

HAVEBURY NEWS

autumn 2020



INSIDE...

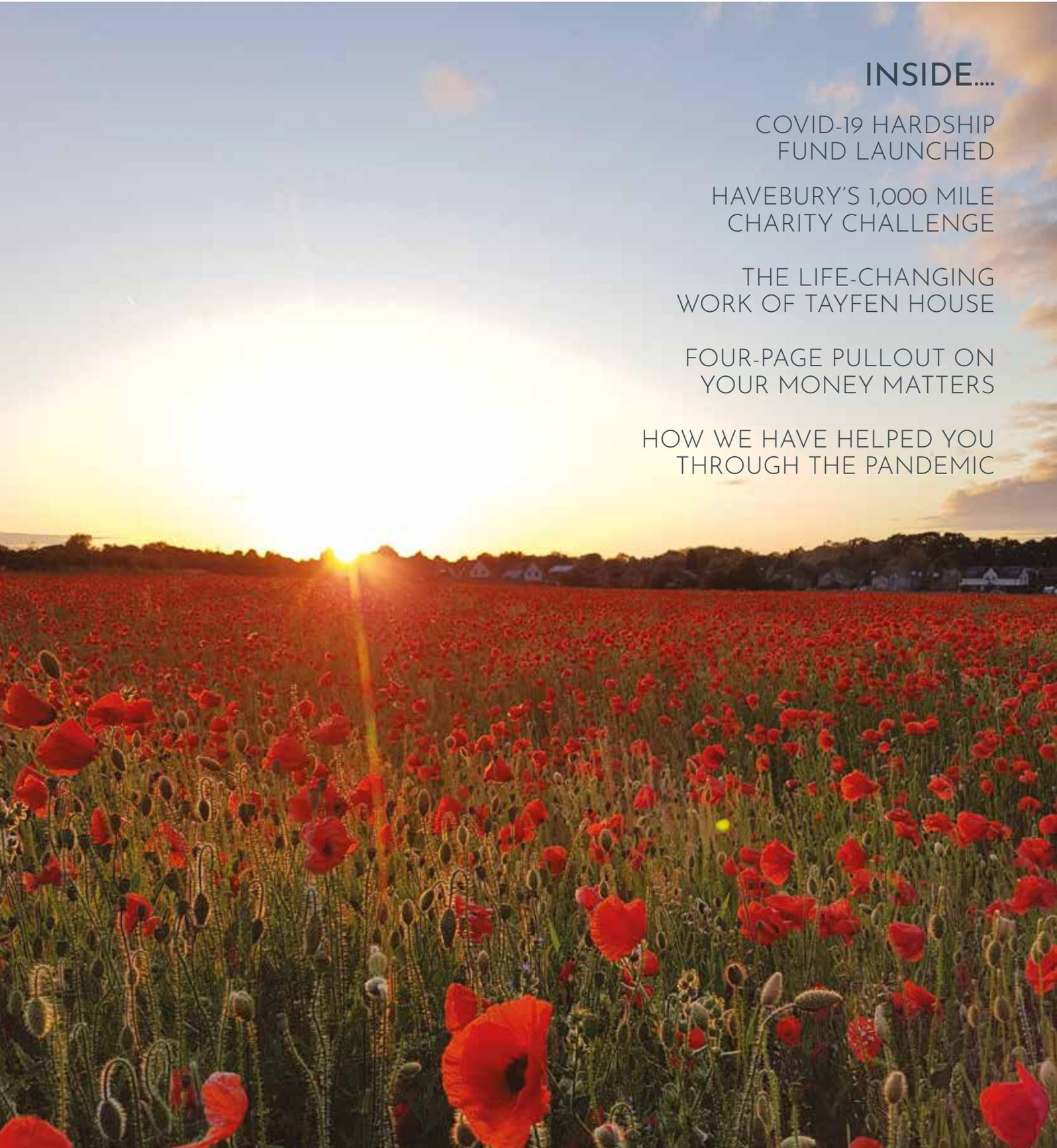
COVID-19 HARDSHIP
FUND LAUNCHED

HAVEBURY'S 1,000 MILE
CHARITY CHALLENGE

THE LIFE-CHANGING
WORK OF TAYFEN HOUSE

FOUR-PAGE PULLOUT ON
YOUR MONEY MATTERS

HOW WE HAVE HELPED YOU
THROUGH THE PANDEMIC





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"THERE'S A GREAT SENSE OF COMMUNITY SPIRIT" HAVEBURY CHIEF EXECUTIVE ANDREW SMITH



Back in March, we were urging our teams to prepare for working from home.

