

HATTON HOUSING TRUST LIMITED

NEWSLETTER 2023 – ISSUE 14



Inside this Issue:

Introduction	2
Farnham Close	2-3
Miller House	3
Pembury Close	3-4
Lady Vane Close	4
Wells House	5
Grey Lodge	6
Ferbies Close	6-7
How to deal with out of hours emergency repairs	7-8
Energy Advice	8-10
Fire Safety Advice/Fire Doors/What do to if a fire breaks out	10-12
Kent Fire & Rescue Home Safety Visits	12
Trust Website	12
Citizens Advice Bureau/Scams Awareness campaign	13
General Advice	14-16
Management Committee & Contact Details	16
Annual Report	17-24

Please contact the Secretary if you require a copy of the Annual Newsletter and Annual Report in A3 or to be sent by email.

HATTON HOUSING TRUST LIMITED

Introduction

The biggest change in 2023 was the incorporation of Shipbourne Housing Trust into Hatton Housing Trust which took place on 5 June 2023 where all the assets were transferred into the name of Hatton Housing Trust. The Chairman, Vice Chairman and Claire Mitchell first attended an introductory meeting early in November 2022 with the Shipbourne tenants where they were all given the Trust's newsletter to gain a sense of how the Trust operate. This meeting was very friendly and we are pleased that the merger has gone smoothly. The Trust intends to continue with the friendly, well organised nature of Hatton Housing Trust well into the future.

This year, the Annual Tenants Meeting took place on Tuesday 19 September 2023 at the Salvation Army Hall in Tunbridge Wells and the Trust were very pleased to see a number of the previous tenants of Shipbourne Housing Trust from Lady Vane Close at the meeting.

Colin Barber, the Trust's Chairman, opened proceedings and thanked all the Trust's volunteers and members of the Management Committee who all give their time voluntarily and without any cost to the Trust, to ensure that the objectives of the Trust are carried out. Colin Barber introduced the members of the Management Committee, who each look after a particular site, and welcomed Mrs Debs Manley, Mrs Susan Law and Mrs Viv Packer, previous Committee members from Shipbourne Housing Trust to the meeting. Colin Barber also introduced and thanked Claire Mitchell, General Administrator and the Trust's Property Manager, Lucy Robinson. Sadly, Mark Davis, the Trust's Legal advisor from Warners who has been involved with the Trust since 2001 was unable to attend. Colin Barber thanked all the Trust Representatives at each site for their hard work and assistance during the year. The Chairman also summarised the major works that had been carried out by the Trust during the last year, outlined its financial position and set out some of the issues that the Trust has to deal with.

This year a talk from the Kent Fire and Rescue Service provided tenants with information on the Fire Safety Visits and various tips on fire safety around the home. Questions and informal discussions took place after the address, with the usual delicious homemade cakes and biscuits made by the Committee. Punnets of strawberries were provided as a special treat by the Chairman and distributed to all those attending.

Farnham Close



It has been a relatively quiet year at Farnham Close, with no major works undertaken. Nevertheless, Property Manager, Lucy Robinson, has worked hard alongside Robert Stevens to ensure that issues picked up during the property inspections in July 2022 have all been completed, as well as responding to any more recent requests and concerns from tenants. There was also some significant refurbishment work that took place both inside and in the garden of one of the bungalows. Many thanks to our Trust Representative, Mr Ward, for all his help over the last year.

We were very sorry that three of our Farnham residents died this year. We send our condolences to their friends and family. We extend a warm welcome to our new tenants.

HATTON HOUSING TRUST LIMITED

Farnham Close (continued)

A couple of incidents at Farnham Close this year, prompt us to remind all our tenants of the following:

- Please ensure that we have up-to-date information for your emergency contact.
- It is extremely helpful if tenants leave a spare key with a neighbour or the tenant representative so that access can be gained to your flat in case of emergency. If you do this, please let us know who holds a key for you. Alternatively, some tenants keep a spare key in a key box and are happy to share the code for the box with us.

Thank you for your support with these matters.

Miller House

There have been no changes in the tenancies at Miller House this year.

In January flats had new flat front doorsets fitted in compliance with Fire Regulations. Kent Fire and Rescue Service carried out a regulatory visit to the block in early September 2023 and the Trust was able to provide all information requested by them. Maintenance works have included repairs to the stair lift and the front boundary wall has been repointed plus the large Ash tree to the rear of the block was trimmed in December 2022.

