

Repairs Edition

# Newsletter

Summer 2009



## Aiming to Improve Repairs Service Haig Homes Estates Department has been restructured

### Background

For some time tenants have been telling us, via Surveys and Best Value reviews, that the Trust's Repair Service needed to improve because it is not as good as it could be.

Trustees took note of what was being said and built improvement proposals into their plans for the Trust to meet the management needs of today and tomorrow. However the Trust is not a large organisation and has limited resources, so costly changes have had to be made over a period of time.

In order to improve the service and the way the Trust works, the following has already happened:-

- A new fully integrated IT system was purchased and has been in use since 2007. It is easier to use and provides better information than the previous system.
- A new telephone system has been purchased and is live. All Tenants have been informed. (see page 7 for further details)
- The office accommodation has been re-arranged to make better use of the limited amount of the space.
- New contracts for repairs and maintenance have been written and are being put out to tender to cover 13 separate areas in which the Trust has property.
- The functions of the Estates Department have been fully reviewed and a new Property Services Department is being created which will be operational from 1st August.

### **From 1st August, the Estates Department will become THE PROPERTY SERVICES DEPARTMENT**

*The structure of the Property Services Department can be seen on the next page and will consist of three main sections as follows:*

#### **Day to Day Repairs Section**

This will be headed up by Lisa Waterman, the Repair Service Manager, working with two Repairs Administrators, Carron Gibson and Zena Newland (new to Haig Homes). This section will receive all repair requests, issue orders, monitor progress of orders and provide administrative support to the department.

#### **Contracts and Compliance Section**

This will be headed up by Robert Wooldridge, the Contracts/Compliance Manager, working with Tracy Kay, Contracts/Compliance Administrator. This section will be responsible for procuring and managing Schedule of Rates and Term contracts, the Approved Contractors List and administering the Gas Servicing Contract in terms of Gas Safety Certificates. Robert and Tracy will also be responsible for monitoring departmental performance, budgets and programmes.

#### **Technical Section**

This will consist of three Estates Surveyors, all reporting to the Director of Property Services, dealing with voids, planned programmes, estate inspections and aids & adaptations. David Chambers is the Estates Surveyor for the North, Garry Woodford for the South and Steve Palmer, a new recruit, will be responsible for estates in London and Kent.

The reporting of the majority of repairs to the Repairs Service Team will be implemented over the coming months and each Tenant will be told of any changes that affect them. In the meantime there is no change to the way you should report repairs.

We will be monitoring the effectiveness of the new arrangements over the next year and will want to know your views on the new service arrangements.

# ESTATES DEPARTMENT

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Director of  
Property Services



Yassin Ali

## The Property Services Department

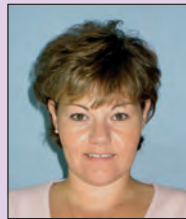
### Day-to-day Repair Section

Manager



Lisa Waterman

Repairs  
Administrator



Carron Gibson

Repairs  
Administrator



Zena Newland

### Technical Section

Estates Surveyor  
North



David Chambers

Estates Surveyor  
London



Steve Palmer

Estates Surveyor  
South



Garry Woodford

Morden Grounds  
Maintenance Team

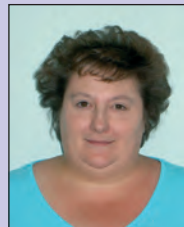
### Contracts and Compliance Section

Manager



Robert Wooldridge

Administrator



Tracy Kay

## What are Haig Homes' targets for turning round repairs?

This question was asked at the Tenants' Conference. The targets for turning around repairs were set by the Housing Corporation and are set out in the Tenant's Handbook and Information Pack as follows:

**Emergencies** – attend and make safe within 24 hours

**Urgent** – Attend and complete within 5 working days

**Routine** – Attend and complete within 21 working days

**Other** – Attend and complete within 65 working days.

The target time for completing the repair is set at the time of ordering the repair.