Within a week the office was empty and we had seamlessly transferred almost everyone to work remotely.

In line with guidance we reduced our repairs to emergencies only and, while we still provided core services, our sheltered schemes and our homelessness hostel Tayfen House were all effectively put on lockdown.

Our hard working technicians and support staff were still out and about providing much-needed services.

Since the easing of lockdown, we have slowly and carefully started to reintroduce our services. As a result, we are now back to the provision of almost all of them.

Our teams continue to work successfully from home; they can access all the systems they need to support you and deliver the services you need.

Of course, many restrictions remain in place so it will take us some time to clear the backlog of repairs as well as deal with some tenancy management issues.

We know it's been difficult for many of you, facing financial difficulties having been furloughed or laid off.

We're here to help and support you to access the financial help you need to remain in your home.

We also know that lockdown has proven challenging for some; this has bubbled over into issues in the home and neighbourhoods. Again, we have worked our hardest with you to deal with these issues within the current restrictions.

We have decided to keep our office largely closed until the new year. Working from home is going well and our teams have settled into good routines, so we don't think it is worth the risk of bringing people back early.

A small number are working out of the office to make sure post and keys are processed, but everything else can be delivered remotely.

During lockdown, we made thousands of calls to those of you we felt might need or want more support. By and large, we were really pleased to find that community spirit was very much alive and well, and that those of you who were vulnerable or isolated were being well supported by family and friends.

We hope we played a part too in ensuring that you could remain safe and feel protected in your home.

I'd personally like to extend our thanks on behalf of the entire Havebury team for working with us during these unprecedented times, and for being understanding and supportive if we couldn't do things as fast as previously, or even at all.

There's a great sense of community spirit, not only out there in your homes but also here at Havebury, plus a great sense of working together to do the best we can.

We might not be seeing each other as much as we used to, but community spirit is still there. And, when things get challenging, this really shines through - so thank you.

TENANTS AT THE FOREFRONT DURING PANDEMIC



At the centre of our response to the pandemic has been the service we give to you. We have managed to maintain all our core and critical services. This has included giving income and welfare advice to those affected by furlough, redundancy or illness.

We also aligned our response to those in arrears as a result of Covid-19 with the Government, and are working with people on an individual basis.

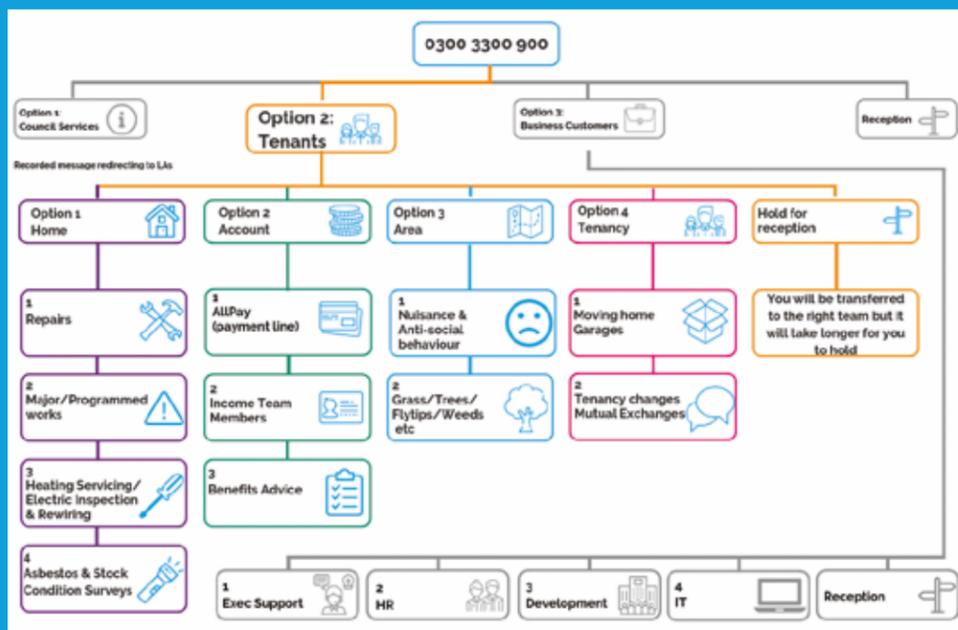
Some of our tenancy-related work had to pause during lockdown but we are now on the road to recovery with the restart of mutual exchanges and ranger site visits. We have put in place safe working practices for both our staff and for you.

