



SPRING 2023

Hexagon

Home News

In this issue:

P3  Missing £millions,
don't miss out

P12  Keeping You Safe

P15  How we are
Prioritising work

Read or download
a digital copy >



P10  Get Involved

MORE WAYS TO TALK...

P7  New Grounds Maintenance
and Cleaning Contractors

NEW STANDARDS IN SOCIAL HOUSING

This year the Government will introduce a raft of new measures to improve the quality of social housing.

From April 2024 the new Consumer Standards comes into effect. There are four revised standards:

- ◆ **Safety and Quality** – to ensure all Hexagon homes are safe, well maintained and assistance is provided to tenants seeking housing adaptations.
- ◆ **Transparency, Influence and Accountability** – to ensure Hexagon is fair and equitable, providing good information and engagement with residents, and dealing with complaints promptly and justly.
- ◆ **Neighbourhood and Community** – to require Hexagon to work cooperatively with residents to manage shared spaces, to work with key local agencies, and tackle domestic abuse.
- ◆ **Tenancy** – to ensure Hexagon allocates homes fairly, we support mutual exchanges, we support residents to sustain tenancies, and we set compatible tenure terms.

The government is consulting on Awaab's Law which introduces time limits for taking action to address dangerous hazards such as damp and mould. If passed these will likely form part of the Safety and Quality Standards

There is a new, regulatory Competence and Conduct Standard to ensure that staff have up-to-date skills, knowledge, experience, and behaviours to respectively deliver a high-quality service. In anticipation of this, we have approached potential training providers to ensure all relevant staff have the required skills.

Most recently a directive has been issued to the Regulator of Social Housing to set a standard to provide accessible information to tenants about –

- (a) tenants' rights in connection with the homes, facilities, and landlord services we provide.
- (b) how tenants can make a complaint; and
- (c) relevant regulatory requirements in connection with the homes, facilities, and landlord services we provide.

You can find information on how to make a complaint and Hexagon service standards at:

www.hexagon.org.uk/residents/compliments-comments-complaints
www.hexagon.org.uk/residents/service-standards



Sharon Carter,
Chief
Executive

Contents

- 2 Sherons intro
- 3 Missing Millions
- 4 Board Member Recruitment
- 5 Tenant Satisfaction Measures
- 6 Customer Services
- 7 Grounds Maintenance
- 8 Resident Voice
- 9 Rechargeable Repairs
- 10 Membership benefits
- 10 Resident Inspection
- 11 Training for residents
- 12 Fire safety
- 13 Buying a new home
- 14 Planned work
- 16 Universal Credit
- 17 Cost of living
- 18 Resident Case study
- 19 Love London Working
- 20 Staying connected

Missing Millions

Make sure you are Not One

You may have seen that nationally, a total of £18.7 billion income related benefits and social tariffs goes unclaimed each year.

£7.5 billion of Universal Credit goes unclaimed by 1.2 million eligible households. Only 17% of households eligible to claim for water social tariff actually do.. One of the most common reasons is people are simply not aware of what is available or if they are eligible, that's where we come in.

At Hexagon, we employ a dedicated Money Support Team, part of their work is focused on ensuring you are not one of those who miss out.

Between April 2023 and December 2023, we supported 215 residents, our work helped residents to claim over £350,000 in income related benefits, welfare grants and social tariffs.

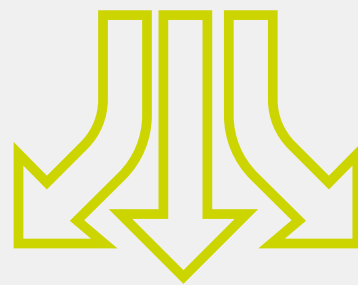
Contact our Money Support Team

Email moneysupport@hexagon.org.uk
or telephone **020 8768 7992**
to make an appointment for your **free money health check.**



Supported
215 residents

£350k



£350,000 in income related
benefits, welfare grants and
social tariffs.

Book your
Free Money
Health Check

Board Members – £5,800 per annum

Do you have executive level experience of finance and treasury management?

We would be very interested to hear from finance people working at executive level, either in a consultancy capacity or directly in sectors such as universities/NHS/other association/local authorities.

or

Do you have experience at a senior level of property asset management?

We are keen to hear from people who can strengthen our oversight of strategic asset management across our housing stock.

