

Winter 2021

Hastoe
Group

At Home

Hastoe Housing Association resident magazine

Hastoe residents plant bulbs funded by the Hastoe community grant

**Fancy up to
£250 to run a
community
project?**

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Welcome to your new magazine!

We're changing things up a bit to bring you a shorter, more interactive, 8-page magazine which will be delivered to you digitally. Why? We save money meaning we can deliver important information to you on a more regular basis.

You will receive the newsletter via text message or email, so now is a great time to make sure the mobile phone number and email address we hold for you is up to date. You can do this by:



Logging into your MyHastoe portal at **www.hastoe.com**



Calling our Customer Services Team on **0300 123 2250**

You can still print out the digital copy we send you if you prefer a paper version. If you don't have a printer, please **contact your Housing Officer** or our **Customer Services Team** for a printed version.

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What a year it's been for us all...

It's hard to believe that we started 2021 in a lockdown. This year seems both long and short in different ways and I don't think it's been easy for any of us. A particular highlight for me this year has been starting at Hastoe in September and my aim, over the coming months and years, is to hear and tell your stories through our communications. Even better, I'd love for you to be a guest editor of At Home magazine, which would involve us working together to deliver the news that matters the most to you. If you'd be interested in knowing more about how to be involved, please email **communications@hastoe.com**.

Wishing every one of you all the best for the festive season.



Kim Derry

Communications
Manager and At Home
magazine editor

Community grants: Kick off the

New Year with funding towards a new project

Did you know we offer 12 grants every year of up to £250 to help deliver community-based projects that will benefit you as Hastoe residents and your local communities?

We've got loads of great examples of how some of you have used this money to help your local communities and maybe some of these projects will give you inspiration to kick off your own project in 2022! **These include:**

- A new sensory garden for a local primary school
- Buying gardening tools for a community gardening group
- Planting new trees and bat boxes for local wildlife

Sally, a Hastoe resident who is enjoying the benefits of the community grant scheme, tells us about her recent experience: "It's amazing that, as Hastoe residents, we have the opportunity to apply for such a grant. Applying is easy; I filled out a **simple form** and submitted it to Hastoe. We wanted the funds towards bulb planting at our local community land in Lake's Down – what a difference it will make in the spring for the local community and wildlife to thrive and enjoy.

It's amazing that, as Hastoe residents, we have the opportunity to apply for such a grant.

For the planting itself, we set out on a wonderful winter's day and were favoured with a dry afternoon, with glimpses of sun. We had great fun planting 100 daffodil bulbs and 100 English bluebell bulbs, ready for the spring. The local children were enthusiastic and efficient and, with minimum guidance from the adults, got all the bulbs planted in no time. Then we celebrated with plenty of festive treats including snacks for the children, and mulled wine and mince pies for the grown-ups, which was accompanied by lots of happy chatter. It was great to meet new people and we hope for a similar enjoyable occasion when we start planting the whips for the 66 metre hedge.

Thanks again to Hastoe for the grant, and to Helen for all your help."

Interested?

You can fill out an online form at our website: **www.hastoe.com** or print out and post the form to Helen Russell, Hastoe Housing Association, Marina House, 17 Marina Place, Hampton Wick, Kingston upon Thames, KT1 4BH



Festive Countdown

The Countdown to Christmas is ON! Check out our **BRAND NEW** 12 days of Christmas planner featuring tips and ideas to get you and your home winter-ready.

Get help managing your December budget

We know the festive season can be pretty challenging financially. Well, did you know that our brilliant Benefit and Welfare Team is here to support you as a Hastoe resident for free?

Our Welfare Benefit Officers, Mark and Lisane, are on hand to help this Christmas. We caught up with them recently – hear how they can help you in this short video on our website

Get in touch with Mark and Lisane now

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Chat to fellow Hastoe residents

Did you know we've got an online Facebook community group just for you as residents? It's a great place to chat to fellow residents and be the first to hear about news and events and how to sign up for them.

Join now by searching Hastoe residents on Facebook or [join here](#).