We are working hard to respond to the backlog of housing management queries and actions; this may cause some delays to the service or process we give you. We are very grateful to you for your patience during this time and will keep you updated about your specific case.

Havebury's Leadership team meets every week to review our services and to make sure that we are following the most up-to-date advice from the Government and Public Health England. We have been amazed with how our teams have performed and rallied during this time. The restarting of our services has only been possible with the support and understanding of Havebury tenants, for which we thank you.

Amy St Ledger
Assistant Director of Customer Service

We continue to work remotely during the Covid-19 pandemic. Although we are not in the office, you will continue to receive our excellent customer service via phone or email. Please be aware, however, that our phone lines are very busy so do be patient with us.



Contact us

0300 3300 900

havebury.com

[HaveburyHousing](https://www.facebook.com/HaveburyHousing)

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

Havebury House
Western Way
Bury St Edmunds
Suffolk
IP33 3SP

In the event of an emergency, you can contact us 24 hours a day.

Our usual opening hours are 8.30am to 5pm from Monday to Thursday and 8.30am to 5pm on Fridays.

WORKS BEING REINTRODUCED IN LINE WITH GOVT GUIDANCE



As a service that is mostly delivered in your homes, the Covid-19 pandemic really impacted on our ability to deliver your repairs.

However, since lockdown eased, we have been working with you and our teams to get the service back up and running again.

As you have been spending more time in your homes, it has been really important for us to make sure you are safe and secure. Therefore some of the first services we restarted were our gas servicing and electrical safety checks.

For our general repairs, we started working on jobs that were outside your home, in your communal hallways, and other areas where there was less chance of us having to work around people.

This was particularly important for those of you that were having to self-isolate. Since the beginning of August we have been able to start work on all types of repairs.

However, you will understand that over the lockdown period we built up a backlog of repairs. We thank you for your patience as we work through that backlog.

This will take slightly longer than usual as we have to make sure you remain safe and that we provide a safe working environment for our hard-working technicians. We hope to have fully caught up by Christmas.

On behalf of the teams, we'd like to thank you for being helpful in ensuring we can operate safely.

Richard Oliver
Assistant Director of Asset Management

KEEPING YOU SAFE DURING REPAIRS AND INSPECTIONS

If there are services or inspections due in your home, a member of our team will be in touch soon to make an appointment.

We carry out these works to make sure that:

- You and your family are safe in your home
- You have hot water, heating and electricity
- Your appliances are safe for you to use

What you can expect from us:

- We will call you to ask if you or any member of your household has symptoms or is self-isolating. We will repeat these questions when we arrive at your home
- We will be wearing the relevant safety equipment. This will include a surgical mask and gloves. We will remove this safely once the work is complete
- We will wipe down all surfaces and anything we touch
- We will practice social distancing at all times

What we expect from you:

- Our contractors will need access to all of your home for an electrical, asbestos or stock condition survey. For safety, please make sure you're in a different room to the surveyor whilst they are there
- Make sure all internal doors are open, including built-in cupboards. This will reduce physical contact with anything in the property
- Please open the back door (if applicable) so we can check outside areas
- We would also suggest that windows are open to allow for ventilation around the property

Our Tenants' Forum Chair Sandy Norris has recently had her annual gas boiler service. She said: "The contractor arrived on time and I was pleased to see that he was kitted out in a mask and gloves. I waited in the living room while he checked my boiler.

"I felt really safe the whole time and it didn't really feel too different from when they came last year."

For more information, call 0300 3300 900.



THE KEY SERVICES WE CAN NOW OFFER POST-LOCKDOWN



Emergency repairs Grounds maintenance Stock condition inspections and gas/oil surveys Risk assessments including fire alarm tests Void works Providing ongoing support over the phone New tenant sign ups & all housing management services



Mutual exchanges

- The team at Havebury will contact tenants who have already started the mutual exchange process to discuss their application
- New applications can be submitted, but please be aware that the team will be dealing with the backlog of applications first



All repairs

- If you already have a repair logged, we will call you to arrange an appointment. Please **do not** call Havebury if you have logged a repair
- Only call Havebury if you have a **new repair** to log.
- myHavebury can be used to log new repairs or cancel repairs that are no longer required.

REALISE YOUR DREAMS

Do you need help to achieve your potential? If so, then Realise Futures is here for you.

