

Newsletter

Winter 2008/09



80th Anniversary of Haig Homes

Haig Homes celebrates its 80th Anniversary on the 29th January 2009

After the death of Field Marshal Earl Haig of Bemersyde KT GCB OM GCVO KCIE, Haig Homes was set up as a memorial to him and his work to improve the lives of those who had fought in the Great War and for the widows and dependants of those who had lost their lives.

The Trust Deed was proposed on 17th January 1929 and incorporated on 5th March 1929



At the Guildhall in his appeal for funds, HRH The Prince of Wales, who served under Earl Haig in war and worked with him in peace, said, *"I am inclined to think that his services after (the War) were greater..... to me it seems entirely fitting that a National Memorial to Lord Haig should be created, a memorial which will mark our gratitude, will remind us of his outstanding qualities and preserve the continuity of the work which he had so much at heart."*

The first estates to be built, in keeping with the aim to build near cities for employment opportunities, were at Liverpool, Sheffield, Penzance, London (Morden), Bristol, Birmingham, Leicester and Warrington. Funding came from many sources – individuals, Regiments, most notably the Royal Artillery and the Royal Corps of Engineers. Local authorities gave land and various professional services were given at greatly reduced charges. The Trust now has over 1,300 properties located throughout the UK on small estates, each with its own history of benevolence and support. Large amounts of hard work, generosity and determination built the Trust to its current position as the main provider of housing in the UK for ex-Service people.

The Trustees, in 1929, saw, *"cases of shocking, degrading and inadequate housing ... decent people, who have suffered in their Country's cause, are compelled to inhabit dilapidated premises infested with every type of vermin... twenty people use one lavatory.... consumptive fathers are sleeping in the same bedroom with mother and children or are herded in damp basements.....a disabled husband, wife and 6 children aged 3 months to 9 years occupying one room..."*.

Fortunately we do not receive many applications from people living in such appalling conditions now, but we do receive applications from families living in severely overcrowded conditions, some in bed and breakfast accommodation, some sleeping on friends and neighbours' floors. Other reasons for needing housing include loss of tied accommodation with loss of employment, marital or relationship problems and mental or health breakdown. Rough sleepers on the streets also include ex-Service people. As one applicant put it *"Where are we going to live? We have moved in and out of 17 married quarters in 23 years of Service life, now we are to be made homeless. We are desperate for a settled home and family life, please help."* We were able to help this family and provide them with a stable home. We are proud that the Trust has achieved 80 years of providing housing assistance for ex-Service people.

The World Salutes

On 11th November 2008, Veterans, world leaders and everyday citizens marked the 90th anniversary of the end of WWI and paid tribute to all those who fought.



*They shall grow not old,
as we that are left grow old:
Age shall not weary them,
nor the years condemn.
At the going down of the sun
and in the morning
We will remember them*



Reverend (Group Captain) Gordon Craig, Director RAF Chaplaincy Operations and Training, conducted a Service of Remembrance at Paul's Place, Ashted.

TRUSTEES STAFF AND AGENTS

TRUSTEES

Group Captain Bob Kemp, (pictured here) who has been a member of the Haig Homes Scotland Committee for many years and so knows the Trust very well, has joined Haig Homes Council as a Trustee, taking over from **John Wightman** who has retired after 12 years.



STAFF

Best wishes to....

John Siggery on his retirement. John joined Haig Homes nearly two years ago on a temporary basis as the Morden and Ashted Surveyor, but stayed on as he enjoyed the work. John's background was in Environmental Health, Housing Management and Surveying and his expertise has been applied to boundary issues at an Ashted Estate, managing a porch/canopy maintenance contract and a repair and redecoration contract on balconies in Morden.

We wish him well in his retirement when, in his spare time, he walks his dog and is kept busy with his ten grandchildren.



Haig Homes Chief Executive (left) wishes John Siggery well in his retirement

AGENTS

Carlisle

Impact HA's management agreement with Haig ended on 30 September 2008. Tony Roberts of Handley Gibson Twaites will manage our properties on an interim basis for a six month period, with a review due in March 2009.