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Access everything you need 24/7

- Report a repair and track its status
- Check your rent account, make a payment and set up a direct debit
- Apply to keep a pet
- Report anti-social behaviour
- Make a complaint or give a compliment
- **Plus lots more!**

Login or sign up now at www.hastoe.com

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Have you checked your boiler?

1. Check the power supply by checking your fuse box
2. Check the settings – timers and thermostat
3. Check your condensate pipe as it can freeze
4. Check your radiator valves and bleed the radiators
5. Use your reset button to reset the boiler

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Whip up a festive-themed treat

You'll need: 200g white chocolate chips, 32 mini pretzels, sprinkles.

Method:

1. Melt chocolate in the microwave and add your pretzels.
2. Lift pretzels out of the chocolate, place them on a tray in the freezer for 5 minutes to set.
3. Dip in chocolate again, and push 4 pretzels together to create a snowflake. Add a blob of chocolate in the middle to hold them together. Add sprinkles and leave to set!

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Check Hastoe's performance

Our latest annual report is out! The report provides a snapshot of Hastoe's performance over the past financial year, in this case from 1st April 2020 to 31st March 2021.

Read it at www.hastoe.com

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Get Christmas crafting

Seasonal decorations can be expensive, so why not get creative and make your own? Step outside and use what's around you!

Pick up some fallen pinecones and wood slices, and grab some paint from the cupboard to create this Christmas tree project, perfect for displaying as a table centre piece or clustered on the mantle.



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Find your housing officer

Do you need to get in touch with your housing officer but not sure who it is? No problem – you can find out at our new online housing officer finder here:

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Do these 5 things to prevent condensation and mould...

1. Pull wardrobes and furniture away from walls, and keep tops of wardrobes clear, to allow air to circulate
2. Close doors and open windows when cooking
3. Keep bathroom doors closed when bathing, and open windows slightly afterwards
4. Do not dry clothes on radiators
5. Try to maintain low level background heating continuously while cold

Learn more about mould and condensation at www.hastoe.com

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Update your email/mobile number

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To save money (and the environment!) and invest it in places that mean most to you, we're going digital with a lot of our communications. So, it's now more important than ever that we have an up to date mobile number and email address for you. You can update this in a number of ways – the easiest one being via your MyHastoe portal available at www.hastoe.com. You can also call our Customer Services Team on **0300 123 2250** or email customerservices@hastoe.com

Take some time to yourself

Take some time for you and complete our Christmas sudoku! Each line, horizontal and vertical and each box must contain each of the letters from the word SNOWFLAKE.

W			E		F	L		
N	A	K	L					W
				A	K	S		
K			O			A	W	L
	N				S	K	O	
	O			F		E		
	W					O		
		E		K	W			S
		N		O				

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Fix it this Winter

Did you know we've got some really handy DIY guides on our website? If you've got something at home to fix but not sure how or where to start, our handy guides can help guide you in the right direction. See www.hastoe.com

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Working together to *make things better*

We're always looking at ways to improve our services to you and what better way than working together to make things better? Although we are constantly striving to do things right, we know there are times when we don't always achieve this, and that's exactly why it's so important for us to keep a two-way conversation with you, so we're constantly learning and keeping up to date with what is most important to you.

There's lots of different ways you can chat to us and we've got plenty of opportunities coming up! We want you to feel comfortable to be able to speak to us so if you think we're missing a better way of getting the conversation going, why not drop us a message and let us know at communications@hastoe.com.



Andrew Potter
Chief Executive



Resident Phone Days

Chief Executive, Andrew Potter, will be back on the phones with Property Director, Mark Agnew, and Housing Director, George Parkinson, across several dates in 2022, giving you a chance to chat all things Hastoe to our top team. From repairs and rents to our upcoming planned programme of works, nothing is off limits for the team.

150 of you took part in our latest phone day last month and it was great to talk through how we can make things better.

