

Lighthouse

Combating Homelessness, Creating Opportunities, Promoting Change



The Lighthouse Photo Competition: Meet the winners!

Tenants give us all their favourite environmental tips

Kerry is back with The Lighthouse LGBT+ Corner

Meet new Housing Staff member Traci

See the latest Housing Services performance figures

Free or cheap events near you this summer



Goodbye and thanks to Barry and Julie

Earlier this year, BHT Sussex said a fond farewell to two stalwarts of its Housing Services Team.

Julie Schofield, Income Recovery Officer, retired after nine years of fabulous service and dedication. We also said farewell to Barry Smith, Maintenance Operative in Hastings and St Leonards, who retired after almost fifteen years of service, having worked for Hastings Community Housing prior to the transfer of their properties to BHT Sussex.

Both Julie and Barry were highly respected members of staff and it was sad to see them leave. In their final week of work, they were surprised by a visit from Andy Winter, BHT's Chief Executive and David Chaffey, Director of Housing and Property Services, who came bearing gifts and took them both out for a celebratory brunch.

Julie's role as Income Recovery Officer has now been taken on by Traci Brooks (see p.12) and a new maintenance operative, Stephen Campbell, has just joined BHT Sussex to succeed Barry. We will introduce Stephen next issue.

We would like to thank Julie and Barry for their huge contribution to BHT Sussex over the years and the dedication they have shown towards our tenants and wish them the very best in their respective retirements.

Dear tenant,

As we move into July it feels that the sun has finally got the message and decided to put his hat on! The better weather also heralds your summer tenant newsletter, filled with summer news, information and topical articles.

The BHT Sussex In Bloom competition is back again, with more gardens competing for the coveted prize than ever, and I am really looking forward to the judging day coming up in mid-July. Look out for the article in the autumn edition where all the winning gardens will be showcased.

Mary Stevens has had a host of informative entries from our environmentally-minded tenants, and she shares these inside, along with some great pictures of tenant gardens. We've also had some brilliant entries for our Photography Competition. Inside you will see the best of these wonderful photos, judged by Lucy Brooks, the graphic designer who does all the wonderful work designing your newsletter.

You will also meet a few new members of staff who have joined the Housing Services team here, as well as bid a fond farewell to our parting colleagues. There's all the latest news from our sister organisation, Brighton Choir With No Name, and the new Choir Manager introduces himself to you all.

Not to mention of course all the regular features, such as the quarterly Housing Service performance figures, Joe's legendary crossword – a Sussex theme this edition – and the latest What's On in your area.

I really hope you will have as much fun reading this newsletter as I, along with the lovely team of tenants and staff, have had putting it all together.

Stay safe everyone.

Alasdair Tenquist

BHT Sussex Involvement Officer and Editor of Lighthouse

3	Environment
4, 5	Tenant Involvement
6, 7, 12, 13	BHT Sussex Housing Services Updates
8-10	Photography Competition
11	Crossword
14-15	What's On
16	Contact Us/ Crossword Answers

Front Cover Photo: Lucy Brooks, our wonderful graphic designer, chose this wonderful view of the i360 at night as the photography competition winner this issue.

Environment

BHT Sussex Tenants offer their Environmental Tips

From rock stars to the royal family, everyone is talking about our impact on the environment. We invited tenants and clients to share their top tips for reducing environmental impact.

"Reducing washing temperature to 30 degrees and reducing the spin speed of your machine saves energy. Don't throw away food if it can be used – leftover vegetables can make a stir fry or a good old bubble and squeak. Repair shops are a wonderful resource and can give your items extra life. If you have outside space, plant flowers for pollinators – use empty plastic bottles, ice cream tubs or similar to grow edible herbs which smell amazing." Samantha, Brighton

"Leave water out for wildlife in gardens all year round. Make gardens more wildlife friendly, including making a safe space for foxes. Grow food if you have space."

Mel, Brighton

"Containers could be provided in communal space (where safe to do so) where useful unwanted items could be left, for neighbours to reuse." Stephen, Brighton

"I use a Thermos flask to keep boiled water hot, so I only have to use the kettle a few times a day for cuppas!" Charlie, Brighton

"One of our more imaginative tips: in winter putting the tent up over my bed so I didn't have to put on the heating kept it 4 or 5 degrees warmer inside." Liam, Hove

"I use my e-bike to get to work. In the garden, I let patches of wildflowers to grow to encourage bees and other insects."

Involvement Officer Alasdair adds his own tip.

Mary Stevens, BHT Sussex Environmental Officer

Meet Environmental Champion Matt Cartwright

Mary Stevens BHT Sussex Environmental Officer tells us about this new role.

We now have Environmental Champions in four of our projects, working with clients and tenants on energy saving, waste reduction and other environmental measures. Some have attended Energy Awareness training as part of our Power Partners project, and we are using project funding to run courses for more frontline staff to become Environmental Champions in the summer.