Norwich, King's Lynn and Bury St Edmunds

Ian Lonsdale will now be based at Brown and Co and all tenants in the above area will be provided with his contact details.

Jersey

Bull & Co, a local Estate Agent and Management Company, took over the management of the estate in Jersey at the beginning of this year.

Best wishes to....

Julie Sutherland (Tenant Liaison Officer for the South) – we all wish Julie the very best with her return to health and look forward to welcoming her back to work in due course.

Congratulations to.....

Office Administrator **Kelly West** and her husband Jason on the arrival of their son Charlie, little brother to Owen.

HOUSING MANAGEMENT

Local Police support Haig Homes

Haig Homes works closely with local community groups and establishes close working relationships with the local community police for estates wherever possible. In Morden tenants were keen to have benches at the sides of a playing field so parents could sit while watching their children play and the local police kindly raised money to provide benches and tables. The Police, Community Support Officers, campaigning tenants and their children and Morden Tenant Liaison Office, Barbara Byrnes all braved the cold and mud on an early December evening to show off the new benches.



Left to right back row Tom Clargo, James Hutchinson, Nicholas Smith, Barry Turner, Gibson Killian, Chloe Barclay, Katie Barclay, Anita Barclay, Sharon Reilly, Alison Bridger, Dominic Bridger, Barbara Byrnes.

Pay Your Rent Online or by Debit Card

In response to our tenants' surveys which have demonstrated that many people would like an option to pay rent online, this facility will soon be available. Tenants will be informed when the system is going live and further news will be in the next newsletter.

Parking

Parking can cause frustration on some of Haig Homes estates. Where possible, we are improving parking availability and in some areas introducing clamping to enable our tenants, rather than people off the estate, to park with greater ease. One tenant said, *"the new clamping scheme seems to work well, it stops commuters parking on the estate and seems to be working well for the rest of us"*.

Haig Homes Conference for Tenants

Haig Homes is planning to hold two conferences in the first half of 2009. A consultation letter will be sent to all tenants asking for their views on location, style and format of the conference and the two events will be tailored to meet requirements. All tenants will have an opportunity to apply to attend.

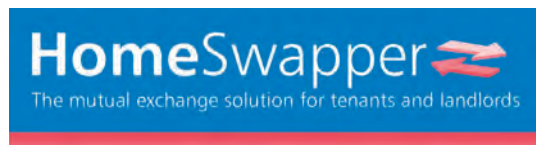
HomeSwapper Mutual Exchange Service

Haig Homes is pleased to announce that we have joined a mutual exchange matching website which our tenants can use FREE of charge. You can register at www.homeswapper.co.uk and, once your application has been approved by Haig Homes, you will be able to find tenants (both Haig Homes and other landlords) who wish to exchange properties. HomeSwapper will email you with details of possible exchange partners.

If you do not have access to the Internet, local libraries have internet access available for public use or you can ask family and friends. HomeSwapper will send you details of possible exchange partners via your mobile phone.

Please note you would only be able to exchange your home with someone who is eligible for Haig Homes housing, that is: be ex-Service themselves or be a widow or widower of a Service person or be responsible for the care of a dependent of an ex-Service person.

If you have any questions about this scheme please contact Roy Chamberlain, Housing Needs Manager.



NEWS AND NOTES

Driving Licences – photo licences expire after 10 years

Did you get one of the early photo ID licences? These were first issued in 1998 and, what many people don't realise is, these expire this year. Of the 16,000 expiring this summer, only 11,000 have been renewed; driving with an invalid licence might result in a £1,000 fine.

Check your photo licence now

The DVLA should send you a renewal notice two months before your photo expires but it is your responsibility to inform them if this hasn't happened and also your responsibility to return the completed forms and requested items.

