

Conference Edition

# Newsletter

Spring 2009



## Haig Homes – First Tenants’ Conference – March 2009

*Haig Homes held its first Tenants’ Conference on 19th March this year at the Coin Street Neighbourhood Centre in South London*

Early this year, all tenants were consulted on the possibility of Haig Homes holding a tenants’ conference; whether they would like to attend and what they would like to see included in the day. Out of a choice of three area locations (South, North and Midlands) 82% wanted it to be held in the South and on a weekday. Looking at the areas where people live, who would like to attend, it was clear that a venue near Waterloo Station would probably be most convenient. All tenants who had returned their consultation questionnaire indicating that they would want the conference became a reality.

the community of

to attend or might like to attend were contacted and People travelled from far and wide bringing together Haig Homes. We were delighted to have a good representation from all over the UK; from Edinburgh, Swansea, Penzance, Norwich, Carlisle, Leeds, Sheffield, Portsmouth, Morden, Winchfield, Farnborough and Haslemere.

*Continued on pages 4, 5, 6 & 7*



**Two tenants celebrate 60 years with Haig Homes in Manchester.  
Mrs Collins and Mrs Hooper share their happy memories on page 10/11**

## TRUSTEES STAFF AND AGENTS

### Trustees

**Commodore John Wightman**, who has been a Trustee of Haig Homes for 11 years and Chair of the Scotland Committee, has retired from the Council.

**Colonel Terry English**, who has been a Trustee of Haig Homes for eight years, has also retired from the Council. Both will remain closely involved with the Trust's future development.

**Mrs Sara Jones** will retire from the Council due to increasing work commitments. She has been associated with the Trust for many years before she became a Trustee and was a Guest of Honour at the re-opening of the houses in Ruislip following their refurbishment in 1994.

**Major General James Gordon**, the Royal Artillery nominated Trustee, has also retired at the end of his tenure.

### Staff

There have been no changes of staff recently. **Mrs Kelly West** will return to her position as Office Administrator in May after maternity leave.



### Agents

**Habinteg Housing Association** will take over as the Trust's Agent for the houses and flats in Penzance from 31st March 2009.

## NEWS AND NOTES

### Digital Switchover

The UK's current analogue TV signal is going to be switched off and replaced with a digital signal. The process, known as 'Digital Switchover', has already started and will be happening from now until 2012. The digital TV switchover is Government policy. It will mean that almost everyone will be able to receive digital TV through an aerial (Freeview). Digital TV uses less broadcast space which means that after switchover, there will be more room for new services such as wireless broadband, local TV and High Definition Television (HDTV).

#### The benefits of digital TV will include:

- Greater choice of TV channels
- New features such as on-screen listings, interactivity, audio description and subtitling for people with visual and audio impairments.
- Optional additional channels and services including premium channels (e.g. movies, sports), broadband and telephony.

To keep your TV service, you will need to convert your TV to digital before your area is switched over. The dates are as follows:

**Border** started in Nov 2008 – finishes in 2009

**West Country** starts in Apr 2009 – finishes in Sept 2009

**Granada** switches in 2009

**Wales** starts in Aug 2009 – finishes in 2010

**STV North** switches in 2010

**STV Central** switches between 2010 and 2011

**West** switches between 2010 and 2011

**Central, Yorkshire and Anglia** switch in 2011

**Meridian** switches between 2011 and 2012

**London** switches in 2012

**Tyne Tees and Ulster** switch in 2012

**Channel Islands** switch by 2012

For a more accurate prediction you can enter your postcode and house number in the postcode checker at [www.digitaluk.co.uk](http://www.digitaluk.co.uk) where you can also find further information.

Still unsure?

Please call us on 08456 50 50 50

**digitaluk**

You will find a leaflet included in this newsletter all about the digital switchover. Please keep this leaflet safely in your Tenants' Handbook and Information Folder.

