

AUTUMN 2019

HOME NEWS

Hexagon



04 Tips for Greening office and home



10 Financial Furnishings



18 A Holistic Care Approach

**WIN
VOUCHERS
£5, £10
& £20
NEW COMPETITIONS
INSIDE!**

- 03 SUBJECT TO SCRUTINY
- 03 RESIDENT BOARD MEMBER ELECTION RESULT
- 04 EDITOR'S FEATURE: GREENING HEXAGON IN OFFICE AND HOME



- 06 WHY RECYCLING IS IMPORTANT
- 07 STUDENT REVIEWS FREE STUDY COURSE

- 08 HEXAGON WINS 'EMPLOYER OF THE YEAR'



- 9 SAVING MONEY ONLINE
- 10 MONEY MATTERS: FINANCIAL FURNISHINGS
- 11 THINK THE INTERNET IS NOT FOR YOU?
- 12 DENNY'S DIGS (GARDENING)



- 14 FIRE AWARE
- 15 NOISE NUISANCE
- 16 RESIDENT SPOTLIGHT: JEWELLERY MAKING WITH CHRISTINE MATTHEWS
- 18 A HOLISTIC CARE APPROACH
- 20 PHOTO COMPETITION

- 21 WATER WISE: COMPETITION WINNER!
- 22 KIDS' ZONE
- 23 RESIDENT'S RECIPE (FOR KIDS)



- 24 COMPETITION TIME



WELCOME...

TO ANOTHER EDITION OF HOME NEWS

We are at our best when working in partnership with residents. An example of this is where Hexagon handed over significant control to the Performance Review Group. Read more about how they help us better improve service delivery on Page 3.

To boost resident empowerment, one third of all Hexagon board member positions are reserved for Hexagon residents. Following a recent election to the Board I would like to thank Ranna McArdle for her three years' service on the Board – including as Lead Board Member for Resident Involvement, sitting on the Audit & Risk Committee, and the Performance Management Committee. Welcome to Louise Richardson who was recently elected to the Board.

Hexagon recently won the London Learning Consortium's 'Employer of the Year' Award (Page 8). The award recognises some of the great work that our Community Investment Team have been doing around resident training.

Hexagon does a lot of work to help residents who want to get online for the first time – increasingly important for residents moving onto Universal Credit (Page 11).

You can pick up some useful fire safety tips on Page 14. We continue to work hard to ensure that residents are safe in their homes, recently hiring a new dedicated Fire Safety Project Manager to help us all on this journey.

Finally, it was wonderful to see so many residents submit entries to our new Home News Photo Competition. Have a look at their great contributions on Page 20.

I hope you enjoy reading this edition of Home News.

Tom McCormack, Chief Executive

If you would prefer to receive this magazine digitally instead of by post, simply send your name, address and email address to homenews@hexagon.org.uk

Follow us online to receive regular updates, event invitations and news:

 /HexagonHA

 @HousingHexagon



SUBJECT TO SCRUTINY

Residents on the Performance Review Group meet to give an independent assessment on how Hexagon are doing, by regularly reviewing the performance data.

To make sure that we're on the right road for providing you with the service that you expect, a panel of residents regularly checks and challenges how we operate. This panel is called the Performance Review Group (PRG) and their job is to act as a 'critical friend' by telling us how Hexagon is doing in terms of service quality and performance.

Residents on the PRG feed back on the quality of a range of Hexagon services including residents satisfaction with repairs, the number of gas safety checks carried out to target, and the level of overall rent arrears.

When the PRG considers that service levels may not be performing, they can make recommendations to the Board so that change is

enacted. At the last meeting of the PRG held in July, residents passed a resolution recommending that Hexagon tighten its criteria when awarding contracts. This is because residents felt that there needed to be swifter action when dealing with contractors' underperformance in areas such as repairs, cleaning, car parking, and maintenance of the lifts.

Residents on the PRG play a vitally important role in providing feedback and recommendations on how the Hexagon service can be improved. By assessing what works well, and identifying where there needs to be improvements, residents help to ensure that Hexagon is continually improving and is meeting its aim to provide the best service to all residents.

RESIDENT BOARD MEMBER ELECTION RESULT

Hexagon welcomes the involvement of residents in the governance of your housing association. Over the summer all tenants were invited to cast their votes for two places for residents to sit on the Hexagon Board.

This year four residents, Barrie Hargrove, Louise Richardson, Mark Allan and Ranna McArdle, all were candidates for election onto the Hexagon Board. Ballot papers were sent out to all Hexagon residents along with election statements from each candidate.

A total of 320 residents returned their ballots and as residents could cast up to two votes, a total of 482 votes were cast. The result of the ballot was that Mark Allan was re-elected to the Board and Louise Richardson was elected on to the Board at her first attempt in standing. Both Mark and Louise have now been welcomed onto the Board to start their three year term as a Board member.

Mark Allan said, "I would like to thank the residents who voted for me in the election. I am

going to work to ensure that Hexagon continues to provide safe, secure, good quality homes which are actually affordable, and to improve the service we offer our residents. We face additional challenges, in ensuring the safety of our housing, dealing with the uncertainty of Brexit, and responding to the climate emergency by making our housing truly sustainable."

"Resident representation on the Hexagon Board offers a vital opportunity to promote the voices and concerns of our tenant and leaseholder community membership. This summer I pledged to help the Board to champion a positive, responsive and forward-thinking business culture throughout Hexagon Housing Association. Thanks to you, the voters, I am hugely grateful for the chance to embrace that challenge and diligently serve the interests of all residents over the coming three years," commented Louise Richardson.

Thank you to all readers who returned your ballots. Congratulations also to Samson Nduka (SE1) who won the ballot prize draw of £50 in shopping vouchers.

GREENING HEXAGON IN OFFICE AND AT HOME

Our Readers' Panel of residents wanted to know what are Hexagon doing to green our office environment? And how can these measures be used in residents' homes? To find out, your Home News Editor Adrian Beckingham asked Property Services Director, David Collick.

GREENING OUR ENVIRONMENT IS A KEY PART OF HEXAGON'S MISSION STATEMENT. SO I ASKED, WHAT HAS HEXAGON BEEN DOING TO WALK THE TALK? AND CAN RESIDENTS PRACTISE SIMILAR IDEAS IN THEIR HOMES?

Some of the measures Hexagon has introduced to help green our office environment include:

● SUSTAINABLE PAPER

Hexagon only orders paper that is either recycled or from a sustainable source. Then once we have used it, we recycle it again! As consumers, residents can exercise the same choice.