## Liaison Tenant

At the conference, grounds maintenance and the cleaning of estates were important issues for many attendees. We will send a copy of the contract schedule for grounds maintenance for an estate if it is requested and we want to involve tenants in the review of the cleaning arrangements on those estates where common areas have to be cleaned. We would like tenants to assist us in monitoring the quality of the contractors and we asked in the last Newsletter whether any tenants are interested in so doing. We have been pleased with the response and so far have 20 volunteers and we are working on taking this forward.

## Do You Have a Stairlift?

If you have a stairlift in your home and you have not received a recent notification letter letting you know about servicing, please call Head Office 0208 685 5777 and choose Option 2.

The three new members of staff for the Property Services Department are:

**Lisa Wateman** who joins us as Repair Service Manager. Lisa has a background in customer services in the private sector.

**Steve Palmer** is the new Estates Surveyor for London and he will be responsible for estates in London and Kent. He will also be responsible for the facilities management of the offices and associated buildings at Morden, together with the management and support of the Morden Estate Team.

**Zena Newland** will be working alongside Carron Gibson as a Repairs Administrator reporting to Lisa. She and Carron will be frontline for taking calls about repairs and will carry out all the administrative and monitoring duties for the department.

## ISLE OF WIGHT TENANTS HAVE NEW LIGHTING

Tenants on the Isle of Wight have been worried about the level of lighting on the estate and, with the generous support of a local Charitable Trust, we have now been able to install suitable lighting.

Stephen Dickins, the Neighbourhood Housing Officer at our agents, Medina Housing, says, "Our residents and the local Police are very happy about the works and strongly feel that it has been a great success".

## MISSED APPOINTMENTS

If you log an emergency call and then leave your home meaning that the emergency repairs or service needed, cannot get access, we will charge you for the visit.

Missed appointments are increasing and costing the Trust (and ultimately the tenants) money. We are currently considering the best way of tackling this.

# TENANTS CONFERENCE

Peter Besgrove, Chief Executive of Haig Homes says, "Following the Conference we have reviewed the questions that were raised.

As I said in my summary at the end of the Conference, as far as repairs are concerned, the Trust intends to get better. It has reviewed the repairs service and the recommendation of the review team, which included tenants, was that the reporting of repairs should be brought in-house. That is going to happen during the course of the year and on a phased basis. Tenants will be notified as the change takes place.

We are also reviewing how we use contractors and we are moving to a Schedule of Rates system for ordering repairs. This will give better value for money and we will have new contracts with contractors. This major change is also, of course, dependent on our having a new telephone system fully functioning and sufficient staffing resources in place. We are on target to do so.

Nuisance was another key issue raised on the day. We will continue to work with the Police and other bodies to try to resolve the problems that arise but we do need the co-operation of all concerned and especially of tenants if we are to do so. As a first step we sent every tenant a useful booklet with the Newsletter on how to minimise nuisance to neighbours.

Grounds maintenance and the cleaning of estates were important issues for many delegates. We will send a copy of the contract schedule for grounds maintenance if it is requested and we want to involve tenants in the review of the cleaning arrangements on those estates where common areas have to be cleaned. We would like tenants to assist us in monitoring the quality of the contractors and we have asked in the Newsletter whether any tenants are interested in so doing. We have been pleased with the response and so far have 20 volunteers and we are working on taking this forward".

## Conference questions

In the last newsletter, we published some of the discussion forum questions which came up at the tenants' conference. Since then, Haig Homes staff have looked at all the written questions and have discussed some of the verbal questions and, over the next few newsletters, we will provide the answers. Anyone who attended the conference has been sent a copy of the questions and answers.

### How are repairs prioritised?

These are prioritised into one of four categories e.g. Emergency, Urgent, Routine or Other. The decision about which category to allocate to the work is assessed at enquiry stage and depends on details obtained from the tenant. The Trust's repair categories are stated in the Tenant Handbook and Information Pack, which includes brief explanations of what type of work, may fall into any particular category. All repairs undertaken by the Trust are prioritised according to their urgency and in line with good practice.