## Tenants' Services Authority (TSA)

### Your chance to have your say on the standard of service Housing Associations should achieve

The Tenant Services Authority (TSA) was set up in December 2008 and replaces the Housing Corporation as regulator of housing associations such as Haig Homes. It will:

- Set standards which all housing associations will have to achieve
- Monitor housing associations' performance
- Take action against any organisations not reaching the standard
- Involve tenants in setting these standards: In order to listen to tenants' views, the TSA launched 'the National Conversation' (see [www.nationalconversation.co.uk](http://www.nationalconversation.co.uk)) and will be holding a series of regional events for a number of tenants and other events for the housing associations. As part of the National Conversation, the TSA has asked us to ask a sample of our tenants to complete their questionnaire. We have it sent to a random 10% of our tenants and all the attendees at the Haig Homes Tenants' Conference were also asked to fill one in. We have sent the results to the TSA.

If you would like to know more about the events the TSA is holding in your area, or how you could become involved, please contact your Tenant Liaison Officer. (See page 7 for more information about the TSA)

The TSA has launched a bright pink 'comments camper van' which will tour England as part of the regulator's national consultation. The campervan will be available to visit housing associations in each area to help them carry out their 'local conversations'. The TSA chief executive, Peter Marsh, said *"the van is available to any association in England that wants to have a day on the van"*. Haig Homes has so far turned down this opportunity, as the cost of the van is £1,500 per day and, until we are sure that our tenants want us to spend this money on their account, we have chosen not to. The costs, to the tenants, of the TSA were discussed at the conference.



### Veteran's ID Cards – Bringing Back Pride

The MoD has announced that the Veterans ID Card scheme which allows Veterans to get priority NHS treatment and discounts on public transport, will be extended to help Service people to 'jump the queue' and get quicker access to housing and other benefits. Four million people will be eligible for the card which could be introduced next year.

### Lottery Funding for Second World War Veterans' Anniversary Trips

On 1st April, the Big Lottery Fund announced its funding initiative, Heroes Return 2, which pledges funding for veterans, spouses, widows and carers wishing to mark overseas anniversaries throughout 2009 and 2010.

For further information: Heroes Return 2 Helpline 0845 00 00 121.

### Goodbye CORGI, Hello CAPITA...

From 1st April 2009, **CORGI** will be replaced by **CAPITA**, who will operate a new gas installer registration scheme on a ten year contract.

Certificates provided by CORGI will remain valid until their expiry date.

**Please note: Valid gas engineers will now carry a CAPITA ID Card.**



# CONFERENCE 2009

The programme for the day was designed using the information gained from the consultation questionnaire and included the most requested and popular items.

The presentations included:

**An Overview of the Trust**

*General Secretary Lynda Stevens*

**The Trust's Day-to Day Repairs**

*Maintenance Manager, Robert Wooldridge*

**Planned Works in the North and South**

*Estates Surveyors David Chambers (North) and Garry Woodford (South)*

**Resident Management Committee members' Perspective**

*Mary Forgie and Kevin O'Carroll*

**Tenant Involvement Strategy**

*Housing Manager, John Lau*

The most popular choice of topics to include in the conference was a **Discussion Forum**. This was a challenge for a first conference and was considered, after the event, to have been a great success with over 85% saying that that they had found the session both interesting and informative. Before lunch, the attendees, in small breakout groups, discussed what questions they wanted to put to the panel and each group returned questions on a variety of subjects.



*Mary Forgie and Kevin O'Carroll the Resident Management Committee Members give their perspective*

After lunch, Haig Homes Performance Manager, Pat Horgan, chaired the discussion forum and the spokesperson from each of the breakout groups had the opportunity to ask their group's questions. These ranged from asking for a clear explanation as to how rents are set, whether tenants could monitor the grounds maintenance and cleaning programmes on their own estates and whether there could be a page 3 pin-up in the newsletter (maybe next time!). There was ample time for many questions and there was an interesting and lively debate. The panel answering the questions consisted of presenters Lynda Stevens, Robert

Wooldridge, Mary Forgie, Kevin O'Carroll and John Lau joined by Peter Besgrove, Chief Executive of Haig Homes.

On pages 6 and 7 some of the questions raised at the Discussion Forum are outlined as the attending tenants felt that it would be useful for those tenants who had chosen not to attend, to have the same answers.

At the tea at the end of the day before people started their long journeys home, the atmosphere was happy and upbeat. The feedback questionnaire (see page 11) identified that over 90% of people attending the conference felt that it had improved their understanding of how the Trust operates on a day to day basis.