As one of the largest social enterprises in the east of England, they work with people with disabilities and/or disadvantages to explore their options, gain new skills and take the next step towards a job or training.

Realise Futures' Minding the Gap project is aimed at 15 to 24-year-olds who are not in education, employment or training.

Participants are given dedicated 1:1 support to prepare them for work preparation, giving them new skills and helping them apply for jobs.

The time spent with Realise Futures counts towards the Jobseeker's Allowance and Universal Credit criteria for job searching.

For more information, call Havebury's welfare and employment advisors on 0300 3300 900, selecting options 2, 2 and 3. Alternatively, visit realisefutures.org.



YOUR MONEY MATTERS: FOUR-PAGE PULLOUT ON YOUR FINANCIAL OPTIONS

HOW UNIVERSAL CREDIT CAN WORK FOR YOU



We understand that being made redundant or losing your job - as a result of Covid-19 or otherwise - is a very stressful time.

If this has happened to you, it is likely that you will have to claim Universal Credit (UC). This is because you cannot make a new claim for Housing Benefit or Tax Credits. Universal Credit is a monthly benefit for working age people. It replaces:

- Child Tax Credit
- Working Tax Credit
- Income-related Employment and Support Allowance (ESA)
- Income-related Jobseeker's Allowance (JSA)
- Income Support
- Housing Benefit

There is now a run-on of payments for Income Support and income-related JSA. You will automatically continue to get the amount of JSA or Income Support you currently receive, as long as you're still eligible.

You'll normally get this for two weeks, starting from the date of your new claim. The Department for Work and Pensions will write to you about this.

Child Tax Credit, Working Tax Credit and income-related ESA will cease immediately once you have made a UC claim. Your Housing Benefit may continue for two weeks to support you during the change.

For those that will struggle from the change to a monthly payment system, you can claim an advance and pay it back over a year.

With UC, the financial support towards your housing costs comes straight to you instead of to Havebury directly. You then pay full rent to us. UC does not replace Child Benefit, Carer's Allowance, Disability Living Allowance, Personal Independence Payment, new-style JSA, ESA or other benefits.

Each person or couple's claim dates are determined by the day they submit their UC claim. For example, if you claim on 15 October, UC will calculate your entitlement within the period 15 October to 14 November.

You will then be paid any entitlement seven days after that period, ie 21 November. This could be earlier depending on weekends and bank holidays.

Your claim will then always keep those dates based on the day you first apply, unless you have a six-month break in qualifying. The date of your initial claim is therefore important, and it may help to delay your claim until your final pay packet is received if you lose employment.

Your claim will recalculate monthly, with details gathered directly from HMRC or your self-employed monthly declaration. This prevents the chances of overpayments if your wages increase, and means you will be paid more if your wages decrease.

Changes are made quickly for those who have sporadic work or zero hours contracts. It also means that you don't have to change benefits if you lose work or find temporary employment. Universal Credit will fluctuate for those whose wages are paid weekly, fortnightly or four weekly as the payments are made monthly.

You will sometimes have more payslips and pay dates within your regular monthly pattern than you will during other months. If your wages are paid monthly, avoid making an initial UC claim around the time that your wages are due. This avoids having two payslips within your UC month if you're paid early one month. Solutions to this problem are currently being explored.

UC has much lower non-dependent deductions in nearly all cases and has no charge for under 21s. It has a flat rate of £75.15 per month regardless of income which is much lower than Housing Benefit. UC disregards more of your earned income than Housing Benefit in nearly all cases.

Advice should be sought by anyone thinking of claiming Universal Credit. For more, call 0300 3300 900, pressing options 2, 2 and 3. You can claim Universal Credit at gov.uk.

HAVEBURY HAS STAYED STRONG IN THE FACE OF COVID-19



Havebury is a financially strong business which means we can weather some storms.

Lockdown has led to a rephasing of our spending during the year. During the first few months we were delivering emergency services only; now, our teams are catching up on the backlog of repairs and getting the major works programmes back up and running. The budget that was not spent at the start of the year is now being spent in earnest on catching up.

The rental money we receive has been a little less as people adjust to the time it takes for Universal Credit to come through. We do expect that this will recover over time. You, our tenants,

have taken steps to ensure that your home is your priority.

We continue to work with you to support you through the financial challenges of the current situation. We are incredibly grateful that you can discuss your situation openly with us; it does help us to provide the best support for you.