● OFFICE PRINTING

Previously, whenever a staff member requested something to be printed from their desktop computer, it would print instantly. This can lead to a waste of paper because sometimes staff change their minds – and do not need it printed after all – or may need to make some final amendments before printing. Now staff must order the print from their desktop computer, but then go to the printer and log in, before the item can be printed. All unclaimed printing requests disappear after 24 hours. This saves a lot of paper.

● OFFICE BINS

We used to have a small bin under each desk, but this encourages busy staff to mix all types of waste. Now the bins have disappeared from under staff desks, instead we have communal recycling bins for paper waste, food tins, drink cans, and plastic cartons. Each staff kitchen also has an organic waste bin for tea bags and other food waste. This encourages more responsible waste management in our office environment. By placing recycling bins within easy reach in your home, the same eco-friendly approach can be practised.

● OFFICE LIGHTING

Last year all office lights at Hexagon became LED – which use less energy and gives out lower emissions. Feedback from staff has been it is a more pleasant light to work in. Why not ensure all your lights in your home are eco-friendly options – these can cost a little more up front but save money and energy from the moment you switch them on.

We replaced individual bins under each desk with recycling bins on the office floor.





David Collick,
Property Services Director

Office staff are encouraged to close blinds overnight to reduce 'solar gain'.

● CLOSE BLINDS AT NIGHT

By requesting all Hexagon staff close their window blinds overnight, we reduce 'solar gain' – the extra heat brought into a property through direct sunlight. In summer this means we use less air conditioning, so closing blinds each evening is a cost and energy efficient option. The same goes for your home. Pulling blinds down can reduce solar gain significantly. If you have curtains try to use lined ones, as these help keep warm in during the winter and reduce heat during the summer. It is also useful during cooler months – if you have curtains and water filled radiators – to ensure you tuck the curtains behind your radiators. Otherwise heat goes out the window! However never leave combustible material near an open electric or gas fire.

● HEATING MODERATION

It is useful to moderate the office or home to about 20 degrees, instead of letting the air go too cold and then blast on the heaters to bring the temperature up again. Temperature moderation saves energy and money, whether in a work or home environment.

● GREEN ENERGY SUPPLIERS

Some energy suppliers now only use non-fossil fuel sources like wind, solar or wave power. If you're interested in a green energy supplier, it's well worth checking the

available tariffs. Some smaller providers will have deals that often compete with more mainstream providers. For example, you can compare tariffs on green energy providers with this tool on MoneySavingExpert.com (www.moneysavingexpert.com/utilities/cheap-green-energy) or SimplySwitch.com (www.simplyswitch.com/energy/guides/compare-green-energy) ●

Hexagon are a member of the Sustainable Homes Index For Tomorrow (SHIFT) – the sustainability standard for the housing sector. SHIFT assess factors such as effective strategies to promote sustainability within our office environment, as well as our efforts to promote sustainability within your homes, and our work to improve the environmental impact of our contractors. We are a Gold member, meaning we have achieved very high standards – and even won the 'Most Improved Landlord Ever' award from SHIFT on their 10th anniversary. However Hexagon do not rest on our laurels and will seek to continue reducing our environmental impact.



A recycling skip at Lewisham Reuse and Recycle Centre. Working as a community we can make a difference

What happens to your recycling once you have safely deposited it in the correct recycle bin? At Hexagon, our office recycling is taken to be processed at a recycling facility where it is processed into all sorts of brand new products.

WHY RECYCLING IS IMPORTANT

HERE ARE SOME OF THE ITEMS THAT CAN BE MADE FROM RECYCLED MATERIALS:

Paper Cardboard gets remade as corrugated cardboard. Newspapers and leaflets are made into new newsprint. Other mixed paper is recycled to make new paper.

Cans From the ferrous and non-ferrous metals that are used for making food and drink cans, many things can be produced. This includes new cans, car parts, aeroplane parts and ship parts.

Glass Did you know sand is becoming a very rare resource, due to its demand in the building trade? Your recycled glass is often ground back into sand and used for road building and road maintenance in the South London area. It can also be used to make new glass.

Plastics Plastic bottles are often made into more plastic bottles. Other plastics can be used to make numerous everyday items like garden furniture, fleece jackets, new wheelie bins, composters and CDs.

Food Waste Collected in biodegradable food bags or newspaper, micro-organisms break down your food waste to produce a mixture of methane and carbon dioxide. This biogas is then harnessed as a source of renewable energy with many uses – it can produce heat, transport fuels, be used as a natural fertiliser for farming or even electricity for local use or the national grid. ●

Please be responsible with your waste and recycle it in the appropriate way, to prevent it being added to landfill.

Did you know when food waste is sent to landfill, it breaks down in a similar way as recycled food waste – except the methane produced goes straight into the atmosphere and contributes to climate change?

METHANE IS 25 TIMES MORE DAMAGING THAN CARBON DIOXIDE

COMPETITION

Write up to 50 words explaining why recycling is important.

One entrant will win the prize and have their answer published in the next issue of Home News.

Email your entries by **Friday 15th November** to homenews@hexagon.org.uk

or mail it in to:

Competitions, Resident Involvement, Hexagon Housing Association, 130 – 136 Sydenham Road, London SE26 5JY.

Win a **£20** Love2Shop voucher

STUDENT REVIEWS FREE STUDY COURSES

Here Hexagon resident Darren Parke gives us his experience of recently completing courses offered by Hexagon. The Hexagon list of free online courses offers a wide variety of topics. Most take 6-8 weeks to complete. I looked up more detailed information on the Learning Curve website and decided to enrol.

The enrolment process was made easier by helpful staff, and also gave people a chance to meet other learners. Here I learnt that while these were promoted as 'free online courses', they did not have to be done online - everything online was also available in the hard copy study packs, including Freepost envelopes.