*People listen intently to the presentations*

# OFFICES AND STAFF

# OFFICES AND STAFF

## The Trust Offices and Staff

15 out of 31 members of staff attended the conference. Some attendees expressed surprise as to how few members of staff Haig Homes has. Also, many were surprised by a part of General Secretary, Lynda Stevens' presentation which included photographs of the office. Any thoughts that the staff of Haig Homes are "an uncaring bunch who languish daily in sumptuous offices at tenants' expense", were quickly dispelled and there were audible gasps of surprise from the audience. Some of the office scenes are shown here:



*The Douglas Haig Memorial Flag flies over the entrance to the office on the 80th anniversary of the Trust, 29th January 2009.*



*The long corridor which is the 'spine of the office' – people coming out of offices to the right and left of this corridor have to approach with caution to avoid colliding with people – the corridor is, in places, not wide enough for two people to pass. We are thinking of installing traffic lights!*



*A busy office – not very big but with four people working together*



*Our office kitchen – big enough for one person, it has three different types of kitchen unit, an old sink but the benefit of a new worktop ('new' = 6 years old).*



*The grand entrance to the General Secretary's office – go through the filing room and then manoeuvre past the safe and a filing cabinet to find the way in.*

## DISCUSSION FORUM

## THE DISCUSSION FORUM - SOME QUESTIONS ANSWERED

The Discussion Forum raised some interesting questions some of which are produced here

**How are rents set?** – Lynda Stevens answered a question requesting a full explanation as to how rents are set and was praised for her clarity. As John McKelvie from Southend-on-Sea said, *“Lynda’s explanation of rent setting was absolutely superb – I understood it the first time”*. This is Lynda’s explanation which may not be so clear when written down!

In 2001, the Government required all housing associations to use the same method of setting rents – known as ‘target rents’. The rents reflect the value of the property (valued in 1999) balanced with the average income of people living in the same county. Landlords were given 10 years to spread any increases so, by 2012, all rents should be similar to the Government’s requirements. When this system was introduced, to avoid large rent increases, the Government said that no rent will rise by more than the rate of inflation plus ½% plus £2 per week in any single year. So, for example, if your rent is £80 per week, and inflation is running at 2%, this formula would be 2.5% (2% + ½%) of £80 which is £2+£2.

Therefore the most your rent would be allowed to rise would be £2+£2 = £4.

New tenancies from 1st April 2002 may be charged rents based on this formula. What makes Haig Homes different from many housing associations is that, as a charitable organisation, for two years, the Trustees have chosen not to increase rents as much as the formula would allow as they want Haig Homes properties to remain as affordable as possible.

If you are a Secure tenant, your rent will also move towards the formula rent but if the Rent Officer sets the fair rent higher than the formula rent, the Trust will not charge the higher rent.

**Can tenants be involved in quality control of grounds maintenance and cleaning contracts?**

Chief Executive, Peter Besgrove, welcomed the opportunity to highlight how much Haig Homes would like to support this and said that the ideal would be to have one nominated person per estate who would have a copy of the grounds maintenance contract (available on request to any tenant if they should wish) and just check that the contractor does carry out what they are meant to. If you would like to be a ‘Liaison Tenant’ on your estate, please fill in the form on the back page and send it to Robert Wooldridge, Maintenance Manager.

**What is the difference between Secure (Fair Rent) and Assured Tenancies?**

Assured Tenancies were created in the 1988 Housing Act and new tenancies after that date are granted on an assured basis – they don’t have, for example, the ‘Right to Buy’. In fact none of Haig Homes tenants has the ‘Right to Buy’ as it is a charitable organisation and does not have to offer this, preferring to keep the properties to provide housing for ex-Service people in need of housing assistance.