The future is uncertain for all of us, especially as the Government figures out how to pay for all the financial packages provided during the outbreak of Covid-19.

We will continue to keep you up to date on how any changes affect Havebury. Do keep in touch with us if any of your circumstances change.

Marie McCleary, Director of Resources

Discretionary Housing Payment

If you're struggling with your rent as a result of the Covid-19 pandemic, a discretionary housing payment might help you. You need to be receiving some Housing Benefit or have housing costs within Universal Credit to qualify.

This extra payment could top up your rent if you have spare bedrooms, if you live with non-dependents or if you are not receiving full housing costs.

Your local authority is responsible for these discretionary housing payments, which can usually be claimed online.

If you do not have internet access, then please contact us on 0300 3300 900 and select options 2, 2 and 3 for more advice. Alternatively, contact your local authority directly.

Help to Save

The Government has launched a very generous scheme to encourage saving for working age people who are in employment but who are also receiving Working Tax Credit or Universal Credit.

For every £1 you put in, they will give you 50p. You can open an account with just £1 whilst eligible, and increase amounts if your saving capacity improves. It doesn't matter if you subsequently come off or change benefits. Couples can apply individually.

Council tax grant

If you are eligible for any council tax reduction in 2020 to 2021, you should receive a £150 grant automatically off your bill as a nationwide policy for this year.

We are encouraging our tenants to check that their Universal Credit claim is linked to ongoing calculations for council tax reduction.

Even a short period or small amount of council tax support will trigger the £150 grant.

Existing Housing Benefit claimants should always keep authorities notified of any changes, making sure they lead to a recalculation of council tax reduction or reclaim it if necessary.

Anglian Water

If you currently have little disposable income, you may be able to switch to the Low Income Tariff for Eligible Households (LITE).

Eligibility is based upon an individual assessment of your financial circumstances. A discount will be awarded where your bill represents a large proportion of your disposable income.

For more information, visit anglianwater.co.uk.

Benefits advice and support

Did you know that Havebury can offer advice and support on benefits? We have provided this service over the last 15 years, giving countless tenants support and guidance about their options.

Our learning and advice team consists of four specialist advisors; Lisa, Paul, Lauren and Jess, who provide telephone advice to those tenants who need it. They can complete benefit checks to make sure tenants are receiving all the financial help they are entitled to, while they carry out pre-tenancy checks to ensure applicants know which benefits they can claim when they move in.

They also assist with Housing Benefit, Universal Credit, Discretionary Housing Payment and Pension Credit. They are not able to assist with claims for Disability Living Allowance, Personal Independence Payments or appeals and tribunals. However, they can direct you to the right channels for expert advice.

The team has recently helped a lady in her 90s claim Housing Benefit, a council tax reduction and Pension Credit whilst she was self-isolating and her family couldn't visit her. This meant that she didn't need to pay any rent or council tax, while she received a backdated payment for three months.

During the coronavirus pandemic, our team has kept a close eye on the changes within the benefits system and the support the Government has offered. You can find information on these updates on our website or Facebook. Alternatively, you can call the team on 0300 3300 900, selecting options 2, 2 and 3.

Help is here for you

During the lockdown period, our Independent Living Team has called all our vulnerable tenants and those over 70 to ensure they are OK and to offer any further support they might need.

As well as welfare support, we can signpost you to extra resources, such as organisations that could make life a little easier during this difficult time.

Phone payments update

New rules around payment security mean that our team members are no longer able to take card payments over the phone. Now, we will transfer you to our automated payment line where you'll need your 19 digit payment reference number.

Alternatively, we can email you a link and you can make a payment on your tablet or smartphone while we're talking to you.

Warm Home Discount Scheme

You could get £140 off your electricity bill for this winter under the Warm Home Discount Scheme, which opens on 12 October.

This is a one-off discount for the period between September and March and will come straight off your bill.

Conditions apply; for more information, contact the Warm Home Discount helpline on 0800 731 0214. This will open on 12 October and will be available from Monday to Friday, 8.30am to 4.30pm.

NEED HELP? HERE'S WHERE TO TURN

If you're struggling to afford food or toiletries, we can refer you to local food banks which can help you. Simply call us on 0300 3300 900, pressing option 2, 2 and 3.