Route One was the first to nominate an Environmental Champion – Matt Cartwright, Floating Support Worker. I asked him about the role.

Q: Why did you become Environmental Champion?

Our team was talking about energy efficiency but there was no-one to co-ordinate this. I'm personally concerned about the environment and a Greenpeace supporter, so was keen to take on the role, and help reduce our environmental impact.

Q: What are simple environmental measures you are taking in the project?

In the office we're reusing paper, turning off equipment and lights when not in use, taking care with recycling – including PPE. In our houses, we ensure waste is put in correct bins. For projects we want to work with clients on reducing energy use and are looking forward to further energy awareness training for staff and are considering how best to work with clients – considering measures like use of shower timers, room thermometers and placement of thermostats.

Q: What are the biggest challenges?

Working with people on benefits in self-contained accommodation, and how to best support them in using heating and managing bills. Many use plug-in heaters rather than storage heaters in rooms.

Q: What are your top tips for reducing environmental impact?

I use my motorbike to travel between clients – which has less impact than a car and enables me to fit in more appointments than using buses. At home, to reduce use of heating, we've bought an electric blanket for cold nights.



The choir perform at Brighton Fringe

Meet Paul – the new Brighton Choir With No Name manager

Paul Phillips, the new Choir Manager at Brighton Choir with No Name, a BHT Sussex partner, introduces himself and gives us an update on the choir's recent developments.

"When we sing from the heart, we feed our souls". I heard this saying recently and it summed up what The Choir With No Name means to me.

Back in March this year, I became Choir Manager with the Brighton Choir with No Name (CwNN). It is a growing national organisation, currently with six choirs nationally.

In 2016, I was stage manager when CWNN performed the Big Christmas Singalong at Brighton Dome and it had a profound effect on my life, reminding me of the importance of 'meaning' in what we do, and how the power of singing and making music together can transcend us above our problems, giving us strength and joy.

I joined at a time where the choir was undergoing some big changes. Our founder and CEO Marie, the programs manager and Alex, my predecessor all moved on. Along with

our fabulous Choir Musical Director Freya, they've done a wonderful job of seeing CWNN through the pandemic.

Exciting things are happening. In London we recorded with a 100-strong choir brought together by the Royal Philharmonic Orchestra to record the Women's EUROS anthem to be played at games during the competition. We'll be performing the Brighton anthem at the Fanzone in Pavillion Gardens on July 11th. On July 16th we'll be singing with Hullabaloo Quire in St George's Church, Kemp Town, tickets on sale soon. In September we are recording at Metway Studios and we're involved in a community arts project collaborating with Whitehawk Football Club. On December 6th, we will be presenting our annual Big Christmas Singalong at Brighton Dome.

If you would like to come and join us in our two favourite things of singing and eating, we meet at 6pm every Monday at All Saints Church, Hove. Contact Paul on paul@choirwithnoname.org .

LGBT+ Corner

With BHT Sussex Tenant Kerry

Brighton Pride on Saturday 6th August

Calling all BHT Sussex tenants (and clients, staff and board members!)

BHT Sussex will be part of the Brighton Pride Parade again this year. In a change to previous years, we will be a walking group, rather than hiding ourselves away on a bus!

We want you to be a part of this group, either as a member of the LGBTQ+ community yourself, or as a fabulous ally, to join us in celebrating diversity, inclusivity and the great work that we all do at BHT Sussex.

The theme this year is Love, Protest and Unity. Our placards will have key statistics, both from the LGBTQ+ community and from BHT Sussex.

We have a limited number of places in the parade itself (50 persons max) and some of those will get free tickets to get into Preston Park afterwards (distributed on a first come first served basis),

Brodie Hall and Kerry Mitchell will be in the lobby of BHT London Road on Thursday 7th July from 2 pm colouring in

banners for the parade. If you want to join us in any of the above be a part of this exciting opportunity, then please contact Brodie on brodie.hall@bht.org.uk or 07827 883786 as soon as possible

There are also other Prides taking place across Sussex:

9th July: Worthing Pride
worthingpride.com

23rd July: Eastbourne Pride
eastbournepride.org

20th August: Crawley Pride
crawleylgbt.com

27th August: Seahaven & Newhaven Pride
seahavenpride.com

28th August: Hastings Pride
hastingspride.org.uk

LGBTQ+ Support and Advice in Brighton and Hove and East Sussex Area

Switchboard – Listen to, support and inform the LGBTQ+ Community in Brighton and Hove and beyond. Originally a helpline, they now have additional services and offer much more. www.switchboard.org.uk

The Rainbow Hub – Now located in The Ledward Centre the Hub is a local point of contact for LGBTQ+ people seeking up-to-date help, information or guidance. www.therainbowhubbrighton.com

MindOut – A Brighton based mental health service run by and for lesbians, gay, bisexual, trans and queer people. Out of hours online support service open daily. MindOut offer advocacy services, peer support and affordable counselling. www.mindout.org.uk

Hastings and Rother Rainbow Alliance – Working to support LGBTQIA+ people in Hastings and Rother – www.hrra.org.uk

Allsorts Youth Project – Listens to, supports and connects children and young people under 26 who are lesbian, gay, bisexual, trans or unsure (LGBTU) of their sexual orientation and/or gender identity. www.allsortsyouth.org.uk

The Clare Project – Offers support to the transgender, non-binary, intersex and gender variant adults in East Sussex. www.clareproject.org.uk

BHT Housing Services:

How Well Are We Performing?