**Can the numbers of newsletters per year be increased?**

The number of newsletters per year has now been increased from two to three being published roughly at the end of financial quarters ending December, March and September (slightly dependent on timings of Easter and other influences)

**How complaints by one tenant against another are handled**

Several questions were asked on this subject *If a tenant complains about me, I should have a right to know who it is.*

Their identity will not be revealed in order to avoid tit-for-tat retaliation. Haig Homes wouldn’t act solely on the word of one tenant against another without substantiation (diaries kept, corroboration by other tenants on the estate, etc)

*Who makes the decision to raise a complaint and write a letter from the Trust?*

The Tenant Liaison Officers along with the Housing Manager will corroborate the ‘accusations’ and will then write an initial letter in order to try and end any dispute amicably. The initial letter will normally ask for the comments of the person complained about.

Peter Besgrove, in his summing up of the day, urged all tenants to be neighbourly and to try and avoid disputes. He also pointed out that this is not a problem confined to the Haig Homes estates – far from it – neighbourhood problems exist in all areas.

**Can repairs be reported straight to Haig Homes rather than going through an Agent?**

The use of Agents and the Day to Day repairs service have both been the subject of Best Value Reviews. One of the benefits of having agents is that someone is local to the area and knows the tenants personally and this personal housing management aspect of using agents would be sad to lose. The method for reporting repairs is currently under consideration and some alternative methods are being trialled.

# DISCUSSION FORUM

## Can new tenants be 'vetted' in order to have better functioning estates?

All prospective new tenants' referees are contacted and are asked as to whether the new tenants are likely to cause problems. Everyone agreed that how a person might present themselves in order to get a good reference may not be the same as how they behave once offered a home with Haig Homes. The Trust is considering how best to tackle antisocial behaviour of tenants and a number of tenancies are granted on an introductory assured shorthold basis. Peter Besgrove asked those attending the conference whether it would be an idea that existing tenants might support and asked for a show of hands. It was almost unanimously in favour of introductory tenancies.

## How much will it cost to be regulated by the TSA (see page 3)?

After the first year, housing associations will be charged by the TSA. The National Housing Federation has calculated that for an association of our size, the regulatory charges could be between £13,000-16,000. This would have to be found from rental income.

## Why is our Agent based so far away when there must be people or organisations much nearer us – surely the time and travel is a waste of money?

There are arguments both for and against this. We have looked in detail at the efficiency of Agents and have found that, for some of our more remote or smaller estates, having a local organisation or person does not provide them with enough work. This means that Haig Homes properties and tenants will always be low priority for them and we find, quite often, our tenants get a poor service. However, if we use an Agent to cover many estates, the Haig Homes properties and tenants are their main business and that the Agent will provide consistency of service provision throughout the estates. Although it may involve travel, in the long run the tenants can receive a better service.

**OTHER QUESTIONS  
RAISED AT THE DISCUSSION  
FORUM WILL BE ANSWERED IN  
FUTURE NEWSLETTERS**



We were delighted that so many people travelled from so many of the Haig Homes estates. We had a great representation of all types of people and all ages and, at the end of the day, Chief Executive Peter Besgrove presented Mrs Blodwen Davies, 80, from Swansea with a box of chocolates in recognition of her being the oldest tenant attending on the day. Blodwen said later *"I was made to feel so welcome which was lovely - it was a very good day and very informative"*.

**WHAT  
DID  
PEOPLE  
THINK  
OF THE  
CONFERENCE?**

...

**SEE  
PAGE 11  
FOR  
FEEDBACK  
RESULTS**

## Ashley Cole makes his parents proud passing out from training for the Army

Friday the 13th was not an unlucky day for the Cole family from Morden. In fact, proud parents Graham and Linda saw their 17 year old son, Ashley, passing out from training for the Army. Linda said *"This was the proudest day of our lives, Ash was not always a good kid but 22 weeks of hard graft have changed him and he is now a soldier in the British Army. His regiment is The Coldstream Guards which holds a a spot in my heart"* said Linda *"as 70 years ago my Uncle Bill was in the exact same spot as Ashley when he passed out for The Coldstreams!"*

*"Ashley we are very very proud of you! With love from Mum, Dad, Patrick and Molly".*

*Ashley is pictured here with his Great Uncle Bill Weeks, an ex-Sgt in the Coldstream Guards.*



## In Loving Memory

### Teresa Anne Bradley (Carlisle)

On the 2nd December 2008, Mrs Bradley died in hospital. Her husband James paid the following tribute to her. "She will be sadly missed by her family and friends and all who knew her both locally and in the wider community, where her sincere and sensitive personality was evident.