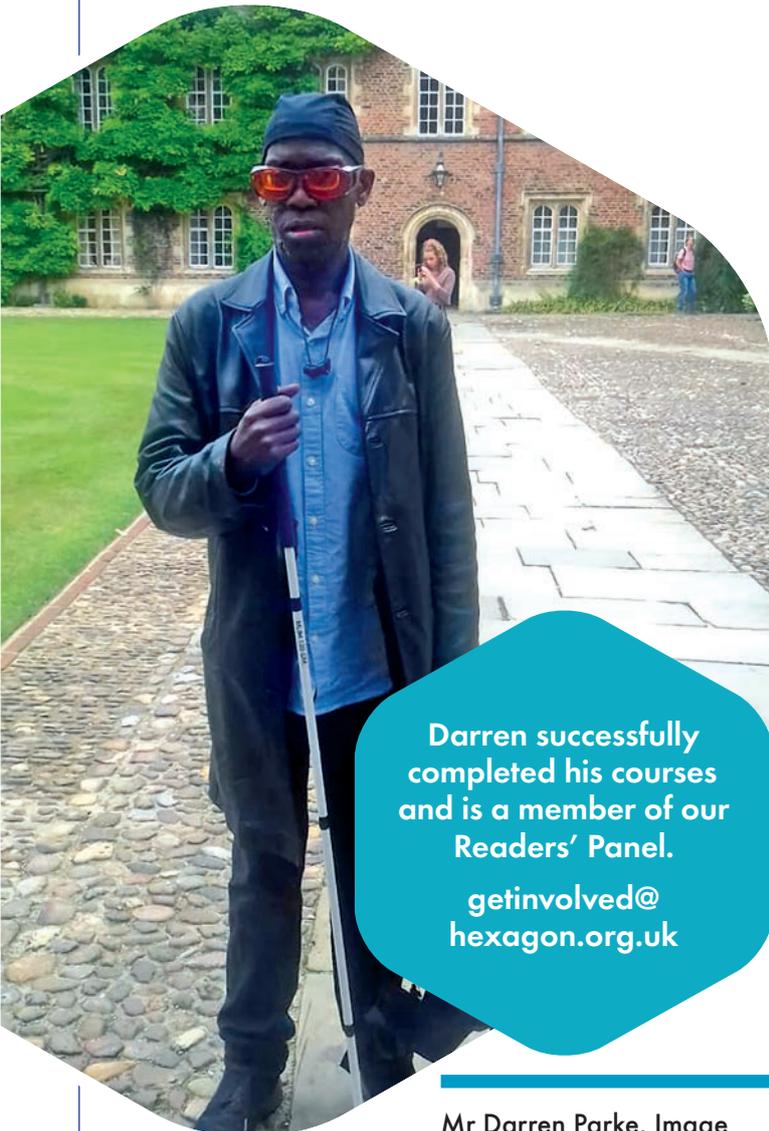
Each course offers learner support - available through Hexagon and a tutor - via phone, text and email. The answers to each assignment in a Level 2 course (GCSE equivalent) need not be too in-depth or analytical. If more time was required it proved straightforward to get an extension. Once submitted, work is marked by the tutor and feedback is given. It gives you an amazing sense of achievement when, a few weeks after completion, an envelope appears in the post with your certificate inside.

●● I RECOMMEND THESE COURSES TO FRIENDS, FAMILY, AND OTHER RESIDENTS

●● DARREN

I found the Chartered Institute of Housing course in Housing Management, run by London Learning Consortium, a totally different experience from the Learning Curve online courses. While being more classroom-based and so with more interaction amongst the students, it lacked a certain sense of continuity as lessons were held every other week, sometimes longer due to Bank Holidays. This course involved a lot more independent study and wider reading, which some students may not have been prepared for. However the classroom setting gave the opportunity to hear other people's thoughts and ideas and to use them as a sounding board.

I recommend these courses to friends, family and other residents. For the unemployed, they can boost self-confidence and self esteem, help you meet new people and increase skills to add to a CV. For the employed, they can add a foundation toward career progression or even forge a new career path. See page 8 for more about employment training services. ●



Darren successfully completed his courses and is a member of our Readers' Panel.

getinvolved@hexagon.org.uk

Mr Darren Parke. Image supplied by Darren Parke.

HEXAGON WINS 'EMPLOYER OF YEAR' AWARD

Hexagon won the highly contested Employer of the Year award at the 2019 London Learning Consortium's (LLC) annual award ceremony.

The ceremony took place at Braithwaite Hall, Croydon Clock Tower on 18th June.

As a training provider LLC have a yearly ceremony to celebrate learners, employers, and associated organisations that have achieved their goals or have made outstanding contributions.

Claire Reed, Operations Manager at LLC, said, "Hexagon stood out from the fantastic employers we work with, making sure the learners on this course were truly looking for work and just needing new skills to help them progress."

Hexagon residents currently completing courses were invited to speak at the award ceremony before the winner was announced.

Shona Muwanga said, "I am particularly grateful to the Senior Employment Officer, Lionne Whitfield, and all the Hexagon Community Investment Team, for offering me these opportunities. Ultimately my main goal now will be to achieve the LLC qualification and eventually, I hope, to become a permanent member of staff within Hexagon!"

Lionne Whitfield added, "We are delighted to receive this award. Hexagon has run this Level II Housing Management course through the LLC for the past five months. It has been well attended by residents, staff and people who live in the local community. We aim to help residents achieve their employment goals through the Love London Working project."

Hexagon run a wide range of free courses through London Learning Consortium and Learning Curve. These range from Adult Social Care to Business Administration, from Team Leading to Warehousing & Storage. There truly is something for everyone. To contact us for more information:

Call: 0208 768 7915 or
Email: llw@hexagon.org.uk

See page 7 for one resident's experience of our free training courses. ●



Andrew Green, Hexagon Housing Services Director (left), with resident and Hexagon volunteer Shona Muwanga, collecting the Employer of The Year Award from London Learning Consortium.

SAVING MONEY ONLINE

If you are interested in finding out more ways to save and/or make money online, please get in touch with Michelle West Allwood tel 020 8768 7954

We will then try and match you with a Digital Champion at a time and place convenient to you.

MoneySavingExpert.com is the UK's biggest consumer website, with about 16 million users a month. The site's massive community, and team of research journalists, will help you cut your bills, find deals, and save cash.

www.moneysavingexpert.com

WEEKLY MSE MONEY TIPS EMAIL

All the latest deals, guides and loopholes go into this email, which comes weekly. As more than two-thirds of the best deals expire within a week, the email's aim is to ensure you don't miss out. You can sign up for this weekly email through the Money Saving Expert website.

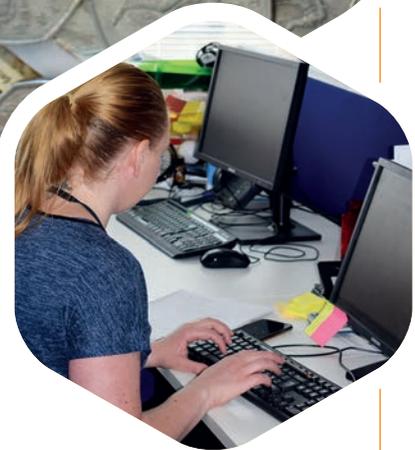
CASHBACK SITES

Websites such as Top CashBack www.topcashback.co.uk and Quid Co www.quidco.com offer money back for online purchases.

