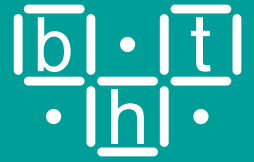




Combating Homelessness, Creating Opportunities, Promoting Change

# Lighthouse



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# BHT Tenants Take Part in LGBT\*Q Social Research Study

Nearly 50 per cent of LGBT\*Q people living in social housing accommodation do not feel a sense of belonging in their local community and over a quarter report feeling lonely in the area they live.

These were the results of the HouseProud Research Project, 'There's No Place like Home' in which a few BHT tenants took part. The report was launched by Dr Andrew King of the University of Surrey at City Hall in London.

Researchers from the University of Surrey and Goldsmiths, University of London also found that 60 per cent of trans people and more than a third of LGBT\*Q people do not feel safe in their neighbourhood.

In the largest study of its kind in the UK, researchers commissioned by HouseProud and funded by six of the largest housing associations in the country (Clarion Housing Group, Genesis Housing Association, Hanover Housing Association, L&Q, Optivo and The Riverside Group), conducted a series of interviews, focus groups and surveys with more than 260 LGBT\*Q people living in social housing to ask them about their experiences.

## TO READ THE REPORT:

In the address bar of your browser, type: [bit.ly/2HEjYun](http://bit.ly/2HEjYun)



“Despite changes in equality laws, it is disappointing and worrying that in 2018 a significant number of social housing tenants still feel unsafe and experience harassment in their own neighbourhoods.

What we have seen is that many feel that their concerns and complaints are not being given proper attention by housing providers.

To help address this, social housing providers need to improve the lines of communication between staff and residents, and develop supportive procedures to deal with complaints of abuse and harassment.

Housing providers also need to be more openly LGBT\*Q supportive, train their staff on a regular basis and as some people we interviewed put it ‘go above and beyond’ the basic requirements of equality legislation.

LGBT\*Q social housing tenants need to know they are valued tenants who are treated fairly and with respect. These small steps should help engage LGBT\*Q social housing residents and ensure they are a part of the community where they live.

Dr Andrew King, Co-Director of the Centre for Research on Ageing and Gender and lead researcher on the project at the University of Surrey

# Benefit News CORNER

## New Universal Credit drop-ins

You don't have to be on Universal Credit to come to our drop-ins. It is really useful to get information about it before you have to claim, but if you are on it and want to talk to us then come as well.

### HASTINGS

The second Friday of the month from 2pm to 4pm. Come into reception at Renaissance House, London Road, St Leonards on Sea, TN37 6AN

### EASTBOURNE

The last Friday of the month from 10am to 12noon. Ring the bell and we will let you in at Suite 14 Highlight House, 8 St Leonard's Road, Eastbourne, BN21 3UH.

### BRIGHTON

The third Wednesday of the month from 2pm to 4pm. Come into the reception at 144 London Road, Brighton, BN1 4PH.



## Have You Tried Logging On to MyTenancy?

“I use MyTenancy more and more. It is very easy to use. I use the portal to report repairs and ensure that payments for rent from Housing Benefit are still being paid on my behalf.”  
said Lucy from Eastbourne.

MyTenancy is a secure online portal available to all BHT Housing Services tenants.

Simply log in at [www.mytenancy.co.uk](http://www.mytenancy.co.uk) and you can:

- report repairs and view progress of a repair request
- check your rent account and print your statement
- let us know about any changes to your personal details or household members
- find out who your Housing Officer is and contact them
- contact us about your tenancy

If you have any problems accessing the site, have lost your login details or have any other queries, please call the BHT Housing Services office on 01323 340018 and we will be happy to assist.





# Staying Safe on the Internet

For many of us, the Internet can be an essential tool that can help us to learn new things as well enabling us to perform everyday tasks more easily.

However, while the Internet can be really useful, it is also important to be careful when using it because there are other people that use the Internet in a bad way which could put your personal information and safety at risk.

Here are a few do's and don'ts for when you are spending time online:

## DO:

- Install software on your computer, laptop or tablet that will stop malicious programs from affecting your computer. This is called a Firewall.
- Set up and regularly review the security settings on your computer.
- Make sure you log out from all websites that you visit at the end of your Internet session.
- Install anti-virus software on your computer, or get a friend or relative to help you install it.
- Change all of your passwords regularly.
- Keep a record of your passwords in a safe place.
- Exercise care when playing online games with other people.

## DON'T:

- Give anyone else your password details.
- Give out any personal information online.
- Talk to people online that you don't know.
- Accept strangers as friends on social media sites.
- Give out your location to anyone on Internet chat sites.
- Leave your computer, laptop or tablet unattended in public places or when you are with other people.



# BHT in Bloom 2018

## Gardening Competition

Gardens play a very important part in keeping Brighton, Hastings and Eastbourne nice places to live and gardening itself has been linked to having better health and fitness levels.

Supported by our contractors Southern Land Services, we are pleased to launch our **BHT in Bloom 2018** gardening competition. Staff are encouraging all tenants with gardens to get involved.