### Is there a 3 strike and out policy for contractors?

Not as such but with the switch to Schedule of Rates for our repair works and bringing repairs reporting in-house, we will have better monitoring and management systems with which we can identify non-performing contractors more effectively. All contractors will become subject to periodic reviews of performance.

### Is there a budget for re-planting?

There is currently no set allowance but we will consider how this might be possible in the future.

### Can we have more information about what improvements we can do ourselves?

Tenants have the right to undertake reasonable improvements or alterations themselves e.g. installing new kitchens, bathrooms, heating, adaptations, external landscaping etc. The Trust's permission for such works must be obtained beforehand as stated in the tenancy agreement. In turn, the Trust will not unreasonably withhold or restrict any such work but will want to ensure that it is satisfactory, and complies with current legislation, and that there is no risk or costs for the Trust.

# TENANTS CONFERENCE

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## Can we have loft insulation?

Trust properties should already have loft insulation. If you believe your property does not then please let us know and we will investigate.

## We would like more interaction between Haig and our Tenants Association?

We have reviewed tenants' responses to the Status Survey. This has reinforced our view that some residents want to engage more regularly with the Trust. The agents and Haig Homes' TLOs already offer an annual visit to all tenants during which the options for involvement can be discussed.

## There is a high level of apathy (with reference to resident involvement), how can this be resolved so that more get involved?

This is difficult to resolve. The majority of tenants have busy lives and may not wish to be involved except on issues which affect them directly. Haig Homes will try to inform residents of all matters that affect them and pro-actively obtain the views of residents.

## Why could my elderly neighbours' son take over the tenancy when they died but my other neighbour's daughter couldn't?

This could have happened for one of two reasons:

The law relating to succession rights is complex. The type of tenancy will determine the circumstances when, and which family members have a right to succeed to a tenancy. There can only be one succession to a tenancy and in some cases only a spouse can succeed. Each case therefore is considered on the basis of the legal rights of those concerned.

## I stumbled across Haig Homes by chance – why are you not better known?

All Service people attending a housing resettlement briefing prior to leaving the Services, will be told about Haig Homes. The briefings, run by the Joint Service Housing Advice Office (JSHAO), run throughout the year and are spread throughout the UK and in some other locations eg Germany, Cyprus. At the briefings there is often a presentation made by someone from Haig Homes. The Resettlement Resource Centres, local authority housing departments, Citizen Advice Bureaux, SSAFA, The Royal British Legion and many other Service and ex-Service organisations are all provided with information on Haig Homes.

In addition, using relevant words in a search engine such as 'ex-Service' or 'housing' should bring up Haig Homes website as a top 'hit'.

The fact that people do 'stumble across' Haig Homes is probably not 'by chance' but by a concerted effort by us all to be found when we are most needed.



*Anna MacLeod, Haig Homes Fundraising & PR Manager, informing soon-to-be Service Leavers about Haig Homes at a JSHAO Housing Briefing at a Service Resettlement Centre.*

# HOUSING MANAGEMENT

## Tenant Liaison Officers

The Trust's two Tenant Liaison Officers (TLOs) ensure that tenants comply with their Tenancy Agreements and, when investigating any issues such as neighbour disputes and anti-social behaviour, ensure that the Trust's policies and procedures are applied fairly, courteously and sympathetically. Each TLO has over 600 tenants (not counting partners, children and other household members in each tenancy) living on their 'patch' who they will visit every so often to check that the Trust's properties are being properly cared for by tenants and to identify any needs or problems a tenant may have. They will offer advice and support on all tenancy issues and, where necessary, will help tenants to obtain support services, and aids and adaptations from social, welfare agencies and the service charities. The TLOs also lead on all tenant involvement initiatives and activities working with their colleagues in other departments if necessary.

They also have a key role in managing and monitoring the day-to-day performance of the Trust's Agents and they frequently have contact with various organisations involved with tenant welfare such as local authorities and the local police service.

### A day in the life of..... Tenant Liaison Officers

The Trust's Tenant Liaison Officers (TLOs) are Barbara Byrnes and Julie Sutherland. They each have responsibility for specific estates around the country.