Gulf War Syndrome

It was announced in the United States in November that "Gulf War Syndrome" is real and that more than a quarter of the 700,000 US veterans of the 1991 conflict suffer from the illness.

The debilitating, multi-symptom illness is caused by exposure to toxic chemicals including pesticides, used against sand flies and other pests, and a drug administered to protect soldiers against nerve gas. Gulf War illness affects memory and concentration which may result in persistent headaches, unexplained fatigue and widespread pain, and may also include respiratory problems, digestive problems and skin rashes.

The British Government has insisted there is not enough scientific evidence so far to prove the existence of Gulf War syndrome, but it has agreed to offer war pensions to members of the forces who became ill after serving in the first Gulf War. About 6,000 British Service personnel, out of 55,000 mobilised for the conflict, are reported to be suffering from the symptoms of Gulf War syndrome. Many were medically discharged from the forces and have had to give up subsequent civilian jobs due to ill health. The Royal British Legion has asked that a payment of £10,000 be made to each veteran suffering from the ailment in compensation for a failure of duty of care.

Two Trusts Managed by Haig Homes

The Charles Wray In Memoriam Pension Fund

Small annual pensions can be paid from this fund to former members of the British Armed Forces who are suffering incapacity or disablement attributable to active service. **You do not have to be a Haig Homes tenant to apply to this Trust so please pass on this information to anybody you feel may be eligible to apply.**

The Mrs Willie James Charity

This small charity aims to award grants up to £500 to alleviate hardship for any Haig Homes tenants. Grants are given for such items as white goods, furnishings or medical expenses.

If you think you might be, or know of someone who might be, eligible for either of these Trusts, please contact Mrs Lynda Stevens, General Secretary on 020 8685 5777.

Borderline

Borderline is a charity supporting homeless and insecurely housed Scots who are living in London and is run by COSLAS, the Church of Scotland London Advisory Service. Services offered include assistance in finding accommodation and support in London and also help in returning people to Scotland and helping people travel to visit family.

FREEPHONE 0800 174 047 www.borderline-uk.org



Seafarers' Benefits Advice Line changes its name

SAIL – Seafarers' Advice and Information Line

SAIL provides immediate telephone advice for seafarers and their families on many subjects including welfare benefits, tax credits, housing, employment, pensions, debt, medical problems, relationships – free, fast and confidential.

Tel 0845 413 318
www.sailine.org.uk

Energy Saving Light Bulbs for every Haig Homes tenant

A benefit to tenants which also tackles climate change.

Haig Homes has teamed up with EDF Energy (an energy supplier), 'eaga' (a leading green support services company) and the Housing Corporation to reduce carbon emissions from our properties by providing energy efficient light bulbs to our tenants. **All tenants should have received four light bulbs with a life span ten times longer than regular bulbs and an energy usage 80% less than a standard one.**

Addresses were made available for despatch purposes only and the data will not be stored. No names were supplied to any third party.

Mayor Launches Free Travel for War Veterans

All war veterans receiving a pension under the War Pensions Scheme or the Armed Forces Compensation Scheme are eligible for free public transport in the capital. Mayor Boris Johnson said on launching this scheme, *"the men and women qualifying for this scheme deserve the respect and gratitude of everyone... free travel is the very least we can offer the veterans"*. Many veterans were able to take advantage of this scheme to attend Remembrance Services.



Abusive Behaviour and Telephone Calls by Tenants



Whilst we understand that when calling into Haig Homes Head Office or one of our Agents, the subject of your call may be frustrating for you, please do not become abusive or threatening to those answering your call.

As an example, before requesting a repair, please study the repairs and maintenance leaflet in the Tenants Handbook & Information Pack to identify what is considered to be an emergency or routine repair.

Our Maintenance Administrators and contractors will organise for the work to be done within quoted timescales. We expect our contractors to act in a professional manner and to turn up to appointments as arranged and to carry out a good standard of work. If something does go wrong and you feel you have cause to complain, please respect the staff handling the telephone call as, if the caller's attitude is unacceptable, Haig Homes staff will terminate the call. By remaining respectful and polite and working together to a solution, we will achieve more.