Membership is free - and each time you make a purchase online, if you firstly click through their website it will tell you if any money back offers exist for that product. You can get money back on all sorts of things, including when you register with a new utility company, new mobile phone contract, supermarket shopping, clothes and



The money you may save online can mount up over time.



all sorts of online shopping. The next time you buy anything online, try going through one of the cashback sites, you will be amazed by what cash you can actually 'earn' by making your purchases online.

SUPERMARKET DEALS

My Supermarket www.mysupermarket.co.uk compares prices online for 15 different supermarkets, helping you to find the bargains before you shop. You can also check out the top offers for each supermarket.

STAYING SAFE WHEN SHOPPING OR BANKING ONLINE

We can give advice on how to stay safe online - especially when shopping or banking. Get in touch with Michelle West-Allwood tel 020 8768 7954 or email mwallwood@hexagon.org.uk

FINANCIAL FURNISHINGS

Whether it's the cost of moving in, replacing items that have broken, or just adding important household items or furniture, we all know keeping your home properly equipped can be a major expense.

Sometimes, when cash is running short, the temptation can be to use shops where you purchase now and pay later. However, shops that offer weekly or monthly repayment plans can sometimes be the straw that breaks your back. Some research has suggested that the eventual cost of buying some items from a leading weekly payment shop can be close to four times the cost of buying the same items from mainstream shops or online retailers.

Getting tied into long term payment arrangements can leave you struggling to meet your priority bills such as Council tax, rent, and food shopping!

There are much cheaper ways to purchase the furniture and other items you need. For a start why not think of upcycling – buying a second hand or refurbished product not only saves you money, but helps the planet too.

Web sites such as **freecycle** (www.ilovefreecycle.org) and **freecycle** (www.freecycle.org) can sometimes help you get access to items for free, while major online retail sites often provide access to new or refurbished items at surprisingly affordable prices.

If you can't get access to the things that you need through the above routes, there is a good chance that you might be eligible for a grant to provide assistance. 'Turn To Us' have an excellent grants checker which can be accessed at grants-search.turn2us.org.uk. This tool can help you see if you are eligible for a grant and – if you are – will give you information on how to apply. ●

If you are already struggling having bought items from a weekly payment store, contact our financial team on 020 8768 7925 for assistance. You can also contact the team if you need more information regarding any money related issue.



Bishops Furniture Stores is just a moment's walk from the Hexagon office. Who is your nearest second hand furniture store? Buying an 'upcycled' or refurbished product not only saves you money, but helps the planet too.



DO YOU THINK THE INTERNET IS NOT FOR YOU?

There are dozens of reasons to get online

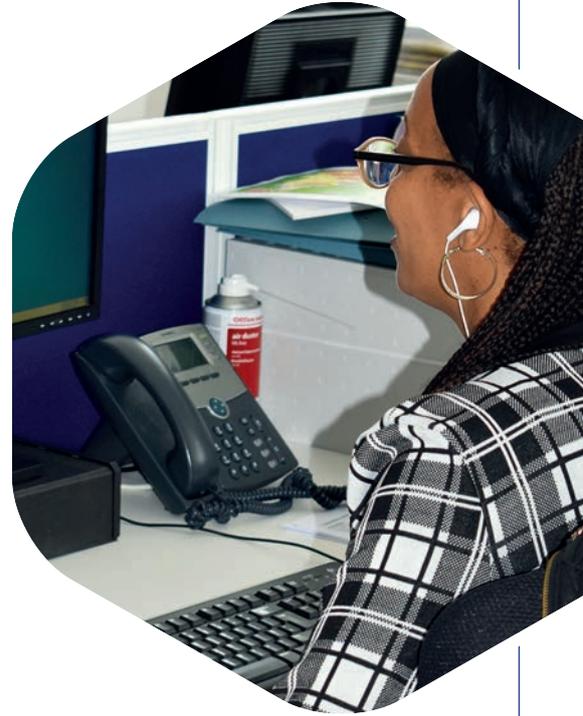
- **CONNECTIVITY:** keep in touch with family and friends worldwide through social media, email, Skype or Facetime.
- **SAVE MONEY:** provides access to a wider market and makes it easier to compare prices. You can find the best online deals and make more informed purchasing decisions. Online options can offer the best deal for a new fridge or TV for example.
- **SAVE TIME:** why spend your valuable time in travelling to queue for goods and services when you can make your browsing and purchasing decisions on the internet? Online banking, paying bills, contacting your local authority or simply doing some shopping, can all now be achieved from the convenience of your own home at a time that suits you.
- **ENTERTAINMENT:** Feeling a bit alone or bored? You can go online to pursue your hobbies and interests, find a new recipe, read a magazine, listen to music, stay up to date with current affairs or catch up on those missed TV favourites using playback facilities.
- **EDUCATION:** The internet offers a world of opportunities to expand your knowledge – you can for example undertake any of the free courses offered through the Hexagon Community Investment Team (see insert for more details). Why not explore a new language or skill? In many instances the learning can take place at your own pace.

Needing help to go online? At Hexagon we tailor the support to meet your individual needs and interests. We can provide both 1 to 1 support and small group support. We will go at your pace and can provide the support close to your home, with a range of locations and times to suit you. ●

Book a slot with one of our Digital Champions to find your reason for getting online?

Contact Michelle West-Allwood.
Tel 020 8768 7954 or tel 07770 682 768
Email mwallwood@hexagon.org.uk

See Page 9 for more about Saving Money Online.



Michelle and Jonathan both meet friends and family online, pay bills, and browse the best deals, saving time and money!



DENNY'S DIGS

FLOWER POWER

As gardeners, we are very preoccupied with the weather – and we have had some extreme weather in 2019! Some of our plants and flowers have thrived and some have suffered, but one of the great joys of gardening is planning and moving forward whatever has gone before.

So let's look at what we can do now for a carnival of colour in the spring... **BULBS!**

It's hard to believe these little, brown bulbs hold the flowers for next season.

There are many different varieties of flowers such as tulips, daffodils and orchids. Which flowers will you choose?