They both agree that it is difficult to pin themselves down to describe *one day* as each day is very varied. Barbara says, "After nine years as a TLO, I can't really say what my typical day is but I will give an example!

#### Answering emails and letters

I was in the office at 8.20am and spent an hour answering emails and letters. The majority of my post and emails is generally about neighbour disputes. This is a very emotive subject and ideally we expect tenants to resolve disputes between themselves. Where that doesn't happen we are happy to arrange for mediation. Hopefully the booklet we sent out with the last newsletter may give some pointers for people to achieve better relations. We can't expect everyone to be best friends but hope they can, at least, remain civil, behave properly and show consideration to others. I also made some appointments with tenants to discuss their rent arrears and arranged to visit an applicant at their home in Kent to make an assessment. At 9.30am I showed a new tenant around their property and then went through the 'sign-up' process which took another hour. I explained the tenancy agreement in detail and advised them about local schools and other services.

#### Improving services

For the rest of the morning we meet with the IT department, the Housing Management department and the General Office to make sure that the new telephone system (see page 7) which links in with our IT system, does what we need it to do.

#### Estate visit

I had to leave the meeting slightly early as I had to meet one of our Estate Surveyors, Garry Woodford, in Haslemere to look at a void property. Whilst there I called on some residents who had been out when I carried out my management visit two weeks earlier. I also saw a tenant who had moved in six weeks previously to ensure that they were settled. On my return journey I was delayed by an accident so didn't get back to the office until 6pm. I checked my telephone messages, responded to the most urgent then, after sorting out some work priorities for the next day, I headed home."

Julie says, "Barbara's day described here could as easily be one of mine and I will describe another type of day either of us might have. I was also involved in the IT meeting and asked if the forms we use in our visits could be pre-filled in with the information we have got on our system.

#### Filling in forms

Barbara and I both can see it is irritating for our tenants to be asked the same basic information each time we visit and this should speed up the process.

#### Pre-arranged estate visit

Setting off early from the office, after a two hour drive in the busy morning traffic, I arrived at one of our estates for various pre-arranged visits. I always have a quick look around the estate first just to re-familiarise myself with it. I had been asked by our Estate Surveyor to check on the garages on the estate

Barbara Byrnes



Julie Sutherland



as there had been a suggestion that local kids were getting in over the back. A quick look, and a few photographs as back-up, showed that this could be the case. We always try and 'double' up if there is an issue that needs looking at – it saves the Trust, and therefore the tenants, money rather than having visits by two different people.

### *Rent arrears*

I had arranged to see two people about their rent arrears. We try to keep on top of arrears and have three Income Officers who work hard with tenants to sort any problems. Mainly, people in arrears have genuine reasons and should talk to me or Barbara or their Income Officer (the correct contact details should be in the Tenants Handbook and Information Pack issued to every tenant). If the situation needs me to visit I will sit down with the tenant, go through their finances carefully and work out how much they can pay to catch up with their arrears. People can be very worried about their arrears and are often relieved that I have visited. Sometimes it is apparent that a tenant is deliberately refusing to pay their rent or pay off their arrears and these tenants may end up facing eviction. Persistent and deliberate non-payers of rent are putting an unfair financial pressure and burden on the other, rent-paying, tenants.

### *Neighbour disputes*

A regular problem on estates is between neighbours at different ages and stages of their lives – an veteran with Post traumatic Stress Disorder (PTSD) wanting to live his life peacefully and finds the noise of the three small children living next door intolerable. Their parents may feel the noise their children make is normal. Often it is just a case of trying to get the two neighbours to be a bit more sympathetic to each other – the veteran can learn to recognise that there are periods of quiet when children are at school or inside in the winter months; equally the parents can recognise that the noise of playing can get out of hand and become unacceptable to others.

Occasionally, relationships badly breakdown and there have been examples where we had to move tenants away from each other. I don't think it is any different for any other housing associations or in the private sector – some people just do not get on with each other.