Local organisations include:

Braintree Area Foodbank
braintreearea.foodbank.org.uk | 01376 330694

Bury St Edmunds Gatehouse
gatehouse.org.uk | 01284 754967

Bury St Edmunds Storehouse
wsvc.org.uk | 01284 765874

Ely Foodbank
ely.foodbank.org.uk | 01353 468626

Felixstowe Salvation Army
felixsa.org.uk | 01394 276502

Godmanchester Foodbank
godmanchester.foodbank.org.uk | 01480 277239

Haverhill Reach
reachhaverhill.org.uk | 01440 705972

Ipswich Families In Need Foodbank
findipswich.org.uk | 01473 833351

Mildenhall Kings Church
kcm.church | 01638 515411

Norwich Food Bank
norwichfoodbank.co.uk | 01603 251733

Stowmarket Food Bank
livingit.org.uk/foodbank | 01449 774000

Sudbury Storehouse
stourvalleyvineyard.org/storehouse
07973 710905

Thetford Foodbank
thetford.foodbank.org.uk | 0844 288 9618

Waveney Foodbank
waveney.foodbank.org.uk | 07484 394749

Meanwhile, if you have employment issues, the following organisations can help:

Citizens Advice
citizensadvice.org.uk

Gingerbread Single Parent Helpline
gingerbread.org.uk

Jobcentre Plus
gov.uk/contact-jobcentre-plus

Papworth Trust
papworthtrust.org.uk

The Source
thesource.me.uk

HAVEBURY TEAM SMASHES CHARITY CHALLENGE IN MEMORY OF DEAR COLLEAGUE

FROM LEFT: KAREN FARRAR, HAYLEY LAMBERT, MEL WARNER AND KERRIANNE MCSHERRY WITH HER DOG MILO



Sadly, at the beginning of lockdown Havebury lost a well-loved and highly respected member of our team, Dave Timms. Dave worked for Havebury/St Edmundsbury Council for over 50 years and is missed by all of us.

In Dave's memory and in honour of the British Heart Foundation, we decided to set ourselves a challenge; to collectively walk, run or cycle 1,000 miles during August. Over 20 members of the team set themselves individual challenges ranging from 40 to 400 miles to raise money for this incredible cause.

By August 31, our target was not only met, but massively exceeded. We collectively managed to complete 2,410.06 miles and have raised £570 so far!

Communications Manager Hayley Lambert challenged herself to cycle 200 miles. She said: "Having made the commitment for such an amazing cause really motivated me to get out on my bike. I really enjoyed the challenge and will definitely keep up the cycling."

ICT Security, Unified Communications and Desktop Support Co-ordinator Kerriane McSherry chose to run 50 miles.

She explained: "I took up running again in May after many years off. I started Havebury's 1,000-mile challenge having completed online running

challenges in June and July. In July, my total was 49 miles so I thought 50 miles would be achievable for me, with the hope of doing even more for this fantastic charity. I am over the moon to have achieved 78 miles!"

PA to Directors Karen Farrar challenged herself to cycle 100 miles. She said: "During lockdown, I dusted off my bike after about 10 years as a way of getting out of the house, and I always jump at the chance to challenge myself."

"My son has just moved back home so we decided to do it together, especially as it was for the British Heart Foundation. We absolutely loved it, spending time together and exercising. We have now decided to set ourselves a monthly challenge to complete."

Supported Housing Co-ordinator Mel Warner opted for 200-miles on her bike. "Supporting a good cause was just the motivation I needed to get back on my bike after falling off last year and breaking my arm!" she said. "Two hundred miles completed in August, my confidence is building and I'm loving cycling again."

If you'd like to donate to our charity challenge, visit justgiving.com/fundraising/havebury1000miles. And if you have been involved in any fundraising events yourself, email communications@havebury.com and we will share them on our Facebook page.

Money worries keeping you awake at night?

Contact us for free debt advice and money management.

Contact us on:
01440 712950 / 268003 | info@reachhaverhill.org.uk

Reach 
Community Projects



“TAYFEN HOUSE CHANGED MY LIFE.”

HOW OUR BURY CENTRE GIVES HOMELESS PEOPLE A FUTURE



Last winter, life seemed bleak indeed for James (*not his real name*). He was living in his car following a relationship breakdown, and was out of work as a forklift driver.

Understandably, his long-standing anxiety and depression had resurfaced, and he had tried to take his own life more than once.

Fast forward to summer 2020 and things have improved immeasurably for the 36-year-old, thanks to the shelter and support of Tayfen House in Bury St Edmunds.

He explained: “I found this place in November through the council, after I’d been living in my car for six months. Moving here was tough at first because my depression was quite bad.