- Look for firm, large bulbs of a variety to match the planting space and depth of your container.
- A window box or container will be best planted with shorter to mid-height varieties of tulips and daffodils.
- Plant them 'lasagne' style – with bulbs that are bigger or later flowering nearer to bottom then layering upwards – planted pointy end up!
- As a general rule, plant each bulb at a depth so that two more similar bulbs could sit on top of it!
- Check planting instructions for flowering times. Which bulbs promise the best shows of height, depth and colour?
- For example you could combine an early daffodil (Feb-March) like Rip Van Winkle – standing 15cm tall with an explosion of yellow petals – with a later flowering daffodil (March-April) like Tete-a-Tete – 20cm tall, with its' classic daffodil colour and shape.
- Then choose an early Tulip (April-May) such as 'Purple Doll' 35cm tall, which is just a starburst of purple flowers.
- This way you'll have at least four months of flowers in spectacular display!



The flower power of bulbs mean that you will have success in your first year, and all these plants – if allowed to die back naturally after flowering can be stored and used again the following year. If you pop them into the ground they will even multiply... what's not to like?!

So, go on. Garden or not, we can all enjoy 'flower power'.

Happy gardening 'til next time... when we'll look at starting early veg seeds. ●



DENNY'S GARDENING TIPS

Welcome to a new feature hosted by Denny Senner our Resident Expert Gardener. Denny is on hand to answer any of your gardening dilemmas.

Q

Hi Denny. I am having trouble with an Oak Seedling/small sapling. The leaves are quite small and it seems to be unwell?

A

Hi Mark. We need more trees – so well done you! Most plants can grow in containers, but not all thrive. Large trees like oaks will need root and branch pruning (similar to bonsai) to keep them small and healthy. At the moment with a small sapling the issue could be the soil – you need to be using a soil-based compost for good aeration/drainage. The container may have dried out in the hot weather and caused some root death – perhaps try a larger container. Or possibly if lacking nutrients a slow release fertiliser may help, and will need to be added each year.

Small trees such as Acers do better in containers. We are coming up to the perfect time (Autumn) to collect tree seeds.

To ask your gardening question email: dennysdigs@hexagon.org.uk

FIRE AWARE

A fire in your home can cause devastating loss of your possessions, and be a danger to the health and lives of yourself and those around you.

HEXAGON TAKES THE RISK OF FIRE VERY SERIOUSLY.

Today Hexagon has over 1,700 valid Fire Risk Assessments for our buildings. This represents an additional 1,200 new Fire Risk Assessments that we have carried out in just two years!

In addition to the Fire Risk Assessments, within the next five years we aim to hold electrical safety certificates for all our properties that are over 15 years old. And to meet this aim we have had an electrical testing programme underway for some time.

As a social landlord Hexagon takes positive action to help prevent fires from occurring – but as the resident inside the property, you too have a major role to play. Have a look at the panel on the right to see some useful tips for keeping you and your family safe in your home. ●



FIRE SAFETY TIPS

Here are some simple things you can do to help prevent fires in your home.

- Maintain smoke alarms by testing the batteries once a month.
- Keep the cooking surfaces of your oven well clear of flammable objects like blowing curtains, kitchen towels and cookbooks.
- When cooking stay in the kitchen.
- Every month or so clean the lint trap in your washer/dryer. Regularly check behind and around the dryer for pockets of lint or items of laundry that have got trapped.
- Watch out for frayed or tangled electrical chords and wires. These can produce heat.
- Many household cleaners and cosmetic products are flammable. Store them in a cool, dark cupboard and ensure all household members know where they go.
- Candles should be in secure candlesticks on a flat surface away from hazards such as curtains and cushions. Always extinguish them before leaving the room or going to sleep. Never leave candles unattended.
- Switch electrical appliances off at the wall socket when not using them.

PICTURED: Jon Fleckney, Hexagon's new Fire Safety Project Manager, uses a laser-measure to gauge the width of a communal stairwell during a fire inspection.

NOISE NUISANCE

In the twelve months from April 2018 Hexagon received 99 noise reports.

ALL HOUSEHOLDS MAKE A CERTAIN AMOUNT OF NOISE.

The noise you make can sometimes be heard beyond the walls and floors of your home. However, it's important to be clear that not all noise that transfers from another property is considered to be anti-social behaviour. For example talking loudly (on mobile phones), door slamming, humming or children running, jumping or stomping, are examples of noise that we often hear around us. While we understand these types of noise can be disturbing or stressful for neighbours they are legally considered normal everyday living noise and not a statutory noise nuisance.

The law is clear as to what constitutes a statutory nuisance and there is case law to support this. The leading cases that decided the law in this area are *L B Southwark v Mills* and also *Baxter v L B Camden*.

Therefore normal living noise cannot under any circumstances constitute a statutory nuisance. To constitute a statutory nuisance under Section 80 or 81 of the Environmental Protection Act 1990, or which could be used in eviction proceedings against a tenant, the noise would have to be out of the ordinary. This is best explained as mechanical, repetitive and artificial – for example loud music or air conditioning.

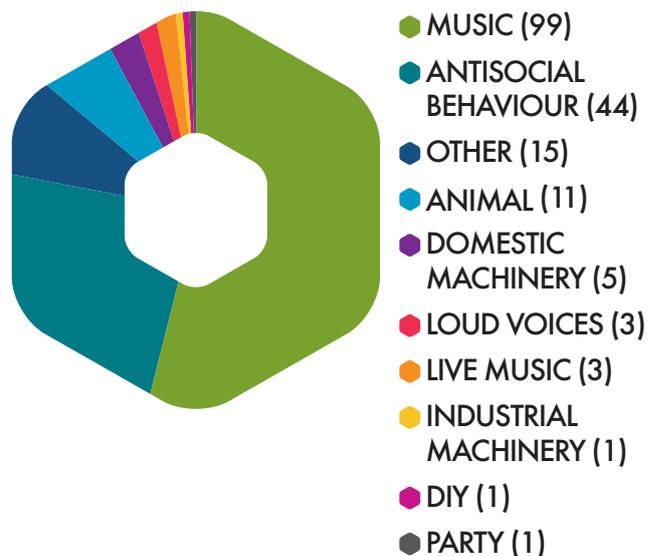
If you think you are experiencing distress through a statutory noise nuisance, contact your Local Authority who have the powers to issue noise abatement notices if they witness these types of noise.