After a few more visits talking to tenants about issues they had raised, I left the estate, having not stopped all day, and headed back to the office.

### *Lovely tenants*

Each day is different which I enjoy – the only sad thing about our jobs is that we mainly deal with tenants' complaints and problems. Just sometimes, we get a lovely thank you letter or someone phones to say how much we've helped and that is very satisfying. When we visit an estate and meet all the tenants, the majority are really delightful people with great tales to tell.

## Haig Homes has a new telephone system to improve service

The Trust's existing telephone system has reached the end of its useful life and a new system came into operation last month. All tenants were informed by letter of the changes and the information is also provided here:

The telephone numbers you currently use and the charges will remain the same however you will be presented with some options at the start of your call to help get you straight through to the appropriate department.

This more modern arrangement is designed to speed-up calls and to improve the overall telephone experience for callers but it will also help the Trust's staff to access your details and deal with your enquiry more accurately and promptly.

When you call the Trust in the future you will be presented with 5 options

- 'Press 1' for Gas related enquiries or repairs.
- 'Press 2' for all other repair enquiries.
- 'Press 3' for new applications for housing assistance.
- 'Press 4' for rent related enquiries or payments.
- 'Press 0 for all other enquiries.
- or hold'

Calls will be recorded in the future to help with accuracy and for internal training.

For the system to work most efficiently it is important that we keep your telephone numbers up to date so if you know that you have changed your numbers recently, (whether home or mobile) or you think that we do not have your number (new tenants), please call the office on 020 8685 5777.

We are confident that the new telephone system will improve the service we provide and, later this year, we will ask for tenants' opinions to measure the impact the new system has had.

### Pay Your Rent Online

All tenants have been sent detailed instructions on how to use Alliance and Leicester's BillPay service to pay rent online. **LIVING IN SCOTLAND? PLEASE NOTE:** You must choose the option **Haig Homes – Scotland** when paying your rent.

You can use the link on the front page of our website where it says Or go to [www.billpayment.co.uk](http://www.billpayment.co.uk)

**PAY YOUR  
RENT  
ONLINE**

Need Help? Call Head Office on 020 8685 5777 and choose 'Option 4' or go to the BillPay FAQ on their website or phone the BillPay Help desk on 0151 966 2105 (8.30-5.30 Monday to Friday)

## Parking Consultations

Car parking consultations have been carried out at Haig Close, Bristol; Jo Benson Court, Southsea and Haig Place, Birmingham. The Bristol consultation is still in its early stages but the other two estates recognise the need for an effective parking scheme. Clamping schemes appear to work well. The spread and often small size of our estates often means that clamping companies are not keen to take us on but hopefully, by the time this newsletter goes to press we will have put a company in place.



## HOW TO BE BETTER NEIGHBOURS

There was a leaflet sent out with the last newsletter called 'Hey great... neighbours!' There are some useful tips and advice for a happy, neighbourly relationship. It identifies some of the trouble 'hot spots':

**Night Noises:** some people can stand noise better than others but generally, most people like peace and quiet in the evenings and at night. Keep noisy activities to the day like playing music or musical instruments, vacuuming etc You could use headphones in the evening to listen to music or to the television if you need to have the sound up high. On the other side, if you have a young baby crying next door, please try to be a bit sympathetic – its parents are probably even more fraught! Don't run up stairs, slam doors, run washing machines late at night and, if you are having a party, let your neighbours know well in advance and at what time it will end and then stick to it.

**Animals:** you must have written permission from Haig Homes to keep a cat, dog or any other animal and you will have signed a form agreeing to keep your pet under control. Clear up after your dog and if your cat is upsetting your neighbour you will have to provide a litter tray in your home. Don't leave a cat out all day long; don't leave a dog on its own all day. If you think your neighbour is leaving a dog all day and the dog is distressed you can report it to your local RSPCA branch.

**Hygiene:** an dirty home attracts vermin – don't let your home get into an unhygienic state and dispose of your rubbish carefully and thoughtfully. If you need to get rid of bulky household rubbish, local authorities offer this service.