Q2 Jul-Sep 2021, Q3 Oct-Dec 2021, Q4 Jan-Mar 2022



Repairs: Routine

Response time: 28 days

Q2 92%

Q3 99%

Q4 100%

Target 95%



Repairs: Urgent

Response time: 4 to 7 days

Q2 83%

Q3 94%

Q4 98%

Target 95%



Repairs: Emergency

Response time: 24 hours

Q2 100%

Q3 99%

Q4 100%

Target 100%



Repairs: Overall Satisfaction

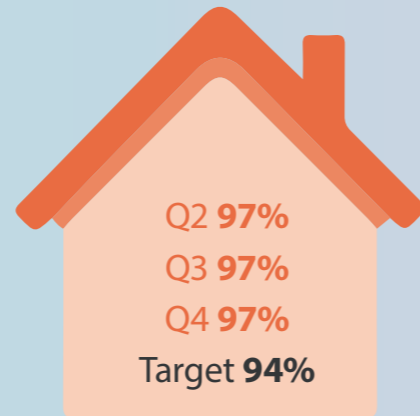


Q1 98%

Q2 98%

Q3 99%

Target 90%



Rent Arrears

Percentage of overall rents collected



Letting

Days until vacated property is re-let

Boiler Servicing

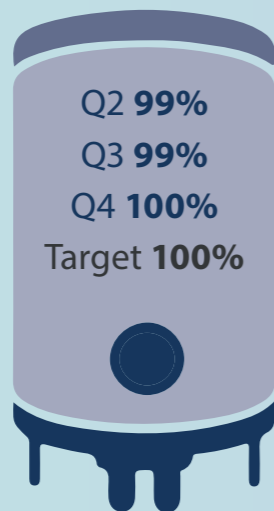
Percentage of boilers serviced yearly

Q2 99%

Q3 99%

Q4 100%

Target 100%



Meet Malcolm, Gardening Expert

Malcolm, BHT Sussex client and former BHT Sussex in Bloom winner, is a fountain of knowledge on all things gardening.

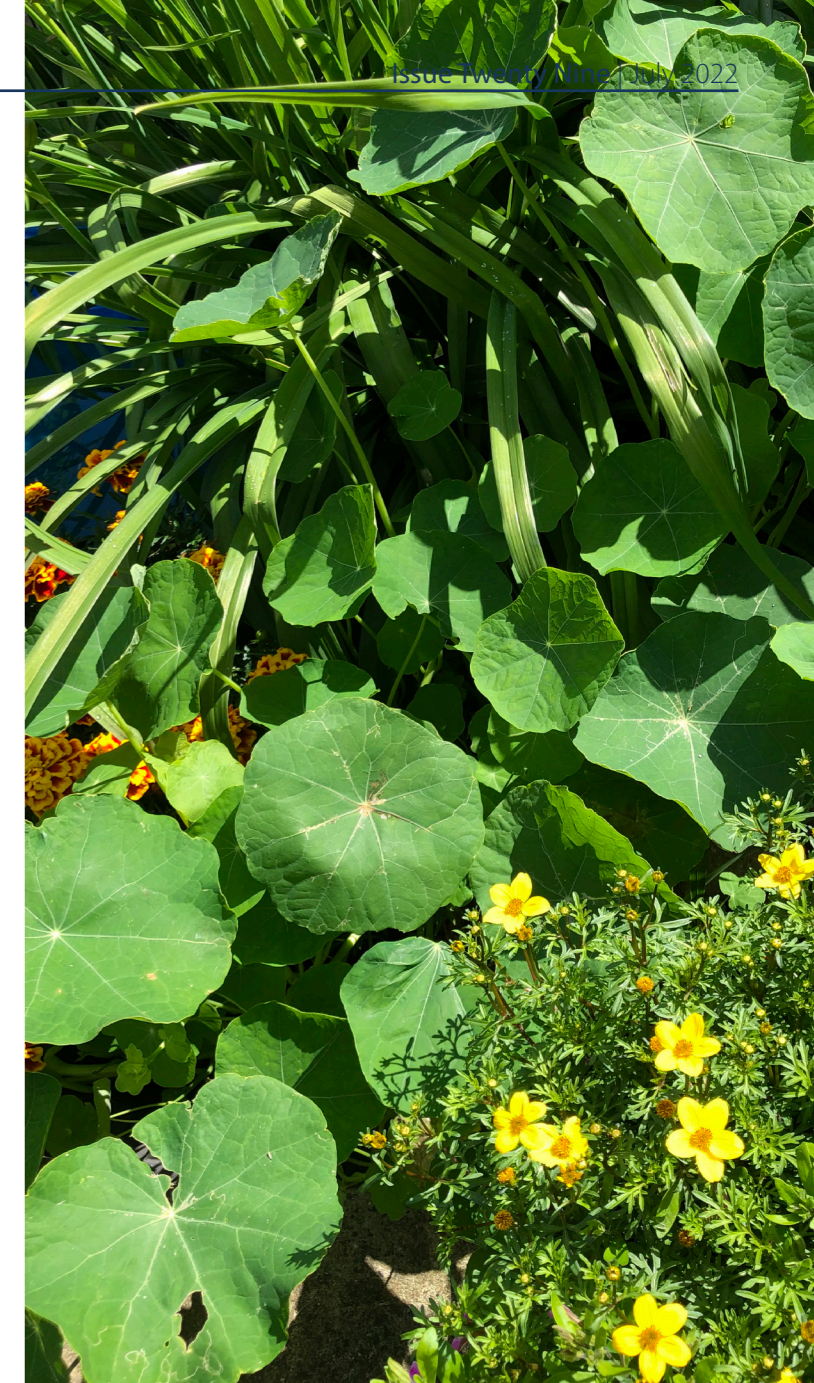
I took a trip to Burgess Hill to ask him about his wonderful garden, and he kindly offered some advice for would-be gardeners:

'Be careful in this hot weather', he says, 'as if you water the plants in the heat of the day you will burn your plants. Do water every day in hot weather, however, it can be almost as bad to overwater as to underwater, particularly if you have a clay based soil, or if you are watering plant pots.'

'If you are feeding your plants with liquid feed, make sure you don't allow the water with the feed to fall on the leaves, as this can poison the leaves- then wash the leaves with fresh water just to be on the safe side'

On fruits: 'Don't pick your strawberries before they're ripe- they may still ripen a bit but you won't get the same flavour. But also don't leave them too long or they will be food for hungry bugs!'

'Make sure all the individual fruits can see the sun- prune back any leaves which are shading them, as this will hold them back



from ripening fully- and they won't be as tasty!'

'Don't cut your grass too low- if you do, it will encourage mosses and weeds to take over and you will soon find your garden lawn becoming patchy and unsightly.'

Happy gardening everyone!



The BHT Sussex Tenant Photo Competition 2022

This issue, we thought we would ask our tenants to show us their artistic side in a photography competition. Your response was fantastic and the standard of photos very high. Lucy Brooks, our freelance graphic designer, judged the winner and runners-up.



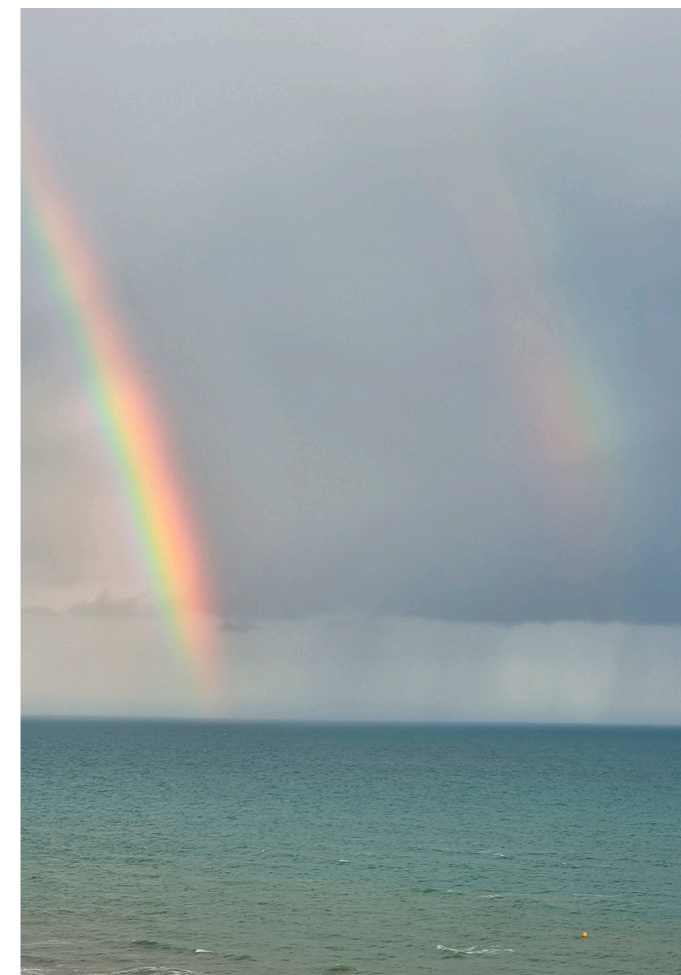
Runner-up – Joanne Thorpe (left, full page)

Another perfect sunset image, with the sun fading majestically beneath a mauve horizon. Orange and blue complement one another boldly, like the colour grading of an old Hollywood film, in this gorgeously textured image.