Some types of suspected noise nuisance are also subject to certain time zones and days when they are permissible. For example what time can builders start and finish noisy work in the UK? The power to allow noisy work to take place rests with your Local Authority, under the Control of Pollution Act 1974. The times when noisy work is not permitted does vary but standard hours generally seen as acceptable are Monday to Friday, 8am – 6pm.

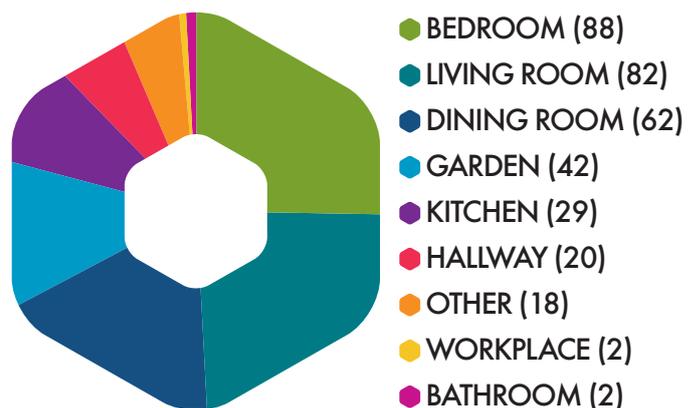
Hexagon has helped some residents by loaning out Noise Nuisance Recorders which can be used to gauge and receive noise readings, and potentially help prove a case. However devices are also available for free online, for download to your phone or computer, which can record the noise for you as a form of evidence. Just go online and search 'Noise Monitors' to make your choice of from a range of freely available apps.

Hexagon expects you to be considerate towards those who live around you and to take reasonable steps to reduce as far as possible the noise that comes from your home. ●

REPORTS PER NOISE SOURCE



REPORTS PER RECORDING LOCATION



RESIDENT SPOTLIGHT

Welcome to our second Resident Spotlight – a new feature to celebrate the diverse skills, talents and interests of Hexagon residents.

CHRISTINE MATTHEWS of **GEMS4ALL** has been a social housing resident for many years, and became a Hexagon resident when Hexagon purchased the home she is living in from a smaller housing association.

“When I began Gems4All I had never made jewellery before. It all started with an article in Home News some years ago, about free lessons in jewellery making. I’d been retired over a year, and was wondering what to do next. I signed up for the course. I loved working with the many colours, the different beads and materials. I enrolled for a second season.

“Then I saw in the council’s Lewisham Life magazine an item about the Green Man, a community space situated between Catford and Bromley. They were offering free stalls for small start-up businesses and craftspeople. Their market is open 10am to 2pm every Monday. I decided to source enough materials to take the plunge and try making some jewellery for sale to the public. I have now been running a stall at Green Man for about three years.

“I also run a stall outside Sydenham Library on Thursdays during the summer months. Some days we sell nothing, other days we sell a few pieces. I also sell second-hand books which people donate to help raise funds for the library. I use this stall to promote any reading projects or craft workshops happening in the library. My group of crafts people have received a community grant from Lewisham Council, which allows us to hold craft lessons at Sydenham Library on Thursday afternoons in the spring and autumn. The grant covers the cost of teaching fees and materials, and the classes involve jewellery making, sewing, art and card making.

Do you have an interesting hobby or unusual lifestyle to share with other Hexagon residents? If you would like to be considered to feature in Resident Spotlight please email homenews@hexagon.org.uk



LEFT: An adult bracelet
BELOW: A child’s bracelet



"The workshops attract a wide mix of people – people suffering from mental ill health, people with learning difficulties, young people excluded from school, and older people like myself just hoping to get out of the house – all work side by side in a friendly atmosphere. It helps people on different levels – the pleasure of making something creative is very therapeutic. It is fun to see what others are making too. For some it offers a solution to loneliness.

"Most of my hand made jewellery is bracelets and necklaces, also ear rings and some brooches. I do make bespoke pieces too. I continue to use books and online courses to improve my jewellery making skills. I like to try new ideas and pass them on to my customers and students.

"Apart from the earring hooks, I like to recycle or upcycle almost all the materials. Charity shops, stripping down old jewellery I have not worn in years, online shopping or people donating beads and other items, these all help supply me with the materials I need. I use glass, wood, ceramics, plastic beads and other materials.

I try not to repeat anything. Most pieces are entirely unique, so people won't go out and find someone else wearing the same jewellery.

"Most pieces sell for under £5. I want my hand-made jewellery to be affordable for everyone.

"I am now facilitating a new project called Create, Make or Buy which runs from 11 am to 1.30pm on Tuesday afternoons at Sydenham Library. The idea is local crafts people can sell their handmade items or make bespoke items for clients, or teach people how to make simple craft items. Some of the profits from these sessions go towards helping to support the library."

Readers can contact Christine with queries about making or purchasing her home made jewellery by emailing gems4all@outlook.com ●

BELOW: Christine Matthews sets up her Gems4All table out the front of Sydenham Library



'I try not to repeat anything. Most pieces are entirely unique.'

Christine enjoys working with different materials and colours to make jewellery for adults and children.

A HOLISTIC CARE APPROACH

Hexagon directly manages care and support services for two homes, the Newstead Road (SE12) and Kirkwood Road (SE15) communities.

Hexagon's philosophy around care is a person centred, holistic approach. We work with vulnerable adults who have often been marginalised and stigmatised by society, residents who may have been institutionalised in statutory services for years or even decades. Our approach is to provide a framework of individual care where each person is treated as an individual and given a voice.

We work with each resident to create a person-centred care plan specific to their needs. Our basic rule is to respect and uphold the person's dignity and privacy while providing choice and independence.

Working with a Multi-Disciplinary Team (MDT) – which might include family and friends, GPs, nurses, psychiatrists, psychologists, mental health workers, and so on – we develop each care plan with the person in the middle. Care plans can encompass a wide range of areas including a person's specific mental and physical health needs but also support around hygiene, digital skills, social skills, personal finance, or opportunities to engage in hobbies as well.

Hexagon views recovery as a very personal goal which is seen differently by different people. For one person recovery might mean succeeding in getting to college; for another being able to independently cook your own breakfast might be a sign of significant recovery.

An example of a service which is pushing the envelope of personalisation – by moving the balance of power to the residents – is a scheme we call 'My Time'. Every resident is allocated a sum of £48 to spend each week on an interest, a hobby or an aspiration. For example, one resident had first arrived with us after having lived in a difficult accommodation not suited to his needs, which had led to him presenting as a challenging personality and difficult to work with. Yet in all the time he has lived with us he has not had one incident. Once we discovered he had always wanted to be a DJ, with the help of 'My Time' he could hire a professional DJ with all the equipment to teach him the skills. The resident is now good enough to be the DJ not only at Newstead Road where he lives, but for our other care community at Kirkwood Road too! We now help advertise his DJ services for parties and events in the wider public community.