Anne (known also as Teresa), served with the then Women's Royal Air Force 1961-1966 as a member of the Mechanical Transport Section at Abingdon and Weeton. She took part in a number of valuable operations and exercises and was involved in the recovery of a large number of trainee parachutists who died as a result of a Hastings aircraft crash over

Weston-on-the-Green (Berkshire). Her actions, compassion and fortitude were the admiration of colleagues and superiors alike."

### Dick Mills (Bristol)

In September, Richard (Dick) Mills died. He will be remembered as a lively character and was Chairman of the Haig Place, Bristol Tenants' Association. In his role as Chairman he and others from Bristol travelled to Haig Place in Birmingham in 1994 and met with members of the tenants' association in Birmingham and a wonderful time was had by all. Dick will be sadly missed by his family and friends and by his loving wife, Kathleen.

## The "Not Forgotten" Association Annual Garden Party

The "Not Forgotten" Association very kindly continued to entertain some of our tenants again this year. They held a concert in the Lawrence Weaver Hall where we were also able to invite many local ex-Service organisations too.

### Would you like to go to the "Not Forgotten "Association Garden Party at Buckingham Place?

This annual event will take place on the afternoon of Wednesday 22nd July and we have very kindly been offered 16 invitations. **Places are for War Pensioners or for those who have a received compensation from the Armed Forces Compensation Scheme (AFCS).** If you would like your name to go into a draw for these places, please send your application, **in writing**, to Anna MacLeod, Haig Homes, Green Lane, Morden, Surrey SM4 5NS by 6th May 2009. Please include any carer's name with your application should you need one. People will have to make their own travel arrangements – parking facilities at the Palace are available.



Mickie Driver entertains

# TENANTS NEWS

## February Snow

After a warm and sunny March, many of us have forgotten the spectacular snowfall in the beginning of February. Many of the Haig Homes estates were covered in snow and the day off school and work provided a rare family treat for many of us. Most children chose to play in the snow but dedicated student Elin Gurung decided that, as he would not be going to his school which is a two hour journey from his home, he would find out more about snow. Before he went out to play, he produced a five page article about playing and having fun in the snow, snow and snowflakes, the effects of snowfall and some facts about the snowfall on 2nd February. Elin said, *"I woke up as usual at six o'clock and looked out of the window. I felt brimming with excitement. Everywhere I saw was cotton, white snow covering everything in sight. My Dad told me I couldn't go to school. I felt downhearted but seeing the snow made me feel better and made me want to find out more about it. I started looking up on the internet and also in newspapers to find out more about this wonderful thing. Although my friends asked me to go out to play, I wrote my article first and then, later, I went out. As soon as I took a couple of steps I was losing my balance and sliding everywhere. We had a snowball fight for about an hour and then built a fort, then had another snowball fight and later went home, tired and exhausted!"*



Elin Gurung

*Scenes of the estates in Morden taken first thing in the morning by Grounds Maintenance Supervisor, Marcus Forster who said, "It was absolutely beautiful – I was there early enough to be able to take photographs in areas where no-one had walked" .*



As part of his article, Elin also wrote a poem about snow:

*A beautiful thing that is snow,  
It can be fast but it can make you go slow.  
It gets melted by the sun,  
It is full of happiness and fun.  
It gets slowed down by grit,  
A huge lump of snow  
makes your snowman complete.  
Snow is very bright and white,  
To look at it, is a beautiful sight.  
Snow makes the adults stay in bed,  
But the children get exhilarated.*



# TENANTS NEWS

## Mrs Kathleen Collins and Mrs Anastasia Hooper: Celebrating 60 years with Haig Homes at Artillery Place, Wythenshawe, Manchester

On 20th January 1949, Mr William Collins and his wife Kathleen were the very first tenants to move into one of the newly built houses in Wythenshaw Manchester. William was in the Gordon Highlanders during the war and then transferred to the 73rd Tank regiment. He was badly injured during the battle of El Alamein. He was in hospital for two years and was finally shipped to the Chapel Allerton Hospital in Leeds. He had lost both legs. Mrs Collins had hoped to travel to Leeds by train with her two children to see him but they were not allowed on the train because of the frequency of bombs falling on the lines. When she arrived at the hospital the gates were locked and she had to wait with other relatives for some considerable time before the staff opened the gates to let the visitors in. In the hospital ward, Mrs Collins failed to recognise her husband and could not believe the nurse who pointed to his bed. His arms were in splints, he had lost so much weight and his hair had turned white after the injury.