The Trust considers 'abusive/threatening behaviour' to include the use of foul language, shouting, aggressive gestures (pointing, banging desks, waving arms) and any form of physical violence, whether actual or threatened, or any act which places employees in fear or causes distress. The Trust reserves the right to withdraw completely, or modify and adjust, the future service provided to people who are abusive or threatening and such behaviour may be considered to be a breach of tenancy and therefore, with relevant warning, the Trust may seek repossession of the home.

If on the other hand, you feel fault lies with our staff or Agents, you are entitled to make a complaint.

Complaint forms are on our website at www.haighomes.org.uk under the 'Information for Tenants' link or available by telephoning 020 8685 5777.

ESTATES DEPARTMENT

ESTATES DEPARTMENT

Major repairs carried out this year

There have been several projects going on this year – this is a sample of the work we have been doing to improve the condition and quality of the homes you live in.

Sunderland re-roofing

The pitched roof coverings at Sea View Road and Stannington Grove in Sunderland have been replaced with new interlocking tiles, underfelt, loft insulation and new deep flow gutters and downpipes. Chimneys have been lowered to ensure their stability. Also, front entrance porches/canopies are being re-decorated. The materials used conserve fuel which reduces tenants' costs and makes the properties weathertight.



Before



After

Belfast roofs

Improvements have been made to the roofs in Belfast. The roofs had to be partially stripped, rotted timber replaced and weathering details improved. Whilst doing this work we removed extensive moss and lichen growth to the roofs and replaced the existing gutters and downpipes with new deep flow components to ensure that gutters do not overflow.

St Mark's Court, St John's Wood

The first phase of improvements to this block of flats has included redecoration of the halls, staircases and landings. Extensive roofing works were also carried out to make the property weathertight. Other external works have also been carried out which improve the building including trees being cut back to reduce damage to the building and to improve natural light.

Subject to budget, phase two (in 2009/2010) will focus on redecorating and repairing the external structure and fabric of the building plus some landscaping.



Norwich back boiler replacement

Back boilers on our estate in Norwich have been replaced as the existing appliances were old, inefficient and prone to breakdowns. Spare parts were difficult to obtain and maintenance and running costs were high.

Part of the boiler replacement work included an overhaul of the existing heating systems to ensure that radiator valves comply with current legislation. The systems were chemically cleaned out and flushed through so that sludge does not damage new wall hung appliances which are Combination Condensing 'A' rated boilers.

The new systems provide instant hot water rather than heating a whole cylinder which means that the cost of heating homes will be reduced as less fuel is used. In addition, these new boilers free up storage space in airing cupboards.

ESTATES DEPARTMENT

Timber work and redecorations at Beauclerk Green, Winchfield

The houses on this estate have been re-decorated and joinery repairs have been carried out to timber windows and barge boards. The carpenter who did the joinery was trained in shipyards in Portsmouth.



Morden

In response to feedback from tenants, car parks to South Close, Trenchard and Legion Court have been re-surfaced and car parking bays and disabled bays have been marked out.

Other works in the Morden area include structural repairs to rotted columns to front canopies and porches, the repair and rebuilding of fractured estate boundary walls and separating rear garden walls. The structural repair of balconies to Legion Court and Douglas Square is scheduled to take place before the financial year end.

Southwood Court, Hampstead

Various external works have been carried out this year including gutter maintenance, roofing repairs, footpath and ground maintenance works. Further planned work includes re-surfacing footpaths to the inner court area and modifying gravel pathways for easier maintenance. Subject to budget, we hope to redecorate the outside of Southwood Court in the summer of 2009.