“I’m a very tense and pensive person, and I didn’t really know what Tayfen was or who would be here. But once I got in I realised it was really good; everything you need is here and I’ve made some friends.”

James added that the one-on-one support he has received has been invaluable. He said: “The staff have all been brilliant, especially my support

worker Emma. She’s given me lots of help around my well-being and checks in on me once a week to make sure I’m all right. That used to be face to face but they had to switch to phone calls because of lockdown.”

When he is ready, the next step for James will be to relocate to one of Tayfen’s properties in the community which he will share with other residents as the next step to independence.

Ultimately, he hopes to secure his own home, and return to work.

He said: “Tayfen House has changed my life. I don’t think I would be here without it.”

Since September 1998, Tayfen House has been offering emergency and long-term accommodation for single homeless people aged between 18 and 65.

Emergency shelter comes in the form of two dormitory rooms where six people can be housed for up to 21 days at a time.

Meanwhile, there are 19 en-suite bedrooms for longer-term residents. They can stay for 18 months until they get back on their feet. In addition, Tayfen House also manages 32 units of supported accommodation in the community.



Funding comes from Suffolk County Council.

Support Co-ordinator Nicola Boddey (*pictured above left*) manages a team of three support workers. She explained: “When someone is referred to us, they are assigned a support worker whom they meet with once a week to address any issues they may have.

“These could be to do with debts, mental health, alcohol and drugs problems, housing. We sign-post the residents to the agencies that are best placed to help them, and work closely with these agencies.”

The support workers are complimented by a team of project workers, led by Project Co-ordinator Steph Paterson (*above right*). She explained that the project workers are there on the

ground to address any day-to-day issues that arise with the residents or the running of the building itself.

Steph said the Covid-19 crisis had called for huge change to the way in which the service operates.

“Instead of having around six staff members here each day, we have had one project worker on duty at a time since mid-March,” she said. “They each do an eight-hour shift, with three shifts per day, while the rest of the staff works from home.

“The staff have been really flexible and have adjusted brilliantly to the changes.

“The residents have also been so understanding, especially as we have had to close the communal lounge. They’ve responded amazingly well.”

Alongside a number of her colleagues, Steph has worked at Tayfen House since it opened, and it’s clear to see why staff retention is so high at this life-changing centre.

Nicola, who joined the team four years ago, said: “It is such a rewarding job. We had one guy in his late 30s come to us a few years ago.

“He did really well with his support worker and moved on to one of our HMOs (houses of multiple occupation).

“He also started a course to become an electrician. He’s now in general needs housing and still sends me messages to let me know how well he’s doing. That’s a really lovely feeling.”

For more information about Tayfen House, visit our website or call 01284 725487.

WE WANT TO HEAR FROM YOU



I have been Communications Manager at Havebury for the past 18 months.

A lot has changed during this time. Andrew Smith embedded into the organisation as our new Chief Executive, our Tenants' Forum has been working with us to boost tenant engagement, and we launched our new tenant portal myHavebury.

Great external communication requires proactive investment, and this is where you come in! We want to ensure that, as your landlord, we are providing you with the best possible advice and information, in a timely fashion whilst utilising the most engaging delivery method.

Covid-19 has been a strange time for everyone and, although we are not 100 per cent sure what the future brings, the pandemic has most definitely brought us all closer together.

You have been getting in contact with us on our social media pages, our phone lines are still busy whilst we continue to work remotely, and our website has been getting a record amount of views. But are you getting the information you need in the best way possible?

I am currently in the process of developing and implementing our new communications strategy for both the internal and external stakeholders of Havebury. This will ensure we are providing the best possible support function for both the Havebury team and for you.

We want to build your views and opinions into this strategy to ensure you always feel valued and considered in every communication we offer you.

The finished strategy will embed our three core values; respecting, engaging, fair.

The communications team is a busy team of three and we want to transform from a relatively reactive support function to a strategic, business-minded communications team.

This will help us get it right first time, be ahead of the curve and really promote and demonstrate Havebury's values to the fullest.

If you want to have your say in how or what we communicate, please take part in our short survey. It will really help us develop a strategy that works for you! You could even win £100 just for taking part.

Visit surveymonkey.co.uk/r/HHPResidents to have your say, or scan the QR code (right) on your phone to take you straight there.



Alternatively, if you have any communication feedback or ideas, or perhaps you'd like to let us know what you'd like to see in the next edition of Havebury News, email us at communications@havebury.com.

Thank you.