Liam Pike – Winner

Starring on our front cover this month

I love this unusual perspective of the Brighton shoreline. The hazy focus makes for an atmospheric view of the i360, as the spaceship-like orb reflects over the sea and the pier lights fade off into the horizon. I'm intrigued to know whether the photographer took a late night swim to capture this shot?



Runner-up – Murdo Skimming

I love the subtle framing, double exposure and soft contrast of this calming image over the sea. It conjures up familiar memories, like the smell of rain over the sea and the everyday magic of catching a rainbow.

Thanks so much to everyone who took part! The standard was very high which made it a really tough decision.

Runner-up – Kat Burton

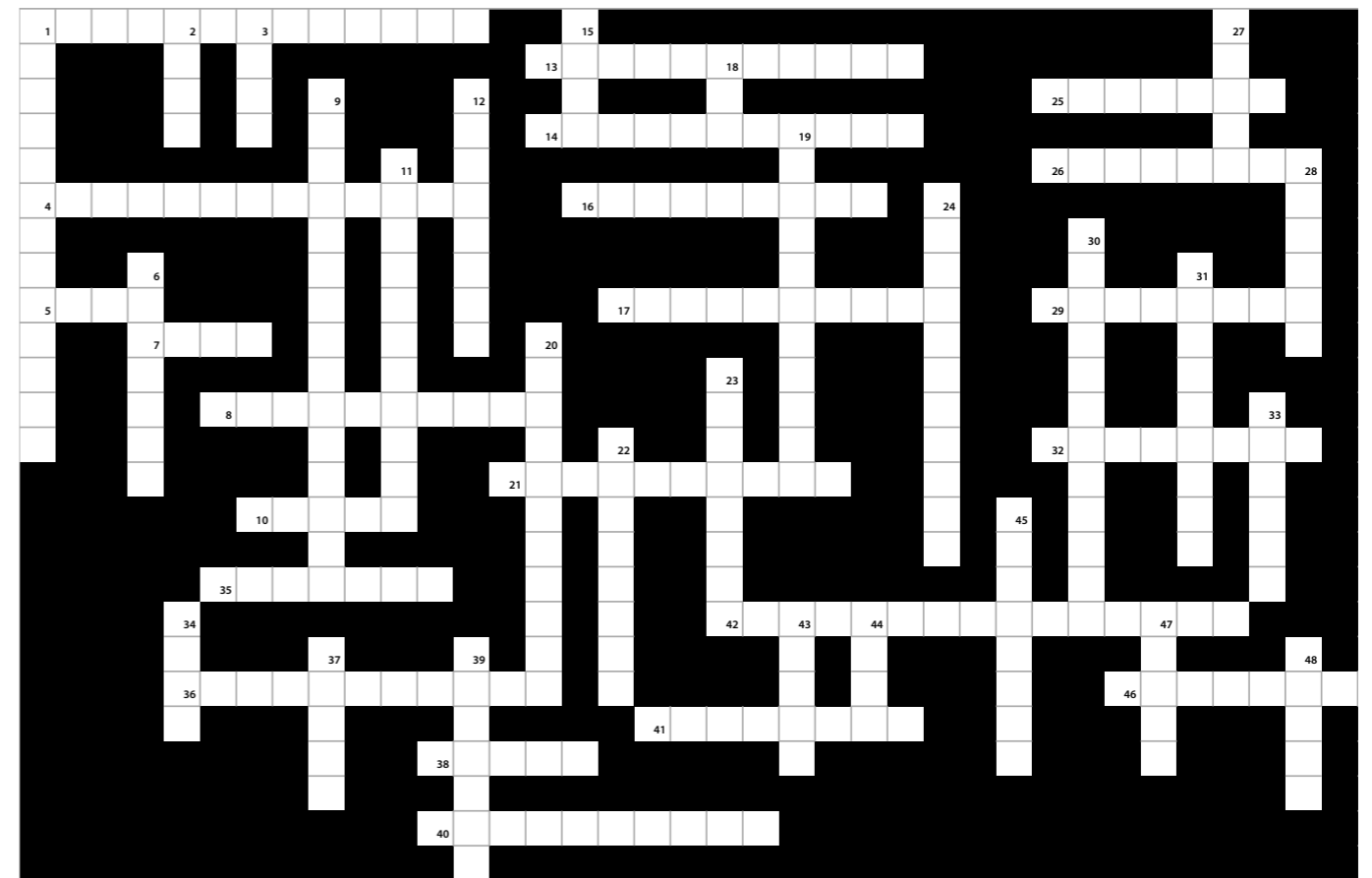
Who doesn't love seeking out the best places to watch a sunset? This view shared with a lovely doggie onto the Sussex Downs is spectacular, made even better by the warm light of golden hour falling on fluffy ears.