Whilst there is no formal garden at Miller House, nevertheless there has been some planting in the outdoor space to encourage the bees which has shown encouraging results this season.



Pembury Close



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Pembury Close (continued)

It has been a busy year of maintenance work. The full external decoration has been completed, and the hedges cut back to reduce obstruction to the pavements. Maintenance items identified in individual properties during the 2022 Property Inspections have also been completed, with major refurbishment work in several.

Kent Fire and Rescue Service inspected the entire site earlier this year and made several recommendations, all of which have been implemented. We are grateful to tenants for clearing personal items from the hallways and landings, which was one of the requirements.

The garden areas have been well-tended, with some very colourful displays over the spring and summer.

Once again, our thanks to our Trust Representative, Mrs Clifton, for keeping a watchful eye on any problem areas that have arisen.

Lady Vane Close

Mrs Debs Manley has kindly agreed to become the Committee member with responsibility for Lady Vane Close and Mr & Mrs Munday have taken on the role as Tenant Representatives.

During the initial stages of the transfer, we welcomed two new residents into No 14 & 16, and we look forward to welcoming our new resident when all work at No 2 is completed.

As you can appreciate, the transfer from Shipbourne Housing Trust to Hatton Housing Trust, has not been without teething problems, but we are pleased with how we are moving forward.

We have been able to carry out some remedial work on the property, with the magnificent oak tree having dangerous, overhanging, branches removed. Further tree and shrub reduction works have also been completed, and our garden lawns are beginning to look neat and tidy again.

Following on from a Fire Risk Assessment, all flats have been issued with fire safety blankets and there is helpful, new signage. The Trust is also arranging for fire doors to be installed.



HATTON HOUSING TRUST LIMITED

Wells House



It has been a quiet year at Wells House with no changes in tenancies during the year.

The Trust has carried out general maintenance works in particular cleaning out the gutters and downpipes with associated repairs to the brickwork. In response to a request from some of the tenants, the Trust installed an additional light above the fire alarm panel in the communal hallway to enable the tenants to view the fire alarm panel readout in the dark.

This Autumn the kitchen in one of the flats will be renewed as part of the Trust's ongoing project to implement the findings of the 2021 Stock Condition survey which deemed this kitchen to be dated and in poor layout and requiring replacement.

It is always lovely to see the plant pots which add a splash of colour in the entrance and garden area.

Thank you to our Trust Representative, Miss Davis, for keeping a watchful eye on the property and alerting us to any issues as they arise.

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Grey Lodge



There have been no changes of tenancy during the year.

Two new items are firstly the front doors of the flats which now have a 30 minute fire rating fitted to each door and secondly a new garden shed has replaced the old shed which was deteriorating.

A small area at the back of the garden has been cleared and cultivated by one of the tenants and if each tenant could do a little bit, the garden could be restored to its former glory. There are some wonderful shrubs and a couple of flower beds which need weeding and which could look lovely with some flowering plants. Alternatively we can grass over the beds to make maintenance simpler if tenants would prefer. To employ the services of a gardener would result in additional costs. The garden has been much enjoyed by tenants for many years and it is a private, peaceful place. We do hope that with your help it can be made beautiful again.

The photograph is of the healthy tree which was planted to commemorate the Queen's Platinum Jubilee in 2022. And also Grey Lodge garden in the snow.



Ferbies Close



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Ferbies Close (continued)

It's nice to be able to report that it has largely been a happy and uneventful year at Ferbies.

We were very pleased that the tree surgeons employed by the Trust this year did such a good job carrying out substantial works on the trees that were shading or threatening to shade some of the flats.

The Trust will continue to carry out an annual review with the tree surgeons to identify works necessary to keep the rest of the trees on the site healthy, while controlling their growth.

It was a pleasure to see the gardens at Ferbies in the early summer and the number of wild flowers that grew in the areas where the grass had been left unmown. The trust has received generally positive feedback on this trial. The plan was to continue the meadow next year to see what other flowers for pollinators established themselves, but following feedback from tenants, we will reduce the area left unmown.

As we reported last year the Trust's surveyors advised that the balcony railings did not meet current health and safety requirements. In consultation with the tenants a design in wrought iron was chosen for the replacement railings and the Trust instructed a family run Kent based company GKW Wrought Iron to manufacture them. These have now been installed and some minor work to make good will be carried out shortly.