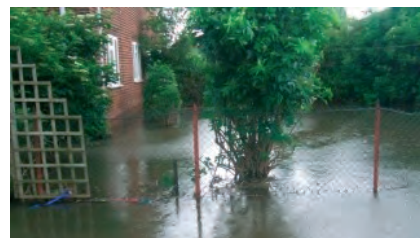
Hotham Road, Hull

There has been a drainage problem to the rear gardens of these properties which get flooded during heavy rainfall as surface water gravitates and settles on the low lying garden areas. To alleviate this problem, a pilot scheme was undertaken to install some underground French drainage to three of the gardens affected.

This scheme appears to have been reasonably successful and surface water is draining more quickly, resulting in less flooding. We aim to extend this drainage to other properties.

To make the properties more weathertight, gable end repointing works, roof repairs and lowering of unstable chimney stacks have also been carried out at Hotham Road.

Tenants have been pleased with the builders and they showed how nice they were by giving three of the ladies on the estate a bouquet of flowers each for making them drinks etc.



Saughton Mains Street, Edinburgh

A major project to replace the water mains on part of the estate in Edinburgh has now finished. The tenants are delighted that they no longer have to cope with *"the vagaries of water flow and the risks of burning or freezing every time we shower"*. Mary Forgie, a resident member of Haig Homes' Management Committee said that all the tenants there would like to say, *"thank you to all who participated in the (project), Norman Middleton, who bore the brunt, John Wightman who instigated the programme and Yassin Ali, whose advice was invaluable"*. She went on to compliment the company H2ology, *"At times the men laboured in appalling conditions due to filthy weather. Nonetheless, they were unfailingly polite and invariably cheerful and considerate to the tenants"*.

ESTATES DEPARTMENT

GAS SAFETY CHECKS

It is a legal requirement that we carry out a gas safety inspection in your home each year and, as part of your tenancy agreement with us, you must let Corgi (Council for Registered Gas Installers) representatives into your home to carry out the inspection. If you refuse entry to your home, we will have to apply to the County Court for an injunction to gain access. (Judges are currently awarding in the region of £600 costs against the tenant if the case goes to court)



Procedure

We will write to you ten days in advance of an inspection visit to let you know the details of a morning or afternoon appointment. If the appointment is not convenient for you, you must contact the contractor to make other arrangements.

On arrival, the contractor will show you their photographic identification. If you have any concerns, you should contact the contractors' office or Haig Homes to check their identity.

The contractor will then service and safety check all the gas appliances that Haig Homes has installed. They will also make a visual inspection of all your own appliances. As part of the service they will check the pipework for leaks and check that the appliances have sufficient ventilation. The service takes approximately 40 minutes and will make sure that you can continue using the appliances safely.

When the inspection is complete you will be given a copy of the certificate.

Tips on gas safety

- All gas appliances require fresh air for the gas to burn correctly, therefore you should never block or obstruct any air vents. If you have double-glazing or draught proofing you should make sure that there is still enough air circulating for heaters in the room. This is because all fuel gives off waste gases.
- If the appliance doesn't get sufficient ventilation, carbon monoxide may be produced. This is very dangerous.
- Carbon monoxide may be present if the gas flame burns orange or yellow rather than the normal blue. If this occurs, you should switch off your appliance immediately.
- If carbon monoxide is present you may develop the following unexplained symptoms; tiredness, drowsiness, headaches, dizziness, chest pains and nausea.

Please help us to keep you and your family safe by letting our contractor in to service and safety check your appliances.

If you smell gas you should do the following:

- turn off the gas supply at the meter
- do not use matches or naked flames
- do not turn electric items on or off
- open doors and windows
- check the appliance to see if the gas has been left switched on
- do not smoke
- call the gas supply company or the emergency service provider

**Please remember that if you are worried about the way any of your gas appliances are working, contact us immediately rather than waiting for your annual check
Telephone our Repairs Low Cost Line on 0845 602 4225**

TENANTS NEWS

Haig Homes Morden Residents show what it means to be Good Neighbours

At the end of October, a water main burst near to the Haig Homes estate in Morden cutting off all water supply for our 274 tenants on the estate. Initial estimates from the Water Board said that the problem would be sorted within 3-4 hours but they discovered that a gas main was involved which meant that the water was off for over nine hours, making life very difficult for the tenants on the estate and in the surrounding areas.