He was eventually released from hospital and the family were together again albeit in a ground floor flat in Wythenshawe. Mr Collins was the first person to be invited to become a Haig Homes tenant in the newly built estate and the family moved in on the 20th January 1949. The family grew to three sons and a daughter and Mr and Mrs Collins were left in no doubt that, if they had another child, they would have to find alternative accommodation, as the property would be overcrowded. As it was, the three sons shared a small bedroom. The rent, which included rates and water rates, was 10/6d per week (52½p). They were instructed not to put any gates on the front of the properties and somebody from Morden asked Mrs Collins to knock on all her new neighbours' doors to request that they put the same colour of curtains up in every house to make the appearance of the estate look uniform. There were no other houses in the vicinity at the time and much of the basic foodstuffs like potatoes were purchased from a local farm.

In April 1949 the estate was officially opened. There were crowds lining both sides of Hollyedge Lane, on which the estate stands, and the Lord and Lady Mayor and Mayoress of Manchester attended and cut a pink ribbon to declare the estate 'open'. There was a brass band and dancing in the street. Mrs Collins said *'it seemed that the whole of Wythenshawe had turned out for the occasion'* and the ceremony became a huge party.

Mr Collins passed away in November 1982. Mrs Collins recalls that her husband's regiment regularly supplied food parcels and gave parties and reunions. She has maintained her house to a high standard of decoration and witnessed the ups and downs of life in Wythenshawe over the past 89 years of her life. It can be said that apart from a regret at her failing eyesight, Mrs Collins has enjoyed, and continues to enjoy, a long and happy stay in Artillery Place with all its ups and downs.



Mrs Kathleen Collins and Haig Homes Agent Tony Roberts who presented her with her 60th Anniversary Certificate and a bunch of flowers from the Trust.

## GOOD NEIGHBOUR AWARD

Mr and Mrs Lenherr from Haig Place Heamoor have nominated two sets of their neighbours for the good neighbour award. Mr and Mrs Tottle and Mr and Mrs Montgomery. Mr Lenherr says " I am 84 and my wife is 71 and both couples have been very helpful to us offering to go shopping and cutting our privet hedge and grass". Both couples have been drawn to win a £25 prize for being good neighbours.

Mrs Anastasia Hooper is also celebrating 60 years of living in 12 Artillery Place, Manchester. She moved in on the 17th March 1949, an important day for her as she comes from Dublin and the 17th is, of course, St Patrick's Day.

Her husband, Peter, was recuperating from war injuries in Chilwall Hospital and it would be another two weeks before he could move in with her. He had a leg amputated.

Sadly Peter passed away in 1991, but Anastasia says *"we raised two sons and a daughter in this house and I have a lifetime of very happy memories"*.

Mrs Hooper is now confined to the house but still has a son and a daughter in the vicinity who call her regularly and her granddaughter who visits every day. Mrs Hooper explained that she went into hospital and had two new knees implanted but caught the MRSA bug which made her health worse. Her sight is also failing but she watches the sports channel every day to keep up with Manchester United news so that she can keep up with her son's knowledge of the local team when he visits.

Mrs Hooper received a 60 year certificate, and was delighted with the bunch of flowers from the Trust.

Congratulations to both of you. There must be something in the water in Manchester which keeps people going strong because in the next few months, Mrs Emily Dellar will also be celebrating her 60th anniversary on the estate.



Mrs Anastasia Hooper proudly displays her Certificate.

## Two Funds 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 Fund so please pass on this information to anybody you feel may be eligible to apply.**

### *The Mrs Willie James Charity*

This small fund 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.*

## FEEDBACK RESULTS

Everybody attending had the chance to say what they thought of the conference by filling in a feedback form. 92% of attendees filled in their forms and the results were very encouraging.