**Parking:** park considerately. Some Haig Homes estates have parking restrictions – permit/clamping controlled. On other estates, be realistic about the spaces available and, if you have more than one car and there is only enough room outside your house for say two cars and your near neighbour has a car – don't hog all the spaces, park your additional cars away from the estate. Think about your neighbours with very small children or the elderly – could you park a few feet further away in order to let them have spaces nearer their homes? Would it really be much of a problem to you?

## ARE YOU HAVING TROUBLE WITH YOUR NEIGHBOURS?

**Try and solve the problem yourself** – ask yourself 'am I being reasonable – are other people affected by this or is it just me: does the nuisance happen very regularly or once in a while?'

**Contact the person causing the nuisance** – don't leave it too long before you do as flagging something up early may sort the problem quickly and the longer you leave it the more annoyed and likely to blow your top you may be.

**Talk to them** – remain calm, rehearse in your mind what you are going to say and stay reasonable and pleasant. Flying off the handle will only make things worse.

**If talking about it doesn't make any difference.....** – contact other neighbours and see what they think. Write everything down that bothers you and keep a diary. If you are going to contact Haig Homes or the Police about your neighbour, you will need to have this in place. If the problem involves drugs or criminal behaviour your first point of contact should be the Police. Problems with noise should be reported to your local environmental health department and for other matters, let us know and we will see if we can help settle disputes amicably.

## Bonfires and Barbecues

You can have a bonfire or barbecue, within the boundary of your own home if you are lucky enough to have a garden, as long as you do not cause a nuisance with the smoke or the smell of the smoke, and it does not cause any risk to the property or other buildings. Make sure you act responsibly otherwise this could be classed as antisocial behaviour. You may not have bonfires or barbecues on communal areas.

If smoke from a bonfire or barbecue is causing a problem, it could **constitute a Statutory Nuisance under the Environmental Protection Act 1990. You can report it to Environmental Health.**

## Bonfires

Garden bonfires are hardly ever the best way of getting rid of rubbish. They add to air pollution, can easily cause a nuisance to neighbours, can produce poisonous and irritating gases and can easily get out of control spreading to fences, buildings and scorching trees. The worst time to light a bonfire is in the early evening as a climate condition called cold air inversion means that the smoke swirls round and spreads horizontally rather than goes up and away from your neighbours.

There are alternative ways of disposing of garden and other waste that are much less harmful to the environment and will not cause annoyance to neighbours:

- Composting – for garden and raw kitchen waste (check whether your Council offers composting bins)
- Recycling – for paper, card, some plastic and glass
- Civic Amenity Sites (tips)



## Pryor's Bank: An ex-Service self-help initiative

**Patrick Lyster-Todd**, who lives in Morden used to be the manager of Project Compass, a MoD-sponsored programme aimed at helping homeless ex-service people gain employment. Still involved in a similar field and overlapping with his current work, he now does some voluntary work at the Sir Oswald Stoll Foundation, a registered charity which supports and houses vulnerable and disabled ex-Servicemen and women. He helps specifically on their latest self-help initiative – 'Pryor's Bank'. This is a very pleasant cafe/restaurant in Bishop's Park, Fulham which also provides apprenticeship training programmes for unemployed ex-Service people, helping them to become professional chefs or waiting staff. For more information please call 020 7731 5227.



## EASTER EGG HUNT



*Sidarta Gurung, Alistair Temple and Demi-Lee Allen, on the Morden estate enjoying the annual Easter Egg Hunt organised by members of the Haig Homes (Morden) Residents Association.*

## Victory At Last!!

Shirley Denson, a resident in Morden, has been vigorously campaigning for well over a decade to get justice from the Government and the MOD for the victims of Britain's nuclear testing and a judge has recently ruled that 'a veteran who believes that he has an illness, injury or disability attributable to his presence at the tests\*... should be entitled to his day in court. The Government should settle out of Court because of the veterans' age and infirmity.'