As time went on, members of the Residents Association, concerned about their fellow tenants and particularly the elderly, many of whom found the situation very distressing, arranged to get the Water Board to deliver water to the main office and a group of volunteers delivered it to other tenants on the estate. Treasurer of the association, Weena Powell, said *"The residents (are) our main priority and we work for the benefit of the estate. The Water Board was really most excellent at arranging the delivery and keeping us informed of what the current situation was and a group of volunteers delivered the water - to those that came to help - a really BIG THANK YOU"*.

Diamond Wedding Anniversary

At the end of July, Jean and George Tinsley celebrated 60 years of marriage. Congratulations to you both!



**Congratulations to.... Mrs K Collins in Manchester
60 years with Haig Homes in January**

TENANTS NEWS

Finding My Past

When David Gunton and his wife Barbara attended his nephew's wedding earlier this year, he began to think about his father and mother who were responsible for most of the 150 family members there. David thought about his happy childhood with his parents, three brothers and three sisters living in a four bedroom house in Haig Place in Morden. He then contacted the office to see whether there were any photographs of his father at the opening ceremony. We were able to supply him with copies of his father, recognisable in his motorised wheelchair having lost both legs as a Gunner in WW1.

David and Barbara also visited the house where he was born and they both lived with their son Peter in the early days of their marriage. David said *"It was wonderful living here – we loved it!"* and, just to prove that boys will be boys, he added *"The Housing Association for Officers Families was separated from the rest of us by huge iron gates – they were never locked but just closed to us. Of course, at night we used to hop over the gate and play in the grounds!"*

David's father Harold worked first at the Kings Roll, writing addresses on envelopes for the Queen as he had such beautiful handwriting and then later worked at the Poppy Factory in Richmond. David said *"My father never missed a day, come rain or snow. He went off each day in his wheelchair which had a small petrol motor and a headlamp. Later he was given a Ford Anglia which had levers but the pedals used to move and that's how I learnt to drive – I watched the pedals going up and down whilst my father used the hand controls."*

David and Barbara visited his old house and were given a friendly reception by Mrs E Asker who has lived there for the past 14 years. David said *"It is really lovely to come back here – it is exactly how I remember it."*



David and Barbara Gunton at the offices of Haig Homes looking through old black and white photographs of the opening of the estate in Morden which shows pictures of his father being presented to HRH Prince of Wales and his mother standing by the door to their home.

Ex-Gurkhas celebrate being allowed to stay in the UK

The South London Nepalese (Gurkha) Association (SLNGA) was able to celebrate at their annual Dasain/Diwali Party, the High Court judgment which has ruled that Nepalese soldiers, who fought for the UK, are now able to settle here.

The Association began as a support group for Gurkha families in South London and now has 60 families in the area. The main aims of SLNGA are to help its members adjust to the British way of life and promote Nepalese (Gurkha) culture and traditions in not only its members but also the local communities.

The Guest of Honour at the party was Hon. Lieutenant Tul Bahadur Pun VC who is one of a handful of living recipients of the Victoria Cross. Mr Pun was awarded his VC during the Second World War in Burma when he single-handedly attacked and destroyed two Japanese machine gun emplacements despite being seriously wounded.

Haig Homes is working closely with SLNGA to ensure any particular needs of our 27 Gurkha tenants are being addressed.



Chairman of SLNGAW and Haig Homes resident, Gam Gurung, greets Mr Tul Pun VC.

TENANTS NEWS

The "Not Forgotten" Association

Several lucky Haig Homes tenants were invited to The "Not Forgotten" Association's Garden party held in the grounds of Buckingham Palace this summer. The Guest of Honour was The Princess Royal, HRH Princess Anne. The weather was lovely and people were able to walk around the grounds and enjoy tea and cucumber sandwiches whilst listening to a Military Band.