The next major project to be carried out at Ferbies is to repair the outhouses. The Trust had hoped to have this work completed this summer but it has proved very difficult, despite the Property Manager's hard work, to find contractors with both the skill and the availability to carry out the works. The brick parapets on the outhouses need repair and the Trust plans to take the opportunity to replace the roof coverings as well. Surveyors have drawn up a specification for the works and the Trust will go to tender early next year in the hope that the works can be completed over the Spring and Summer, while the weather is good. The outhouses will need to be emptied for the work to proceed and we will be in touch with each tenant as soon as we have found builders to do the work and can begin to timetable how it will proceed. We will do our best to minimise disruption to all of the tenants while this upgrading of the outhouses is carried out.

We would like to thank Mr and Mrs Roff for all they have done as Trust Representatives at Ferbies.

HOW TO DEAL WITH OUT OF HOURS EMERGENCY REPAIRS

What is classed as 'out of hours'?

Out of hours means outside normal working hours (Monday to Friday 9am to 5pm), together with weekends and bank holidays.

What is classed as an emergency repair?

An emergency repair is defined as something which could cause danger to health, residents' safety or serious damage to property.

Examples of repairs that are considered emergencies:

Total loss of electricity or water supply (Check with your supplier in the first instance, as the loss may be a site or area wide issue rather than a problem in your flat)

Blocked toilets where it is the only toilet in the property

Blocked drains or pipes with sewage leaking out

Significant leaking or flooding from a water or heating pipe, tank or cistern where the water cannot be

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contained in a bowl

A roof leak which is causing serious water damage

Guttering and loose roof tiles if it poses a health and safety risk such as the tiles flying off.

Examples of non-emergency repairs:

Lounge light not working

Tenant appliances (eg microwave) not working

Leaking gutters or overflows

Slow draining basins, baths, showers and sinks

A minor leak to a pipe which can be contained within a bowl

Sighting of a rat on the grounds

Who to call in the case of an emergency repair:

For any type of emergency repair work (excluding pest control) - **Robert Stevens on 07850 880841**

If unable to get hold of Robert Stevens, you will need to source your own contractor. Examples of local contractors you can try are as below:

Plumbing and Electrical emergency repairs - Ability (South UK) Ltd telephone 01892 514495

Electrical emergency repairs - Bright Spark Electrical Services on 01892 531728 or 07775 561363

Pest Control (Monday to Saturday only) - 1st A Pest Control Service Ltd on 01622 211311 or 07736 233301

What to do after the emergency repair?

Following any emergency repair work, please contact the Property Manager at Hatton Housing Trust during normal working hours and arrange to forward any paperwork the contractor has given you for reimbursement by the Trust.

Please note that if you call an emergency contractor for a less serious repair, you may be charged all costs if the Trust feels you have acted unreasonably.

ENERGY ADVICE

We know that rising electricity prices are a real cause for concern for many of our tenants.

However, there are simple steps that can be taken towards reducing your energy bills without making your home less comfortable.



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No-cost energy saving tips

Here are some tips for things you can do right now to cut your energy costs.

- Leave your curtains open in the day to let the sunlight coming through your windows heat your home. Close your curtains at dusk to stop the heat that has built up escaping. Blinds do not stop heat escaping.
- Make sure all appliances are switched off when you go to bed or leave your home.
- Use energy saving lightbulbs – they use 80% less energy, so each one can save you around £10 a year.
- Turning down your heater thermostat by just one degree, when you're not too cold inside, can save around £75.
- Already turned it down? Save even more by closing the doors to unused rooms and moving any furniture in front of your radiators to let the heat escape.

Saving electricity

- When replacing your bulbs, buy energy-saving ones; in the long-run, these can save you 20% compared to the cost of traditional bulbs.
- Put a full load on for your washing machine, tumble dryer or dishwasher. It uses less energy than 2 half loads.
- Set your washing machine to 30°C to wash clothes.

Check out your gadgets

- Get free water-saving gadgets: water companies across the country are giving away shower heads which help regulate water usage, timers and inserts for your taps – all for free!
- Turn off your appliances. If it is on standby, it is still using electricity. Switching off appliances rather than putting them on standby can help reduce your electricity bill.

Reduce the amount of water you are using – in the kitchen

- Washing using a bowl rather than under a running tap could save you money.
- Dripping taps waste energy, so if you have one, report it to the Trust to get it repaired.
- Only boil as much water in your kettle as you need.
- Keep a jug of water in the fridge rather than re-using the tap every time you need a drink.