Kat Burton

Summer Crossword

(Answers on the back page)



Across

- 1. West Sussex fort that is home to the Duke and Duchess of Norfolk (7, 6)
- 4. Bear created by A.A. Milne who lived in East Sussex (6, 3, 4)
- 5. River that flows through Lewes (4)
- 7. West Sussex district council that takes its name from river near Shoreham (4)
- 8. Brighton's only active pleasure pier (6, 4)
- 10. The county town of East Sussex (5)
- 13. Small beach near Rye that is famed for its sand dunes (6, 5)
- 14. Large green space to the north of Brighton, near Falmer (7, 4)
- 16. _____ Park, green space located at the south end of Bluebell Railway (9)
- 17. Roman palace located on the outskirts of Chichester (10)
- 21. National Trust valley north of Brighton that is popular with walkers (6, 4)
- 25. Chalk figure drawn on a hill near Wilmington in East Sussex (4, 3)
- 26. West Sussex seaside town famed for its power station (8)

- 29. Brighton building with an onion dome that was built for King George IV (8)
- 32. Cosmetics retailer that opened its first shop in Brighton in 1976 (4, 4)
- 35. First name of author Kipling, who lived in Rottingdean (7)
- 36. Walking route on disused railway line between Eridge and Polegate (6, 5)
- 38. Genre of music performed at Glyndebourne (5)
- 40. Green space that was awarded national park status in 2010 (5, 5)
- 41. Triangular shaped park located in central Brighton (3, 5)
- 42. Highest point in East Sussex, located north of Brighton (9, 6)
- 46. Mythical bird that is an emblem of Sussex (7)

Down

- 1. Woodland area of outstanding beauty in north of Sussex (7, 6)
- 2. Brighton entertainment venue that staged Eurovision in 1974 (4)
- 3. Outdoor swimming pool, such as the one in Saltdean (4)

- 6. East Sussex town located between Newhaven and Eastbourne (7)
- 9. West Sussex heritage rail line that uses steam trains (8, 7)
- 11. West Sussex seaside resort that gained royal approval (6, 5)
- 12. East Sussex port town that has a ferry connection to Dieppe (8)
- 15. Commodity farmed on the outskirts of Rye in East Sussex (4)
- 18. Town located to the north-east of Hastings (3)
- 19. Large public space in Brighton that is home to the world's oldest velodrome (7, 4)
- 20. Mid Sussex commuter town, located south of Haywards Heath (7, 4)
- 22. Jack and Jill in Clayton are examples of this type of building (8)
- 23. Village near the South Downs in West Sussex that is home to a racecourse (8)
- 24. Fishing village located between Eastbourne and Hastings (8, 3)
- 27. Goes after Haywards and Broadbridge in the names of Sussex towns (5)
- 28. A dock for mooring boats, such as

- the one found in East Brighton (6)
- 30. Village near Crawley famed for its service station (5, 7)
- 31. Village near Polegate that lies on the River Cuckmere (9)
- 33. Moated castle near Robertsbridge in East Sussex (6)
- 34. Stick-shaped hard confectionery associated with Brighton (4)
- 37. Electrical heritage railway line found on Brighton seafront (5)
- 39. Official flower of Sussex that gives its name to local offshore wind farms (7)
- 43. Foredown in Portslade is an example of this type of tall building (5)
- 44. Town directly to the west of Brighton, that is home to Goldstone Valley (4)
- 45. Brighton-based Detective Superintendent, created by Peter James (3, 5)
- 47. Brighton's first pier that was destroyed in a storm in 1896 (5)
- 48. _____ Sisters, chalk cliffs found near Cuckmere Haven (5)

Changes in BHT Sussex Complaints Procedures

BHT Sussex Manager Katherine Pope Tells Tenants how we ensure that we are listening to you, our tenants.

Revisions have been made to the Housing Services complaint log to incorporate a clear dashboard, Subject Access Requests and dissatisfaction. This assists with monitoring complaints, their nature, any specific trends, how long the case has been open, follow up actions, outcomes and learnings. It's proving to be a very useful reporting tool, helping us to deal more efficiently with complaints as they arise.

Further to a repairs complaint in 2021/22 a decision was made to create dedicated task teams on a case-by-case basis, enabling us to have the necessary team to make decisions on actions and who to deliver them. This improved communication for the tenant, minimising emails and phone calls. It also focuses the team by having a dedicated action plan and greater tenant satisfaction as repairs were delivered to a good standard and in a timely manner.

Recharges on missed appointments:

BHT Sussex staff and contractors are experiencing a high number of missed appointments to carry out repairs within

tenants' homes. This is resulting in costs to BHT Sussex and contractors for their aborted call out.