The "Not Forgotten" Association also held a concert for Haig Homes tenants and other ex-Service organisations in the area. People were entertained with songs from the 40s, 50s and 60s led by the Pearly King, Mickie Driver.



Margaret Tarling meeting Rolf Harris, one of the many famous at the Garden Party.

If you would like to attend any of The "Not Forgotten" Association's various events throughout the country, please write to Anna MacLeod at Head Office or email at anna@haighomes.org.uk or telephone 020 8685 5781.

When we receive invitations from the NFA, you will be contacted to see if you would like to go.

PLEASE INFORM US OF ANY CHANGE OF TELEPHONE NUMBER

On occasions, contractors may need to contact our tenants to say they are running late or to rearrange an appointment. If telephone numbers recorded on our system are not up to date and we are unable to contact you, we would not consider our contractors to be at fault if they have tried to make contact within reasonable time scales.

**IF YOU KNOW YOU HAVE CHANGED YOUR NUMBER SINCE 2006
PLEASE CONTACT US AND INFORM US OF
YOUR NEW TELEPHONE NUMBER/S
THANK YOU**

THIS IS YOUR NEWSLETTER

Is there something in it for you? If you feel that this newsletter doesn't include anything from your estate....don't complain ... send something in. Let us know of your celebrations, anniversaries or commemorations in your area. Do you have a 'social group' or is there anything you want to say about your estate? Or do you want to know more about the history of your estate for example?



If you need translations of any of Haig Homes information, or need a translator for any verbal communication with Haig Homes, please make contact with our Head Office to arrange this. You can contact the office by telephoning 020 8685 5777 or by writing to: Haig Homes, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS.

If you need copies of any Haig Homes information in **LARGE PRINT** or **BRAILLE**, please contact **HAIG HOMES, ALBAN DOBSON HOUSE, GREEN LANE, MORDEN, SURREY SM4 5NS** or telephone **020 8685 5777**

HAIG HOMES 60s MUSIC ANAGRAMS QUIZ

Fill in those post Christmas/New Year quiet moments and do our latest quiz. Send your completed entries to Anna MacLeod at Head Office (address at bottom of the page) by February 13th – the first correct answer to be drawn after that date will win £10.

Sort out the anagrams to find a 60s song title

	ANAGRAMS	ANSWER
1	CLOTIMOONO	
2	HOIH VISLER GILINN	
3	TISWT NAD OTSHU	
4	MADRAYED LIVERBEE	
5	SIT TON SUNUALU	
6	OTHUS	
7	MUMERS HADYILO	
8	GRAVESNILET VOLE	
9	DRAYSAUT THING TA HET VESIOM	
10	NOLY NAWNA EB TIWH OUY	
11	PYTERT MOWAN	
12	NOWD WOTN	
13	YABB VOLE	
14	DIGANNC NI ETH ERETTS	
15	YG YUM	
16	SIT RYTAPMY	
17	KWOOC NO DONK	
18	OH WAD YIDDD DYDID	
19	GHITIMDN RUHO	
20	ONS FO A RCHEAPRE NAM	

Works Order £25 Prize Draw

Help us to improve our services by completing and returning the 'New Look' satisfaction survey on the Works Order form on any work that has been carried out on your home. We will enter your name into a monthly draw to win £25.

Recent winners are:

**Mr F Smith, Morden; Mrs P A Brockhouse, Worcester;
Mr J S Randall, Portsmouth; Mr A Carline, Morden;
Mrs D Wilson, Portsmouth; Mr W F Murch, Portsmouth**

This newsletter is printed using recycled paper.

If you want to comment on or contribute to the newsletter? If so, contact Anna MacLeod, Haig Homes Newsletter Editor, Alban Dobson House, Green Lane, Morden, Surrey SM4 5NS. 020 8685 5777 fax 020 8685 5778 email anna@haighomes.org.uk **Deadline for contributions February 27th 2009**
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