Reduce the amount of water you are using – in the bathroom

- If possible, take a shower not a bath – it uses roughly half the amount of water!
- Do not leave the tap running when having a wash or brushing your teeth. A running tap can use up to 9 litres of water a minute.

See if you qualify for government schemes to help save you money

- [WaterSure Scheme](#) – this scheme caps water bills for people who are receiving benefits and need to use a lot of water for medical reasons.
- [Cold Weather Payment](#) – you may get this if you are getting certain benefits and the local temperature is forecasted below zero degrees for 7 consecutive days.
- [Warm Home Discount Scheme](#) - this could get you a £150 discount on your electricity bill.
- [Winter Fuel Payment](#) – if you were born on or before 25 September 1957, you could get between £250 and £600 tax-free to help pay your heating bills.

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- **The Household Support Fund** – A discretionary grant administered by your Local Authority to help households with the cost of food, clothing and utilities.

For further help – You might also like to contact:

Energy Saving Trust (for information on savings and grants available)

Website: www.energysavingtrust.org.uk

Simply Switch (for assistance on switching utility companies)

Website: www.simplyswitch.com Email: customerservice@simplyswitch.com Tel: 0800 011 1395

Energy Helpline (for advice and tips on switching utilities and related matters)

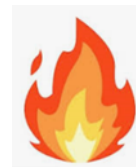
Website: www.energyhelpline.com Email: customerservices@energyhelpline.com

Citizens Advice Bureau (for free independent advice on problems people are facing)

Website: www.catwd.org.uk Email: advice@catwd.org.uk Tel: 0808 278 7992

Involve Kent - Community Navigators (can help you to access and understand the different services available to you including entitlements, form filling, making referrals and accessing services)

Website: involvekent.org.uk/community-navigation Email: communitynavigation@involvekent.org.uk
Tel: 0300 081 0005



FIRE SAFETY ADVICE

As a responsible landlord Hatton Housing Trust is committed to providing a safe home for all of its tenants, which is why we have recently carried out improvements to the flat entrance doors and communal areas of some of our blocks. These improvements will improve the fire safety of the properties, but you as tenants can also play your part in making your home a safer place to live.

Here are a few ways to keep you and your neighbours safe:

1. Never disconnect your properties smoke alarm or take the batteries out.
2. Ensure that if you live in a block of flats that the communal hallways are kept clear of belongings or rubbish. These items could cause a blockage and a potential combustible material risk. This could prove fatal should there be a fire and you need to escape from the property.
3. Ensure that the communal cupboards and hallways are free of any combustible items such as paint stripper, paint thinner and aerosol cans, as these can explode if they catch fire.
4. Do not store any items in the electrical cupboards in the communal hallways.
5. Take care when in the kitchen and never leave cooking unattended.
6. Stub out cigarettes properly and dispose of them carefully.
7. Do not overload plug sockets and adapters – watch out for loose wiring, scorch marks and hot plugs and sockets.
8. Keep heaters clear from curtains and furniture and never use them to dry clothes.
9. Plan and practice how you would escape a fire.

HATTON HOUSING TRUST LIMITED

Should you feel you need some more advice on any of the above, Kent Fire Service offer a free 'Safe and well visit' that will be carried out by one of their friendly home safety officers. They can be contacted on 0800 923 7000 or via email at enquiries@kent.fire-uk.org.

FIRE DOORS

Fire doors are specialist doors which have been tested against the elements and are purpose built to withstand roaring fires for as long as possible. They enable buildings to compartmentalise and delay the spread of fire from one area to another, as well as forming a crucial part of a passive fire protection strategy.

Certified fire doors are given a fire resistance rating which details the length of time the doorset (a pre-assembled unit including the door, door frame and ironmongery) will be able to withstand smoke and fire. In the original Trust properties* the flat front doors and the electrical cupboard doors in the communal hallways have a fire rating of 30 minutes. At Lady Vane Close, the flat front doors and electrical cupboard doors off a communal hallway, will be having new fire doors fitted in early 2024.

Fire doors are fitted with intumescent strips (or seals) around their edges which expand to fill the gap between the door and the frame should there be a fire. They also often have overhead self-closing devices which help to close the door behind you when you enter or leave the property.