All smiles after a long battle - Shirley and the veterans and their families on the steps of the High Court celebrate the news (PHOTO) - Steve Bainbridge

Shirley says "I am absolutely ecstatic! There's some light after years of darkness."

\*The issue is the British Nuclear Tests carried out in the 1950s and 60s at Christmas Island in the South Pacific. Shirley's husband Eric had been one of 22,000 men who witnessed the atomic blasts – an event which has cursed him with extreme ill health until his death 18 years later.

## Ashley Cole

In the last newsletter we reported on Ashley Cole (centre below) passing out from training for the Army. Ashley is now a fully fledged Coldstream Guard! Another proud day for him and his family. He will be based at Woolwich Barracks and hopefully will be guarding Buckingham Palace.



## Bury St Edmunds meets Turin

Mr and Mrs Ryan from Bury St Edmunds, have told us about the marriage of their son David to Giorgia Vendramin from Turin in Italy.

*“David and Giorgia were married at Bury St Edmunds Registry Office on 29th May. The weather was perfect! After the ceremony, photographs were taken in the Abbey Gardens. Giorgia’s family came over from Turin for the happy occasion and she looked absolutely stunning in a beautiful cream wedding gown. The future happiness of the couple was toasted by fifty friends and family at a wedding breakfast afterwards. There will also be a blessing in Turin later this year.”*



## Operation Dynamo

### The evacuation on the beaches of Bray-Dunes Dunkirk 1940

John Phillips, who lives in Broadstairs, was invited by the Mayor of Bray-Dunes to take place in the commemoration of Operation Dynamo. This was the codename for the Dunkirk evacuation by the British of allied soldiers from the beaches in the area between 26 May and 4 June 1940, when British, French and Canadian troops were cut off by the German army in the Second World War.

In his “We shall fight on the beaches” speech in the House of Commons, Winston Churchill called the Battle of Dunkirk the greatest military defeat for many centuries, warning that “the whole root, the core, and brain of the British Army” was stranded in Dunkirk. He hailed the subsequent rescue of almost 340,000 as a “miracle of deliverance. They were evacuated by a hastily assembled fleet of 850 boats and 700 ‘little ships of Dunkirk’. The evacuated soldiers became part of the force that subsequently led to the allied victory in 1945

Operation Dynamo took its name from the dynamo room in the naval headquarters below Dover Castle, where British Vice Admiral Bertram Ramsay planned the operation and briefed Winston Churchill as it was underway.



*Bray-Dunes is between Dunkirk and the beaches of De Panne and became the symbolic view of abandoned trucks and soldiers walking through the sea to the rescuing boats. At low tide, even today, some shipwrecks are still visible.*



*British troops line up ready to be evacuated from Bray-Dunes, east of Dunkirk, during Operation Dynamo.*

## 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 BRAINTEASER

In the last newsletter we set a series of jumbled words with a clue to the unscrambled answer. This was obviously a hard one as we only had ONE entry! No hat needed to draw out a name – the clever winner of the £10 prize is Mr Donald Wilson of Mount Merrion Avenue in Belfast – Congratulations!

CLUES	ANSWERS
DIRTY ROOM	DORMITORY
BEST IN PRAYER	PRESBYTERIAN
MOON STARER	ASTRONOMER
A ROPE ENDS IT	DESPERATION
THEY SEE	THE EYES
HE BUGS GORE	GEORGE BUSH
HERE COME DOTS	THE MORSE CODE
CASH LOST IN ME	SLOT MACHINES
IS NO AMITY	ANIMOSITY
LIES - LET'S RECOUNT	ELECTION RESULTS
ALAS! NO MORE Z 'S	SNOOZE ALARMS
IM A DOT IN PLACE	A DECIMAL POINT
TWELVE PLUS ONE	ELEVEN PLUS TWO
WOMAN HITLER	MOTHER-IN-LAW

## 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.*

## 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:.....  
 .....  
 .....

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Do 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](mailto:anna@haighomes.org.uk) **Deadline for contributions November 20th 2009**  
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