In line with BHT Sussex's Recharging Policy, BHT Sussex will be recharging tenants for missed appointments, this cost can range from approximately £65+. As soon as BHT Sussex become aware of the recharge the tenant/client will be informed.

If you are unable to keep an arranged appointment, please contact Repairs on 01323 340018 or contact the contractor directly to cancel and rearrange the appointment.

Please also note that the out of hours service is only to be used in an emergency for works such as:

- No electricity
- Water leaks which can lead to flooding
- Smell of gas
- No heating or hot water
- Fire alarms faulty and sounding

If the repair is not an emergency please contact repairs department the next working day.

There may be rechargeable costs for calls and repairs if they are not considered emergencies.

Bonnie Bird (BHT Sussex Building and Maintenance Surveyor)

Introducing Traci Brooks, New Housing Services Income Recovery Officer

I joined BHT Sussex in 2016 working in Advice Services as a Welfare Benefits Adviser providing advice about benefits and helping people to maximise their incomes, apply for benefits and grants and appeal benefit decisions.

In April this year, I moved to Housing Services replacing Julie Schofield as Income Recovery Officer covering Eastbourne and some of Brighton. My role is to ensure the rent is collected and tenants can maintain their tenancies. So, if you have any queries about your rent, I'm your girl.

I love working for BHT Sussex, the people are unique, and I am passionate about BHT Sussex's mission to combat homelessness and create opportunities as I am also passionate about helping other people.



When I'm not kept busy at work, you can find me spending time with my family, especially my grandchildren. I also love meeting friends and travelling so I'm looking forward to being able to go on holiday again!

If you would like a benefit check to make sure you are receiving the correct benefits, I am happy to do this for you; you can contact me by email at traci.brooks@bht.org.uk and I will get back to you as soon as possible.

MyTenancy

BHT Sussex has an Internet-based service for all of its Housing Services tenants called MyTenancy.

This enables you to manage aspects of your tenancy online. All new tenants are issued with a username and password in order to access the online portal. MyTenancy enables you

to check your rent account, make a rent payment, report a repair and to view and amend your personal information that we hold on our records.

The website for MyTenancy can be found at <https://www.mytenancy.co.uk>. If you have any queries about MyTenancy or need assistance in accessing it, you can contact Joe Ashdown, Housing and Performance Administrator, on 01323 340018, option 2, or email him at joe.ashdown@bht.org.uk.

Money Advice: Emergency help with food

Charlie, Tenant and Chair of the BHT Sussex Tenant Scrutiny Panel, tells tenants where they can find help with their food bills.

Feeding bellies not bins! The Real Junk Food Project rescues food from supermarkets to prevent it from being wasted and serve it to the local community. The idea is that you pay what you can afford/donate or even volunteer some of your valuable time in their cafes:

The Gardener, 50 Gardner Street, Brighton BN1 1UN, daily 11.00 – 16.00 except Sun–Tues

Saint Luke's Church, 64 Old Shoreham Road, Brighton BN1 5DD, Tue–Wed 12.30 – 14.00

Hollingdean Community Centre, Thompson Road, Brighton BN1 7BH, Thur 12.30 – 13.45

Alternatively visit their shop at Bevendean Hub, 13 Leybourne Parade, BN2 4LW, Mon–Fri 14.00 – 16.00

Email: info@realjunkfoodbrighton.co.uk or volunteer@realjunkfoodbrighton.co.uk

A kind gift from Groundscapes

Groundscapes are one of our lovely grounds maintenance partners. Last year, Michael Steel, the Regional Manager for Groundscapes, made a fantastic offer to donate six trees to BHT Sussex to be placed wherever we wanted them.

As you can imagine, we were delighted with this offer, bearing in mind the cost to Groundscapes of buying, planting and caring for these nearly six-foot tall trees, and staff across BHT Sussex eagerly snapped them up.

Michael said: 'We, as an organisation, decided we would try to give something back to the Environment and offset some of our carbon footprint. We aim to plant 100 x trees (FOC) across our clients' sites in the South East, either as a memorial or a simple enhancement.'

Thanks Michael and Groundscapes!- Your lovely trees will be growing at our services and tenant properties as a legacy of your generosity for many years to come.

What's On Free & affordable events this Summer

At this time there's always lots of things to do, but not all of them are free or cheap. Enjoy our selective smorgasbord of great things to do that won't cost a packet.

Hastings & St Leonards

St Leonards Festival 2022

Celebrate diversity through arts, music and performance – 9 July 2022

Hastings Old Town Carnival Week

Live music, fancy dress litter picks, open houses, historical tours and art – 29 July 2022 to 7 Aug 2022

Relics Roadshow

Have your treasures identified by experts at Hastings Museum and Art Gallery – 30 July 2022

Conquest Friends Garden Fete, in the gardens of Fairlight Hall – 28 Aug 2022

Hastings Seafood and Wine Festival

Including live music – 17-18 Sep 2022

Journeys Dance Festival, The Stade Beach, Hastings – 24-25 Sep 2022

Eastbourne

Eastbourne Ironbourne Triathlon

Eastbourne Seafront – 10 July 2022

Beach Life Music and Street Food Festival

Princes Park and Eastern Seafront – 16 & 17 July 2022

Seafront Summer Market

Eastbourne Pier to the Bandstand, 22-24 July, 28 July-7 August & 24-29 August 2022

Punch and Judy shows – Wish Tower Slopes, King Edward's Parade – Free shows every Tuesday and Thursday from 28 July to 30 August.