Fire doors have various safety features and can be the difference between life and death. Two of the most important functions fire doors have are:

- When closed, they form a barrier to stop the spread of fire.
- When opened, they provide a means of escape.

Due to the important safety function that a fire door performs, tenants are asked not to attach anything to the doors, paint over them or adjust the overhead self-closing devices on them.

To ensure that the fire doors continue to prove effective during the event of a fire, it is necessary for the Trust to carry out periodic maintenance checks. Should you become concerned over the condition of a fire door at any time, please report this matter to the Trust for further investigation.

* Flats 1-24 Pembury Close, 1-24 Farnham Close, 25-28 Ferbies Close, 1-4 Wells House, 1-6 Miller House and 1-6 Grey Lodge.

What to do if a fire breaks out

Where there is a communal fire alarm in place in the building and a fire starts outside of your property you should make sure:

- Upon hearing the alarm, leave the building by the nearest available fire escape route.
- Before you open a door check it with the back of your hand. If it is warm, do not open it – fire is on the other side.
- Do not delay your escape - leave all personal belongings in your property.
- If your building has a stairlift do not use it.
- Go to a safe place away from the building and call Kent Fire and Rescue Services on 999.
- Await instructions from the fire services.
- Do not attempt to re-enter the property.

If there is no communal fire alarm in place, such as Lady Vane Close and a fire starts outside of your property, the fire evacuation advice is to 'Stay Put' in your flat, closing all doors and windows and then ring the Kent Fire and Rescue Service on 999 to alert them.

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If a fire breaks out in your home:

- Dependant on the size of the fire, consider the use of the fire blanket which Hatton has supplied in the kitchen of your flat.
- If the fire is too large or you are unable to use the fire blanket, leave straight away, together with anybody else, then close your flat front door as you leave.
- Do not stay behind to try to put the fire out.
- Close the communal front door and leave the building.
- If your building has a stairlift, do not use it.
- Call Kent Fire and Rescue Services on 999.

If the fire alarm goes off and you cannot leave your home as your access may be blocked:

- Place a rolled-up damp towel at the foot of your front door to block the smoke.
- Keep low to the ground where the air is cleaner and find a safe place to wait in a room with a window that opens.
- Shut the door to the room you are in.
- Call Kent Fire and Rescue Services on 999
- Open the window and call for help.

Calling Kent Fire and Rescue Services

Kent Fire and Rescue Services should always be called if you suspect a fire has started. This should be done straight away. The way to ring Kent Fire and Rescue Services is as follows:

- 1) Ring 999.
- 2) When the operator answers, give the telephone number you are ringing from and ask for the Kent Fire and Rescue Services.
- 3) When Kent Fire and Rescue Services reply, tell them clearly the address where the fire is.
- 4) Do not replace the receiver until Kent Fire and Rescue Services has repeated the address to you and you are sure they have got it right. Kent Fire and Rescue Services may not be able to help if they do not have the full address.

HOME FIRE SAFETY VISITS



**Kent Fire &
Rescue Service**

At the Annual Tenants Meeting in September 2023 the Kent Fire & Rescue Service attended and gave a talk on the Home Fire Safety visits they offer to make sure your home is a safe place. Free Home Fire Safety visits are available to anyone who is aged 70 or over, living with dementia, has a long term health condition or is a smoker. Should you wish to arrange a home safety visit, you can speak to one of their fire safety officers on 0800 923 7000 (Monday to Friday 9am to 5pm). For more information you can visit their website at <https://www.kent.fire-uk.org/hfsv>