This year's categories include:

- Best individual garden
- Best communal garden

The closing date for entries is **Monday 25 June** and judges will be visiting the entrants in the first week of July to pick the winners.

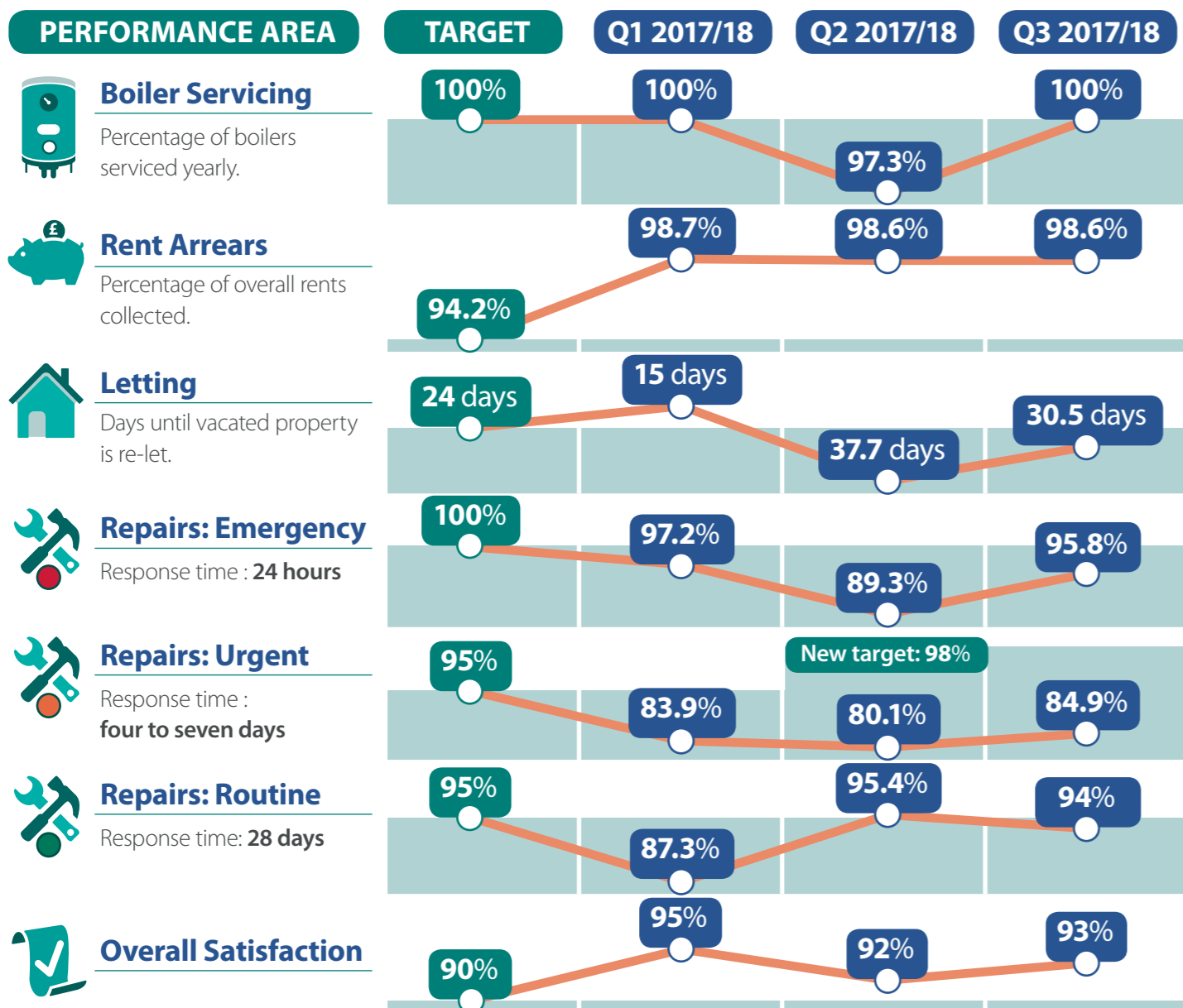
First prize is a **£30 B&Q voucher** with three runners-up prizes of **£10 B&Q vouchers**.

## TO ENTER:

You can pick up some free seeds and an entry form from your **local BHT office**, or call **01323 340018** and we would be happy to post them out to you.



# BHT Housing Services: How Well Are We Performing?



## Congratulations to our prize winners: Direct Debit



Congratulations to Sean and Jackie from Brighton who both won a £20 Sainsbury's voucher in the Direct Debit prize bi-monthly draw.

You too can be in with a chance of winning a shopping voucher if you set up a Direct Debit.

Your Housing Officer can guide you through the process step-by-step, so that you fully understand when and how often you will be making a payment and how much you will be paying.

# Results of the 2017 Tenants' Survey

A big 'Thank You' to everyone who took part in the Tenant Snapshot Survey 2017 and congratulations to Louise and Steve from Brighton who both won a £50 shopping voucher.