Airbourne: Eastbourne

International Airshow

Eastbourne Seafront – 18-21 August 2022

Eastbourne Festival 2022

Hampden Park
The family food, music & culture festival – 27-29 August 2022

Brighton and Hove

Punch & Judy's Inside Out Special

On the seafront outside Brighton Fishing Museum then join Mr. Punch's Treasure Hunt. £2 per ticket – various times throughout August

Brighton's Big Summer Read

Churchill Square Shopping Centre, devoted to all things books – 8-24 August

Brunswick Festival Live music, dance, street theatre, circus skills, arts crafts & bric-a-brac stalls, plus food & drink. 16-17 August

Brighton MOD Weekender

The Mod scene returns to its spiritual home on 22-24 August

Brighton Thai Festival

Immerse yourself in Thai culture, including food & entertainment – 30-31 August

Contact Us

Head Office and General Enquiries

144 London Road
Brighton BN1 4PH
01273 645400
info@bht.org.uk

Rents and Repairs

01323 340018
rents@bht.org.uk
repairs@bht.org.uk

MyTenancy

www.mytenancy.co.uk
Report a repair or check your rent
statement on-line

Housing Officers

Brighton Housing Officer:
Kiri Black 01273 645454 / 07826874849

Hastings, Eastbourne & Saltdean
Toyah Thomas
07824306591

Tenant Involvement

Alasdair Tenquist
01273 645443 / 07825 425084

Out of Hours Emergency Repairs

Redman Howard 07493223016

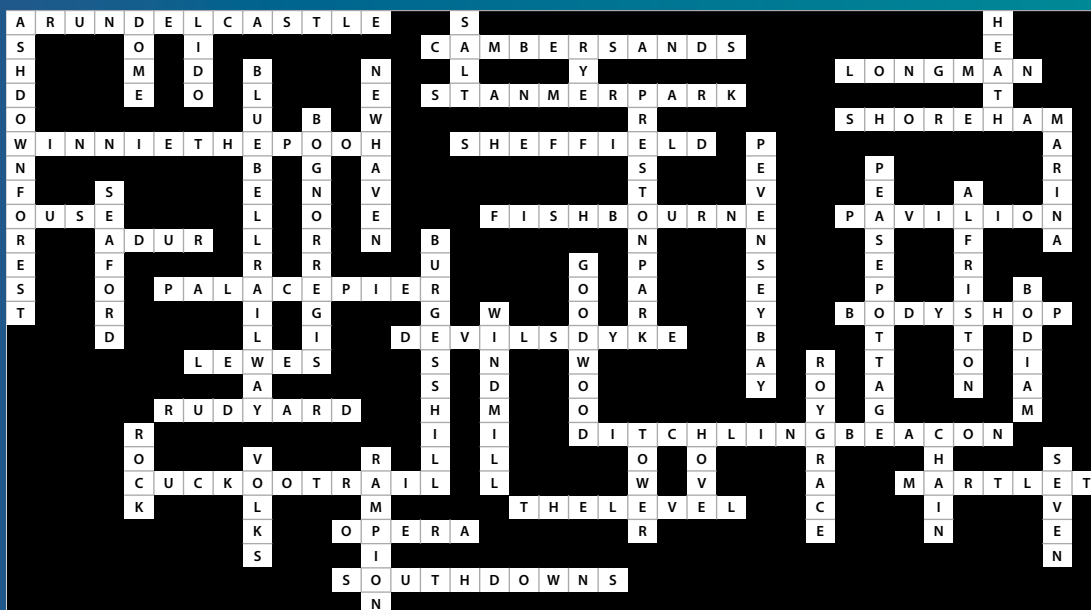
Gas emergencies

0800 030 4435

Our mission: Combating homelessness; Creating opportunities; Promoting change.

Our values: Empowering People; Inspiring Change; Collaboration; Delivering Excellence; Being Accountable.

Crossword Answers



Congratulations to our prize draw winners

Congratulations to John from Brighton who won a £20 shopping voucher in the Direct Debit quarterly prize draw simply for setting up a Direct Debit with BHT Sussex. Your Housing Officer can guide you through the process step-by-step.

Congratulations also to Doreen from Hove who won a £20 shopping voucher in the prize draw for the repairs survey. Have you had a repair carried out recently? If so, how did you find the service? We need your feedback, so fill in the survey you receive in the post and you could win a £20 shopping voucher in our quarterly prize draw.