HATTON HOUSING TRUST WEBSITE

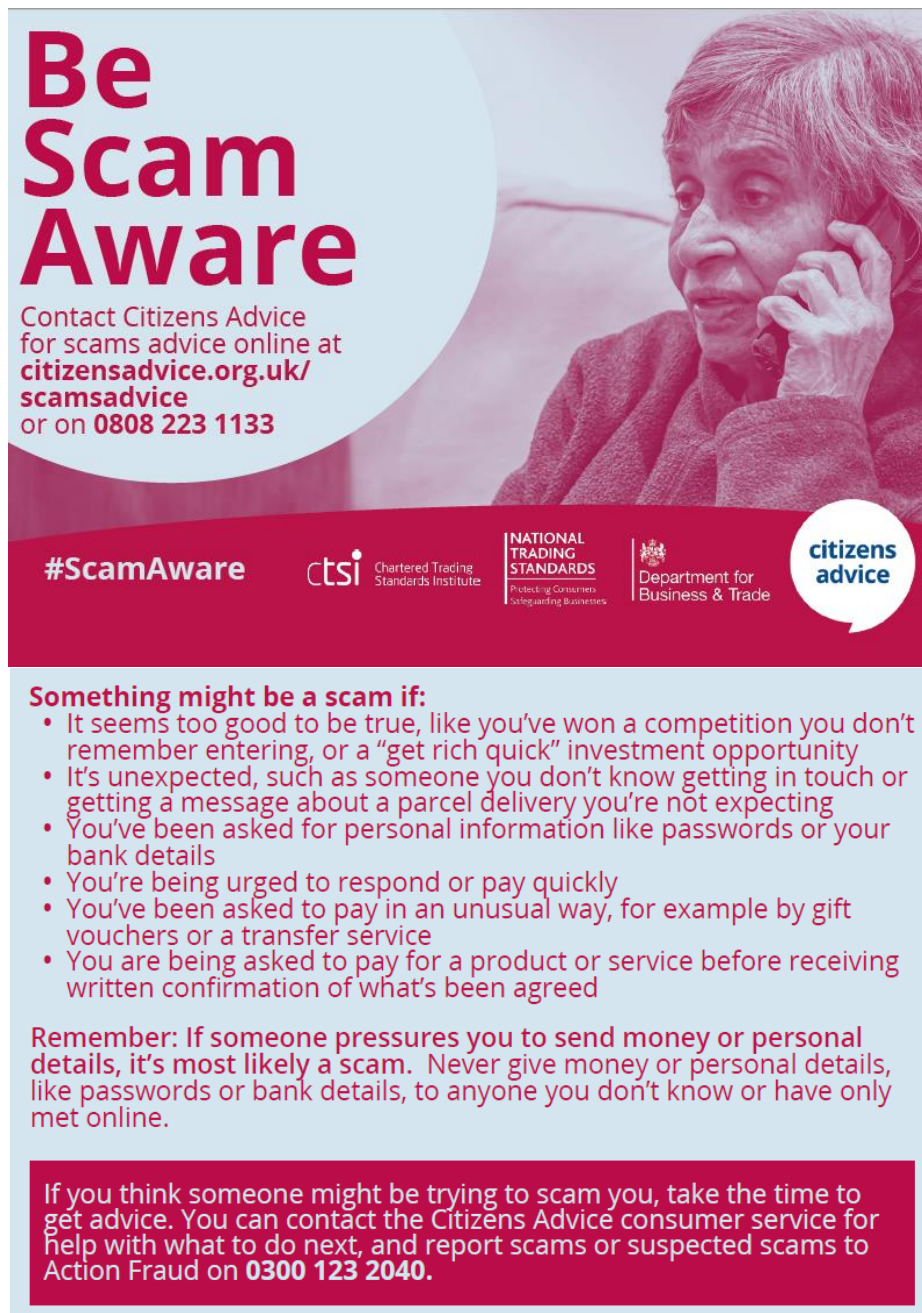
The Trust's website is now fully up and running and proving useful for interested applicants to find out more information about the Trust. The website contains some general information about the Trust along with a brief history and photographs of all the sites at www.hattonhousingtrust.co.uk

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citizens
advice

CITIZENS ADVICE

The Citizens Advice have been running a Scams Awareness campaign to raise awareness and alert consumers so they know what to do when they spot a scam and we have included their information leaflet below. The Citizens Advice also offer free, confidential and impartial advice and information on a wide range of issues for those living in the Tonbridge and Tunbridge Wells area. Contact the Tunbridge Wells or Tonbridge centre directly on 0808 278 7810.



The leaflet features a photograph of an elderly woman on the right, looking concerned while talking on a mobile phone. On the left, the text 'Be Scam Aware' is written in large, bold, red letters. Below this, contact information for Citizens Advice is provided. At the bottom of the leaflet, there are logos for #ScamAware, CTSI (Chartered Trading Standards Institute), National Trading Standards (Protecting Consumers, Supporting Businesses), and the Department for Business & Trade, along with the Citizens Advice logo.