Staff member Jessica hosts a resident quiz. Other group activities include cooking, gardening, art and storytelling, plus tending our brood of chickens!



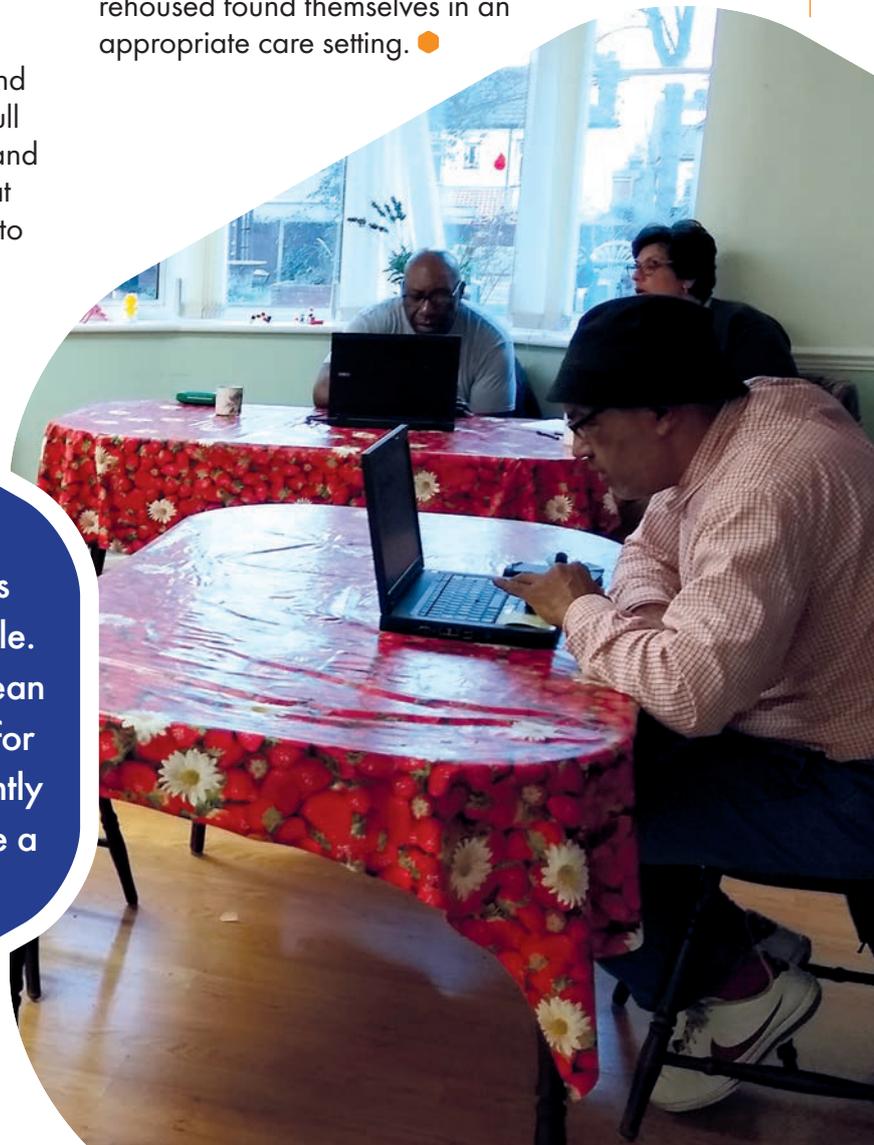
Newstead Road residents, visitors and staff gathered for a barbecue to celebrate Mental Recovery Awareness Month.



Due to demand from the NHS, the local authorities expect us to move residents into more independent accommodation within two years of them first coming to live with Hexagon. Working with people with challenging needs, we are yet to achieve this goal but set it as an ambitious milestone. We came our closest ever to achieving this goal over this past financial year, falling short of reaching this target by only one resident. The important thing for Hexagon is that residents are fully supported to move on when they do so – otherwise there is the risk of a relapse and residents might end up back in hospital in a full circle. We are committed to break this cycle and help our residents move toward recovery or at the very least develop their positive potential to lead a more autonomous life.

At the beginning of the financial period 2018-19 Hexagon had three Care services, however since April one of our services was decommissioned. This was a very high end service for people with very severe and enduring mental health needs, including 24 hour care and nursing care. With the loss of this service the number of residents under our care reduced from 36 to 24, but at least we ensured anyone who had to be rehoused found themselves in an appropriate care setting. ●

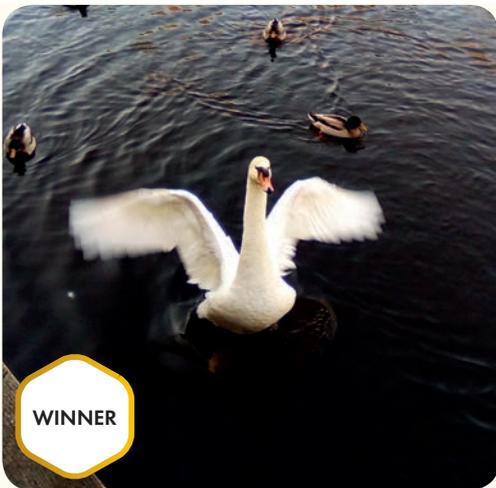
Hexagon views recovery as a very personal goal which is seen differently by different people. For one person recovery might mean succeeding in getting to college; for another being able to independently cook your own breakfast might be a sign of significant recovery.



WINNER

RESIDENT PHOTO COMPETITION

In the last edition your new editor Adrian Beckingham introduced a Photo Competition. Thank you to all who entered!



WINNER

Congratulations to our joint winners – residents 'MS' (SE12) and Sonji Nurse (DA17). **Both receive a £20 Love2Shop voucher.** The poem by MS helped them to be a joint winner.



'SWAN LAKE' poem

Taken in the spur of the moment,
I captured a beautiful swan in time and motion.
The swan gracefully expressed the dynamics of its beauty,
with opened wings.