### **Overall Opinion of the Conference**

99% thought that the conference venue was good

83% thought the food was good

98% thought the organisation of the conference was good

98% thought the travel arrangements were good

100% of people who needed overnight accommodation thought the hotel was good

### **The Presentations and Discussion Forum**

97% found the presentations and discussion forum interesting

88% found the presentations and discussion forum informative

99% said that the conference had improved their understanding of the Trust

A very pleasing 100% said that they would like to attend a future conference

## 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?

Conference Edition

# Newsletter

Spring 2009

**Haig Homes – First Tenants' Conference – March 2009**  
*Haig Homes held its first Tenants' Conference on 19th March this year at the Coin Street Neighbourhood Centre in South London*

Early this year, all tenants were consulted on the possibility of Haig Homes holding a tenants' conference: whether they would like to attend and what they would like to see included in the day. Out of a choice of three area locations (South, North and Midlands) 82% wanted it to be held in the South and on a weekday. Looking at the areas where people live, who would like to attend, it was clear that a venue near Waterloo Station would probably be most convenient. All tenants who had returned their consultation questionnaire indicating that they would want to attend or might like to attend were contacted and the conference became a reality. People travelled from far and wide bringing together the community of Haig Homes. We were delighted to have a good representation from all over the UK; from Edinburgh, Swansea, Penzance, Norwich, Carlisle, Leeds, Sheffield, Portsmouth, Morden, Winchfield, Farnborough and Haslemere.

Continued on pages 4, 5, 6 & 7

**Two tenants celebrate 60 years with Haig Homes in Manchester. Mrs Collins and Mrs Hooper share their happy memories on page 10/11**

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

The anagram quiz in the last newsletter proved to be very popular with many right answers sent in. The first name to be drawn and the winner of a £10 prize is Mrs Eileen Wilson from Mount Merrion Avenue, Belfast.

### ANAGRAMS

- 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 KWOOO NO DONK
- 18 OH WAD YIDDD DYDID
- 19 GHITIMDN RUHO
- 20 ONS FO A RCHEAPRE NAM

### ANSWER

- LOCOMOTION
- HI HO SILVER LINING
- TWIST AND SHOUT
- DAYDREAM BELIEVER
- ITS NOT UNUSUAL
- SHOUT
- SUMMER HOLIDAY
- EVERLASTING LOVE
- SATURDAY NIGHT AT THE MOVIES
- ONLY WANNA BE WITH YOU
- PRETTY WOMAN
- DOWN TOWN
- BABY LOVE
- DANCING IN THE STREET
- MY GUY
- ITS MY PARTY
- KNOCK ON WOOD
- DO WAH DIDDY DIDDY
- MIDNIGHT HOUR
- SON OF A PREACHER MAN

## AND THE NEXT BRAIN TEASER

As anagrams appear to popular, try these ones – the clue to the answer is in the anagram itself. Send your completed entries to Anna MacLeod at Head Office (address at bottom of the page) by June 19th – the first correct answer to be drawn after that date will win £10 and will be announced in the next newsletter.

	ANAGRAMS	ANSWER
1	DIRTY ROOM	
2	BEST IN PRAYER	
3	MOON STARER	
4	A ROPE ENDS IT	
5	THEY SEE	
6	HE BUGS GORE	
7	HERE COMES DOTS	
8	CASH LOST IN ME	
9	IS NO AMITY	
10	LIES - LET'S RECOUNT	
11	ALASI NO MORE Z'S	
12	I'M A DOT IN PLACE	
13	TWELVE PLUS ONE	
14	WOMAN HITLER	

**Do you want to become a Liaison Tenant? Would you like to monitor the Grounds maintenance and cleaning contracts and be 'eyes and ears' on your estate?**

We have yet to work out the detail as to what being a recognised Liaison Tenant would involve but, with names of people who might be interested in this, we will consult with you to define the role. This was a suggestion put forward at the conference and we welcome the opportunity to be able to involve our tenants in this way.

Please send this form, or a letter expressing your interest, to Robert Wooldridge, Maintenance Manager at the address below and we will be in contact in due course to consult with you and will report back in the next newsletter.

Your name and address:.....  
 .....  
 .....

This newsletter is printed using recycled paper.