Be Scam Aware

Contact Citizens Advice for scams advice online at citizensadvice.org.uk/scamsadvice or on **0808 223 1133**

#ScamAware

ctsi Chartered Trading Standards Institute

NATIONAL TRADING STANDARDS
Protecting Consumers
Supporting Businesses

Department for Business & Trade

citizens advice

Something might be a scam if:

- It seems too good to be true, like you've won a competition you don't remember entering, or a "get rich quick" investment opportunity
- It's unexpected, such as someone you don't know getting in touch or getting a message about a parcel delivery you're not expecting
- You've been asked for personal information like passwords or your bank details
- You're being urged to respond or pay quickly
- You've been asked to pay in an unusual way, for example by gift vouchers or a transfer service
- You are being asked to pay for a product or service before receiving written confirmation of what's been agreed

Remember: If someone pressures you to send money or personal details, it's most likely a scam. Never give money or personal details, like passwords or bank details, to anyone you don't know or have only met online.

If you think someone might be trying to scam you, take the time to get advice. You can contact the Citizens Advice consumer service for help with what to do next, and report scams or suspected scams to Action Fraud on **0300 123 2040**.

HATTON HOUSING TRUST LIMITED

GENERAL ADVICE

Refuse/Recycling: The recycling and waste service from Tunbridge Wells Borough Council and Tonbridge and Malling Borough Council (for the properties at Lady Vane Close) enables households to recycle more materials from home. Please contact Tunbridge Wells Borough Council or Tonbridge and Malling Borough Council directly if you require any further information.

Tunbridge Wells Borough Council and Tonbridge and Malling Borough Council also both offer an assisted waste collection service if you experience difficulty moving your recycling boxes or wheelie bins. To register for this service contact Tunbridge Wells Borough Council directly on 01892 526121 or Tonbridge and Malling Borough Council on 01732 876147.

Food for the birds: at some sites we have had problems with vermin attracted inside by food left on the ground. So please use feeders if you wish to feed the birds.

Hanging out washing: A gentle reminder that, under the terms of your tenancy agreement, tenants should ensure that any clothes should be hung out to dry in the mornings only, as far as reasonably possible. **Tenants should not be removing other tenants' items of clothing from the washing lines unless permission has been given.**

Keeping the drains clear: each year the Trust spends a considerable amount of money on unblocking the drains. Please do not put any wipes etc. down the toilet but dispose of them responsibly in the general waste bin. Please do not flush anything other than toilet paper down the toilets. The Committee may consider charging tenants who continue to block the drains in the future.

Wallpaper: The Trust request that if you plan to decorate that you do not use vinyl wallpaper and if you redecorate at a later stage, please ensure that the existing wallpaper is removed.

Salt/sand bins: are provided at each of the Trust's sites and are topped up in the autumn, however, do let us know if these are running low

Noise: some of us are very light sleepers so please do not use washing machines or have other loud machines on after 11pm or before 7am. Please ensure that all guests or visitors are considerate when visiting.

Spare keys: most tenants now keep a spare key with a friend or the Trust Representative. In case emergency access is required please do let us know the name of the keyholder.

Going away: if you are planning to be away for more than a day or so then please do let the Trust Representative know and leave a contact telephone number.

Parking: many of our sites have on-site parking but none have unlimited space; please also ask your visitors to be considerate when they park and to limit the spaces being used.

Repairs: Please let the Trust Property Manager know if you are still awaiting completion of repairs after a reasonable period has passed, so that the matter can be followed up with the relevant contractor.

Electricity supplier: The Trust has compiled a list of each tenant's electricity supplier. You are under no obligation to stay with the current electricity supplier, and many of our tenants shop around for energy savings and switch suppliers. If you do change your electricity supplier, we would ask that you inform Claire Mitchell so that she can keep a note of the new supplier.

Key holders/Emergency Contact: The Trust keeps a list of key holders and emergency contacts for each of our tenants and it is important to remember to notify Claire Mitchell if these change.

Key boxes: tenants who have key boxes should check with their insurance companies to make sure that they are covered. Also, one of the Trust's tenants had their key box broken into and the key was

HATTON HOUSING TRUST LIMITED

used to gain access to the block. Therefore, it is essential that if any key box is fitted, it conforms to your insurance company's specifications.