MS (SE12)



A

Entries showed a wide range of interpretation of the theme '**My Hexagon Summer**'

- A** PS (SE12)
- B** Hasina Zuberi (SE28)
- C** PS (SE12)



B



C

WINTER EDITION PHOTO COMPETITION

The winner/s will see their photo published and receive a £20 Love2Shop voucher. Other entrants who see one or more of their photos published will receive a £5 Love2Shop voucher. For the winter edition the theme is: **WINTER WARMERS.**

Deadline for entries is:
Friday 15th November

Send up to three photos accompanied by a short poem or caption to:
homenews@hexagon.org.uk
or: **Competitions, Resident Involvement, Hexagon Housing Association, 130 – 136 Sydenham Road, London SE26 5JY.**

Entries missing name and full address of entrant cannot be counted. Editor's decision is final

WATER WISE: YOUR COMPETITION ANSWERS

In the last issue we offered a £20 Love2Shop voucher to the Home News reader who could list the most uses of water in an average person's daily life in modern London (plus some ideas on how to save water as a valuable resource).

Our winner is Chris Matthews (SE26) who listed the following uses of water:

1. Shower.
2. Bath.
3. Wash hands.
4. Wash dishes.
5. Flush toilet.
6. Drinks such as tea/squash.
7. Fill water bottles to carry when out and about.
8. Ice cubes.
9. Cooking.
10. Water plants.
11. Wash clothes.
12. Clean teeth.
13. Clean windows and other surfaces.
14. Sprinklers.
15. Wash vehicles.
16. Hosepipes to clean yards etc.
17. Children's water pistols.
18. Wash the dog.
19. Fill outdoor paddling pools.
20. Shaving.
21. Leaks/dripping taps.

You can help
reduce water
usage by:

Only wash dishes when you have enough to fill the washing up bowl or dishwasher. Do not wash the dishes under a running tap.

Save the cold water that comes out of the tap, before the hot water comes through and make use of it to, for example, water plants.

Instead of having the tap running, rinse the basin after cleaning your teeth.

KIDS' ZONE

ART OR PHOTO



Photo by PS (SE12) from the adult competition.

In the last edition we introduced an art and photo competition for children (aged up to 12). But do you know that **had your child entered they would have been the winner** (as nobody had entered!). We shall run this competition one more time and if there is no interest from readers, this idea will be scrapped. If you have any other type of competition you might like us to consider for children who live in Hexagon homes, please email these ideas to homenews@hexagon.org.uk.

The theme for this edition's Art Competition is: **HALLOWEEN and/or CHRISTMAS**

Children up to 12 years of age are welcome to enter. To enter just draw a picture or take a photo with a Halloween or Christmas theme, then write a fun poem or caption to accompany it. A selection of entries will be published in Home News.

Email your entries by Friday 15th November to homenews@hexagon.org.uk or post it to: **Competitions, Resident Involvement, Hexagon Housing Association, 130-136 Sydenham Road, London SE26 5JY.**

Kids why not send in spooky Halloween or jolly Christmas images? Receive a £5 Love2Shop voucher if we publish yours!

AUTUMN Search

- Scarf
- Tree
- Acorn
- Hay
- Apple
- Autumn
- Pumpkin
- Jumper
- Boots
- Rake
- Pie
- Leaf
- Harvest
- Halloween
- Bonfire
- Fireworks

Congratulations to Z. Diallo (SE8), P. Dublin (SE16), and R.Kabutey (SE1) who each won the Word Search competition in the last issue.

E	A	X	W	A	L	R	S	T	S	T	E	T	P	L	D	W
G	F	U	E	R	W	A	G	X	Z	J	K	U	R	K	A	V
M	F	B	O	O	T	S	H	S	T	N	B	J	I	A	H	U
I	V	O	L	F	R	W	Y	U	K	I	M	R	T	H	A	I
N	R	N	F	E	E	D	E	H	G	J	G	A	S	R	R	L
Z	O	F	I	R	E	W	O	R	K	S	P	K	E	A	V	K
P	Y	I	X	I	Y	U	X	M	H	P	I	E	B	V	E	G
N	H	R	E	Y	G	H	X	B	L	I	O	E	X	W	S	N
E	O	E	M	H	A	P	P	E	J	U	Y	J	Y	L	T	I
E	U	B	Y	N	A	G	O	P	U	M	P	K	I	N	O	E
W	P	T	U	M	P	Y	D	W	M	K	I	F	Y	C	A	G
O	B	F	U	U	V	L	C	S	P	P	E	E	Y	N	T	B
L	M	R	H	T	B	M	N	O	E	N	Z	Z	J	N	H	U
L	F	I	X	U	P	T	Q	E	R	L	K	D	R	S	W	T
A	E	L	E	A	F	W	S	O	U	P	A	O	H	G	Q	W
H	W	J	U	H	Y	Z	V	B	N	F	C	B	U	E	H	D
X	Q	U	V	R	O	O	N	S	C	A	R	F	H	G	L	K

If you think you can find all the correct words in the word search, cut it out and send back to us at the address above by **Friday 15th November**. Three entries drawn at random will each **win a £10 Love2Shop voucher**.



Vegan sponge cakes

Can you tell
the difference?



Resident's Recipe

Welcome to our second in a series of recipes shared by other Hexagon residents. If you have a Resident Recipe suggestion to share with other Home News readers please contact us at homenews@hexagon.org.uk.

Being a vegetarian and with so many people turning to the vegan lifestyle, I recently made vegan sponge cakes for the staff and residents at Newstead Road - nobody could tell the difference! The recipe is very simple, why not have a go and see if you can tell the difference?

Vegan Vanilla Cupcakes

275g self-raising flour
1 tsp baking powder
225g caster sugar
200ml sunflower oil
200ml soya milk
1 tsp vanilla extract

For the vegan vanilla frosting

400g icing sugar
150g dairy-free margarine
2 tsp vanilla extract

Method

- Preheat the oven to 190C/170C Fan/Gas 5. Line a 12-hole muffin tin with paper cupcake cases.
- Mix the flour, baking powder and sugar together in a large bowl. Make a well in the centre and add the sunflower oil, soya milk and vanilla. Use a large metal whisk to thoroughly combine all the ingredients.
- Spoon the batter into the cupcake cases and bake for 18-20 minutes, or until well risen and firm to the touch. Leave to cool in the tin for at least 1 hour before icing.
- To make the frosting, sift the icing sugar into a large bowl and add the dairy-free spread and vanilla. Beat with a wooden spoon until smooth and creamy.
- Either spread the frosting on the cooled cupcakes or spoon into a large piping bag fitted with a star nozzle and pipe on top. Leave to set for 30-60 minutes in the fridge before serving.

By ST (SE12)