Hayley Lambert,
Communications Manager

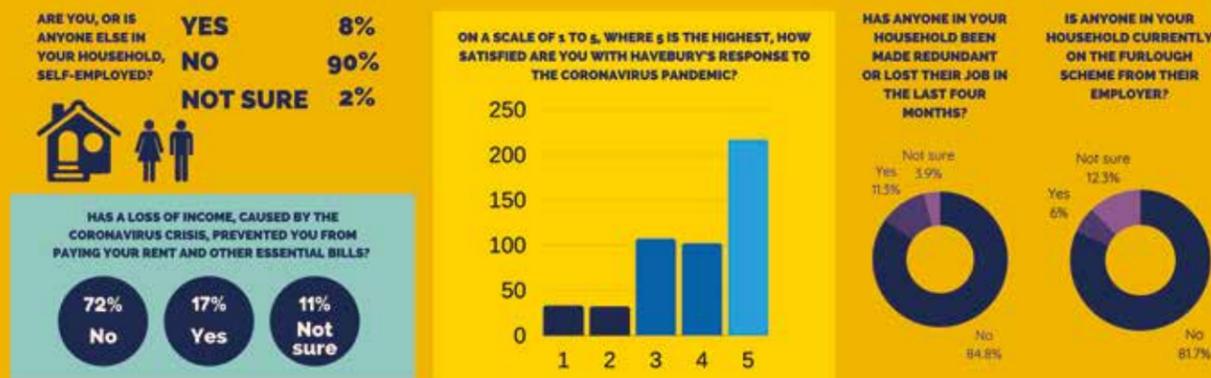
APPLY FOR YOUR FREE WATER BUTT



Did you know that you can apply for a free water butt from Havebury? Simply visit surveymonkey.co.uk/r/V78W9Y6 to apply. Tenant

Marie Roby from Sapiston wrote to thank us for hers: "It's really transformed my garden with lovely flowers easily watered for free!"

HOW COVID-19 HAS AFFECTED YOU



GRANTS OF UP TO £250 AVAILABLE FROM TENANTS' FORUM

If you have been financially hit by Covid-19, you can apply for a grant from our Tenants' Forum.

Each year, the forum is given £100,000 to distribute to services and functions that impact our tenants and communities.

For 2020-21, the 12 forum members voted to allocate £40,000 of this money to a Covid-19 Hardship Fund. This will help tenants who are struggling with their finances as a result of the pandemic, with grants of up to £250 to be issued across the year.



Forum Chair Sandra Norris (left) said: "We decided wholeheartedly that we needed to help tenants who were affected most by the coronavirus, mostly our lower paid tenants who were just about managing to pay their rent before the shutdown."

"The Tenants' Forum considers this a key part of our role; we define it as 'tenants looking after tenants'."

The Tenants' Forum has identified a number of ways that the grant could support you back on the road to recovery. These include:

- Support with fuel poverty
- Food voucher for a supermarket
- Support to move into a Havebury home

The administration and issuing of funds will be at the discretion of Havebury, on a case by case basis. Applications will only be considered where there is no history of anti-social behaviour or any other tenancy breach. If you are experiencing financial hardship as a result of Covid-19 and it is affecting your ability to pay your rent or maintain your household, then please call our Income and Support team on 0300 3300 900, selecting options 2, 2 and 3.

They will be able to signpost you to the best places to get support, including considering an application for money from the Tenants' Forum Hardship Fund. One application per household will be considered throughout the year.

Havebury would like to thank the Tenants' Forum for this generous decision, which will have a hugely positive effect on our residents who need extra help.

If you would like to join the Tenants' Forum, email sandra.norris@havebury.com. If you have any feedback or questions for the forum, email tenantsforum@havebury.com. All questions, answers and feedback will be displayed on the Havebury website.



Our aim is to make life a little easier for you
SIGN UP TODAY

myHavebury allows you to manage your account 24 hours a day, 7 days a week. You can make payments with your debit or credit card and set up direct debits at the click of a button. You can also report repairs and schedule an appointment at a time that suits YOU.

To register go to **my.havebury.com** and click on the button '**Tenants & Customers Register Here**'. All you need is your 10 digit account reference which is located on your statement.

Download the app on your Apple or Android device by scanning the barcodes below!



Apple Device



Android Device



Alternatively you can pay by cash or cheque at any Post Office, Payzone or PayPoint location with your payment card. You can find your nearest location at www.allpay.net/outlets or www.payzone.co.uk/consumers