Insurance: please ensure that you have adequate insurance to cover the contents of your property against usual risks as the Trust's insurance does not cover household contents. An event happened at a trust property last year that caused some damage requiring a claim under the Trust's building insurance. The damage was accidental and no one was at fault. It did cause the Trustees to consider for the first time who can and/or should bear the excess on the Trust's insurance policy. Clearly each claim has a knock on effect on the level of premium the Trust has to pay. And each excess payment the trust makes reduces the funds the trust holds to carry out maintenance and improvement works on all the flats. Bearing this in mind the Trustees have decided that if accidental damage causes the Trust to have to claim under their insurance, then the Trust will bear the cost of any excess. However, the Trust may consider asking tenants to contribute towards the excess in the case of repeated or reckless damage.

Tenants are reminded that the front and any rear doors to each block should be secured when not actually in use.

Tenants are also reminded that the garden areas are designed for communal use and tenants should not plant trees, hedges or erect any garden structures, including fences, archways or gates, without the Trust's prior permission in writing.

Please note that the cupboards in the communal areas do not form part of your tenancy. However, the Trust will allow, at their discretion, the storage of non-combustible items **only** in the communal cupboards, (excluding the electrical cupboards). The Trust reserve the right to withdraw this permission at any time.

Storage of items in the communal loft area of a block is not permitted as this constitutes a fire hazard.

In the event that any Tenant uses security cameras or other recording devices please note any recording from such a device is not to be shared other than with recognised law enforcement agencies unless such sharing is required in the case of an emergency.

Condensation and mould: Many of our properties suffer from condensation in the winter, which in turn often creates ideal conditions for mould growth. If you can reduce or eliminate the condensation, you can usually reduce or eliminate the mould. However, the reasons for condensation forming are not always well understood and even then cannot always be cured. Mould spores are in the air almost all the time, and if they find a moist surface they will thrive. A cloth soaked in diluted bleach that is wiped over the mould will discourage it, but if the conditions are right it will return.

Condensation forms when warm, damp air comes into contact with a cold surface e.g. an external wall or a window. Since all of our properties are double glazed, this means the trouble spots are often external walls, close to the roof or other cold surfaces. There are a host of sources of warm damp air in our homes, for example, running showers and baths, washing and drying clothes, boiling the kettle or cooking; even our breathing gives off moisture. It is impossible to eliminate all the dampness in the air, but it obviously helps to minimise it, where that is possible. Also the greater the temperature difference, between the air inside the property and the weather outside, the more easily condensation will form.

Apart from minimising the amount of warm, damp air created, there are two other steps which will help. Ventilation of the property swaps the warm, wet air for colder, but drier, air. Dehumidifiers will extract some of the moisture from the air.

It is tempting, in the winter, to close all the windows and seal up any ventilation bricks to try and keep everything warm inside and keep all the draughts out. This means there is no way for the warm damp air to escape and condensation will inevitably form. It is therefore important, particularly when it is much warmer inside than out, to ensure there is some ventilation. Please ensure any fitted extractor fans are

HATTON HOUSING TRUST LIMITED

kept switched on and items of furniture/possessions have a gap between them and the external wall to allow air to circulate.

In order to avoid accusations of financial abuse the Trust cannot and will not provide financial advice, assume power of attorney, handle residents' money or accept gifts from Tenants.

MANAGEMENT COMMITTEE

Hatton Housing Trust is managed by a Management Committee. The Committee meet approximately every six weeks. All Committee members give up their time voluntarily and without any cost to the Trust. Operating costs are kept to a minimum ensuring that our rents are kept as low as possible and any surplus funds are ploughed back into improving the stock.

The current Committee Members are:

Colin Barber (Chairman)
Diana Barber (Vice Chairman)
Jane Clay
Amanda Harris
Susan Law
Debs Manley
Marcus Mayne
Victoria Meredith
Philip Packer
Viv Packer

CONTACT DETAILS

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Tel no: 01732 770660

Website: www.hattonhousingtrust.co.uk

Claire Mitchell is the main point of contact for all the Trust services. She works for Warners Solicitors who in turn act as Secretary to the Trust. Claire deals with all administrative and financial matters, as well as all the regulatory matters. Claire works Monday to Friday (meetings by prior arrangement) and you can contact her on 01732 375305 and her email address is c.mitchell@warners.law.

Lucy Robinson deals with any maintenance or repair work for the Trust properties. She works for Aspen Property Consultants who act as Property Manager for the Trust. You can contact her during office hours on 07864 696327 and her email address is hattonrepairs@icloud.com.

Our Trust Representatives deal with many of the day to day questions and problems encountered by tenants. They provide an invaluable service to the Trust and each site has a Trust Representative.