Mark Agnew, Property Director, said:

It is great to hear from residents as it gives us an opportunity to discuss issues and gain a better understanding on what is going right and what we need to improve on. A key issue raised was the planned programme and

when residents' kitchens and external decorations were due. We were able to explain that we would be publishing the programme in April which would give more certainty. There were also historic and current concerns with a couple of our contractors which reinforced our own views. The detailed examples are a great way of getting the message across when discussing their performance and what we need to work on to improve. Another issue that came out was how complicated some of the works were and we will be looking at how we give these the necessary focus going forward to ensure greater communication with our residents whilst works are being carried out. Key throughout most of the conversations was the need to let residents know when their work is going to be carried out.



George Parkinson
Housing Director



Mark Agnew
Property Director

Keep your eyes peeled for how to register for the phone days. We will be sending this communication out via text message and email, so be the first to know about it by making sure your information is correct - check and update your information at **MyHastoe portal**.

Meet the Board

Recently, we were back out on the road, meeting some of you face-to-face again at the 'Meet the Board' days held in Chichester and King's Lynn. Thanks to those of you who attended – there were some great conversations going and it was extremely beneficial for us to hear and understand what we need to work on and what we are doing well already.

Julie Pearce-Martin, a Hastoe Resident Board member, gives a low down on the day: ***"The day opened with some informal chatting, and was followed by group discussions on tables accompanied by a buffet lunch and plenty of cake! It was great to be able to talk things through informally over a cup of tea. These meetings are very important for all sides, so that we can move forwards to solve any issues or concerns in partnership."***

"It was good to meet everybody. We have had the fence repaired, just waiting on some electrical work to be carried out which is being done today"

Colin, Hastoe resident

"Feels good to be welcomed with a smile. Very welcoming atmosphere. Thank you for listening and making me feel like I matter."

Gerry, Hastoe resident

"The day has gone brilliantly and it's so important for us to do this. It's a key part of Hastoe listening and understanding our residents and what they want and need."

Andrew Wiseman, Board member

"It was a great opportunity to meet other Hastoe residents and hear things from their perspective. I really feel like I've been listened to and that's the main thing for me. It's been very informal which has put people at ease – it meant we could really relate to the directors and Board members as people."

Dawn, Hastoe resident

Meet the Board Day 2022 to be announced – keep your contact information up to date so you'll be the first to know about it. *Update your information at your MyHastoe portal now*

There are also several other ways you can get involved too – do any of the following take your fancy?

What?	Hastoe Hundreds	Become a Resident Champion	Join your Facebook community group
What's involved?	Give your views on our policies, repairs service, customer service, online services and much more. Feedback from the comfort of your own home, either online, by email, phone or in writing without attending a meeting.	Monitor your housing estate and feedback on our contractors. Be the eyes and ears on the ground in your neighbourhood, and monitor services such as repairs and cleaning.	Online community/forum for discussions and information. Connect with other Hastoe residents and keep abreast of all the latest news and events
How do I find out more and/or get involved?	Join today by contacting us: hastoe.com/contact-us	Speak to your Housing Officer. Not sure who that is? Use our new Housing Officer finder here .	Join us now by searching Hastoe residents on Facebook or at this link: facebook.com/groups/hastoesresidents

Festive opening hours

- **Thursday 23rd December**
Normal opening hours, 9am - 5pm
- **Friday 24th December to Monday 3rd January**
Emergency repairs only, please call:
0345 266 6527
- **Tuesday 4th January**
Normal opening hours, 9am – 5pm

You can still report repairs during this time online via the **MyHastoe portal** (which can be accessed at www.hastoe.com) or by emailing customerservices@hastoe.com. Your repair will be processed once our teams are back in the office.

WHAT IS AN EMERGENCY REPAIR?

Emergency repairs are **any defects that put the health, safety or security of tenants or anyone else at immediate risk** and include:

- Blocked or leaking main drain or soil pipe
- Loss of gas supply
- Total loss of water supply
- Insecure external doors and ground-floor windows
- Dangerous structures including wall or ceiling collapse

Read more about Hastoe's repairs responsibilities vs your responsibilities as a Hastoe resident on our website.



Hastoe
Group



0300 123 2250



www.hastoe.com



[@hastoehousing](https://twitter.com/hastoehousing)



[HastoeGroup](https://www.linkedin.com/company/hastoe-group)

We wish you all a safe and happy festive season