Overall **77%** of tenants were satisfied with the service they received from their landlord.

- This year we are delivering a major repairs programme so we hope satisfaction will increase as a result.

Responding to our tenants' needs is an important part of our job. Some tenants said they were **dissatisfied with the communication around repairs** and one suggested an **online queuing system** to give an idea of how long you'll have to wait until a repair is carried out.

- As a result, our repairs team are now carrying out a review of communications with the aim of improving the information flow both to and from tenants, including investigating electronic methods of communication.

Tenants also said they were **dissatisfied with the complaints process** and wanted a clearer pathway.

- Last year we held a tenants' focus group on complaints and following that we will be taking the group's suggestions forward to create a clearer pathway.

As a minimum we aim for an **annual visit to every tenant** and to follow up on any queries or problems. Understanding our tenants' needs is crucial when prioritising and continuously improving the service you receive.

## IF YOU HAVE NOT HAD A REVIEW AND WOULD LIKE ONE:

Please email the **Housing Services Manager** at [penny.laycock@bht.org.uk](mailto:penny.laycock@bht.org.uk)

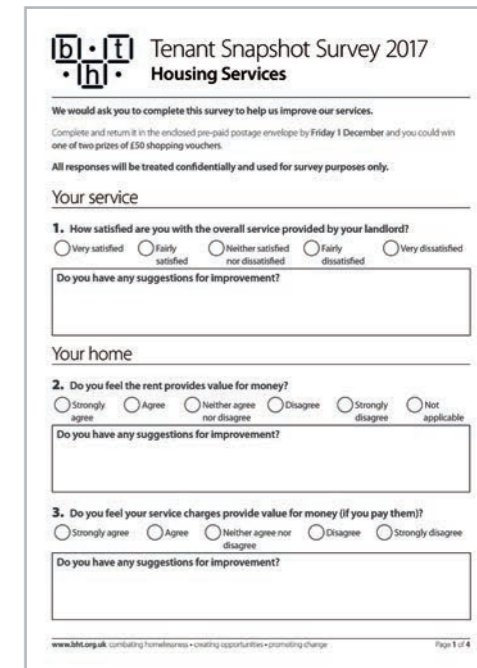
## Congratulations to our prize winners: Repairs

Congratulations also to Nathalie from Brighton who won a £50 Sainsbury's voucher in the prize draw for the repairs survey.



Have you had a repair carried out recently? If so, how did you find the service?

Your feedback is vital in helping BHT to improve the service that you receive. Please take five minutes to fill in the survey that you received in the post and you could be in with a chance of **winning a £50 shopping voucher** in our quarterly prize draw.



# Recipe: Charlie's Traditional Piccalilli

## Ingredients

- 700ml or 1¼ pint of malt vinegar
- 2 tablespoons of coriander seeds
- a pinch of salt
- 500g or 1lb 2oz of cauliflower, broken into 3cm or 1¼in florets
- 2 onions, chopped
- 3 tablespoons of English mustard powder
- 3 tablespoons of plain flour
- 1 tablespoon ground turmeric
- 2 tablespoons of ground ginger
- 50ml or 2fl oz of cider vinegar
- 100g or 3½oz French beans, trimmed and cut into 1cm or ½in slices
- 2 garlic cloves, sliced
- 200g or 7oz of granulated sugar

## Method

1. Put the malt vinegar, coriander seeds and a pinch of salt in a large preserving pan and bring to a boil. Add the cauliflower and onion and simmer for five minutes, or until slightly softened but still crunchy.
2. Meanwhile, put the mustard, flour, turmeric and ginger in a small bowl and gradually whisk in the cider vinegar until smooth. Set aside.
3. Add the green beans, garlic and sugar to the pan and stir over the heat for 2 to 3 minutes, or until the sugar has dissolved. Drain over a large bowl to collect the vinegar.
4. Put the mustard mixture and the vinegar back into the pan and bring to the boil. Reduce the heat and simmer for 10 minutes, or until thick enough to coat the back of the spoon, adding more salt to taste.
5. Return the drained vegetables to the pan and add more sugar and water if necessary and then take off the heat.
6. Spoon into hot, sterilised jars. Seal and cool.
7. Store for three months in a cool, dark place before eating.



## GOODBYE TO KATE

Goodbye to Brighton Housing Officer Kate Knight has now gone on maternity leave.

We wish her well with her new arrival.



## WELCOME TO CAREY-ANN

We are pleased to report Carey-Ann Burt has recently been appointed as the Housing Officer for Hastings and Eastbourne. She brings with her 12 years of experience in the housing sector together with two Chartered Institute of Housing qualifications.

*“ I am very excited to join Brighton Housing Trust. My aim is to deliver excellent front line customer service to the Hastings and the Eastbourne Area. I understand the importance of good communication with tenants to provide an excellent customer-focused service.*

*I'm always happy to carry out home visits to tenants, and will also be carrying out regular block inspections which tenants are welcome to join. I look forward to meeting everyone.*

