim for the winter 2021 to 2022 period is 31 March 2022.

Cold Weather Payment

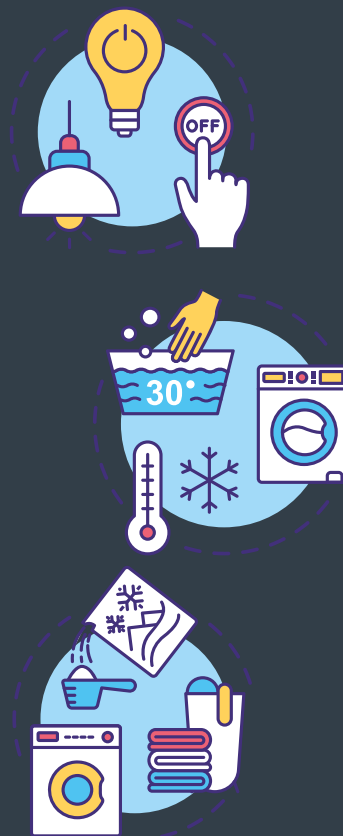
If the average temperature in your area is recorded or forecast to be below 0° Celcius for seven consecutive days, you may be able to claim a Cold Weather Payment from the government.

Visit www.gov.uk/cold-weather-payment to find out more.

Top tips for saving energy and lowering your bills from The Energy Saving Trust:

- Switch off standby: you could save around £40 a year just by turning your appliances off standby mode.
- Turn off lights: switching off your lights when you're not using them or when you leave the room could save £14 a year on your annual energy bills.
- Wash at 30°C: using the 30-degree cycle on your washing machine could save you as much as £10 a year.
- Make the most of your wash load: where possible, only use the washing machine when you have a full load. Reducing your washing machine usage by one run a week could save you an extra £10 a year.

For more information: and handy money-saving tips regarding your energy, please visit our website: www.saxonweald.com/energy-advice



Lifesaving equipment at Gardener House

In September, we celebrated the installation of a public defibrillator at our retirement scheme, Gardener House, bringing the total in the Southwater area to 10.



A defibrillator is a device that gives a high energy electric shock to the heart of someone who is in cardiac arrest.

Thanks to funding from Southwater Community First Responders charity, the defibrillator was supplied free of charge and will be maintained by the charity every three months.

We pride ourselves on helping our community and are proud to support the initiative to bring more life saving equipment to the local area.

Community spirit

We're delighted that we were able to pick up our community days again in December.

Kicking off the festive season was a Christmas themed craft afternoon at Ashby Court in Horsham. Joined by members of the team, residents enjoyed the chance to get creative. Together, they made some beautiful crafts, including baubles and knitted Santas.



Thanks to the Horsham Lions and Horsham Matters, we were also able to spread some joy to customers who needed a little extra help over the festive period.

Every year in December, both organisations provide food parcels and gifts for the local community. These parcels help families who are unable to afford some of the basics at Christmas and provide them with the little extras that many of us take for granted.

Saxon Weald staff packed up their cars and spent a day delivering parcels to residents to sprinkle a little bit of Christmas magic.



Good neighbour award

Do you have a neighbour who goes above and beyond for your local community? If so, get in touch and let us know!

Email competitions@saxonweald.com with the name of the person you're nominating and why by Friday 29 April. Top prize is a £100 voucher; two runners up will receive a £50 voucher.

T&Cs apply. Head to www.saxonweald.com/news/good-neighbour-award to find out more.



More affordable homes for more people

Here's a round up of some of our new build projects in progress:

New Monks Park, Lancing

Our first eight shared ownership homes have now all been reserved, with another four, three-bedroom houses due in early 2023. Our remaining homes will continue to complete in phases until 2025. We are looking forward to welcoming our first residents into their new homes!



Bennetts Road, Horsham

Nearing completion, Bennetts Road will provide 21 new homes for affordable rent. This will include three, three-bedroom houses and a mixture of one and two-bedroom flats. Some properties will feature private gardens, patios, or balconies and all will benefit from cycle stores, parking spaces, and electrical car charging ports.

Coming soon!



Ecclesden Park, Angmering

Construction is underway at our upcoming site in Angmering. The development will deliver 27 new homes for affordable rent and 26 for shared ownership purchase. Each property has an electric car charging point. Keep an eye on our website and social media for updates.

Blenheim Road, Horsham

We're pleased to share that this development is due to complete this month and will provide much needed affordable housing for up to 30 people. 24 garages were replaced with nine new one and two bedroom flats for affordable rent.



Page Court, Horsham

Page Court is progressing well and due to complete in September 2022. There will be 48 new homes for affordable rent, with three and four-bedroom houses and one and two-bedroom flats. Two of the flats on the ground floor will be wheelchair accessible.



Make life easier, get ☺ online!

Our easy-to-use, online self-service portals provide secure access to your information and services. They're available 24 hours a day, 7 days a week from a desktop, laptop, tablet or mobile. Discover the benefits and how to register for your account here:

www.saxonweald.com/getonline



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