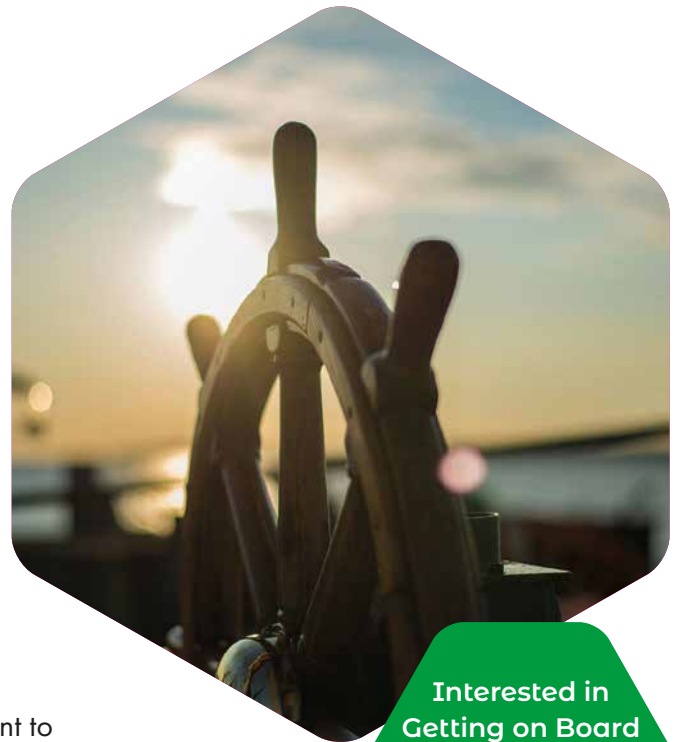
We have successfully issued a £250m public bond which has given us capacity for growth and additional resources to deliver our fire safety and net zero carbon ambitions. Like the whole of the social housing sector, we are facing the considerable financial challenges of inflation, increased costs of borrowing and financial pressures on the cost of living for many residents.

We have a diverse Board and value good disagreement to reach the best solutions for our residents, to improve our services and organisation health. We want you to bring your particular story to the Board because we believe that will best equip us through the tough challenges we and the sector face. We would particularly welcome applications from people living with a physical disability as they can add valuable perspective to how we design, build and manage homes. We would also value the experience of those who have encountered mental health or developmental issues.

To find out more please email
recruitment@hexagon.org.uk

stating which role you are interested in.

Closing date: **Sunday 14th April 2024**



Interested in
Getting on Board
and steering
Hexagons
direction?

What are the Tenant Satisfaction Measures?

This April Hexagon, and all other housing associations across the country, will collect and publish new information measuring our performance and how you, our residents, feel about our services.

These are called the Tenant Satisfaction Measures (TSMs). These have been introduced by the Regulator for Social Housing to give residents a clearer understanding of how their housing association is doing.

The TSMs measure 12 key aspects of our performance. Half are based on information Hexagon collects and reports (such as how many properties have recently had a gas safety inspection). The other half are based on direct feedback from residents, which comes from a detailed phone survey, which an independent market research company called Acuity performs on our behalf every three months.

As covered in a previous edition of Home News, some of the resident satisfaction scores we have received are not as good as we would like them to be. We carefully review every response to understand why residents are not satisfied and are continually working to address any shortcomings in our services.

We know that changing how some residents perceive us will take time, but we have already started to see the positive impacts of these improvements, and will continue to focus all of our efforts on further improving our services in the months and years ahead.

Important changes we have made recently include:

- Hiring and significantly expanding our complaints team. We now have five full-time members of staff working on investigating and resolving complaints.
- Bringing new senior leaders on board, including a new Head of Property Services, a new Head of Housing Services, and a new Operations Director.
- Hiring a specialist contract manager to focus solely on overseeing our relationship with our repairs contractor, Gilmartins.
- Building and implementing a new Customer Relationship Management system (CRM) to make sure that all colleagues have access to the right information and that internal communication works more smoothly.

What the
Tenant Satisfaction
Measures Will
Focus on



Repairs



Building Safety



Complaints

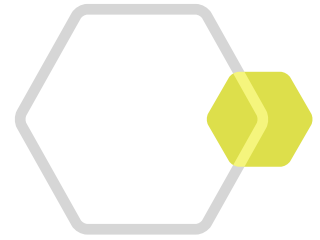


Customer
Engagement



Neighbourhoods

The World of Customer Services



The past 6 months have continued to be busy within the Contact Centre as the team try to get to our customers as quickly as we can be that on the phone, face to face in our reception or via email and our website.

So, what's been happening:

- Held 2 Repair evenings in July to understand how our customers are feeling since we started working with Gilmartins as call volumes into our Contact Centre regarding repairs, were increasing. There was some great feedback. Gilmartins now visit our office once a week, and we discuss various cases and look at ways we can improve the service we provide to our customers.
- Had some recruitment challenges between August and December but now have a fully-fledged member of the team who is settling in well.
- Our CRM (Customer Relationship Management) system is what we use to access customers' details/record information so we can deal with queries efficiently and effectively. Its evolution continues and is paving the way for when we introduce our Customer Portal (giving customers visibility and access to their account, services, and information).

Calls into the Contact Centre

Below are the call volumes for the last 6 months. Now we have an established team back in place and have set up regular contractor meetings with Gilmartins, we are optimistic that the service level will start to improve.

July to December 2023

Calls answered	20,638
Service level	69.8%

Customer Service Experience

Below are the results from our customer experience surveys. We know that receiving messages asking to rate your experience can sometimes be the last thing on your mind but for us, taking those couple of minutes to complete them does really help us improve the service we provide.

July to December 2023

Advisor Helpfulness	69.4%
Advisor attitude	74.8%
Customer care received	68.5%
Overall satisfaction	65.8%
Completed surveys	1074

New Grounds Maintenance and Cleaning Contractor

On 5th February 2024, Just Ask, our new contractors started delivering their new services. We hope by the time you read this, you are already starting to see improvements to the service.

So, what is Different?

Hexagon and Just Ask have an agreed set of standards that they will work to. Both the cleaning team and the grounds maintenance team will work together.

They will also have a close working relationship with our own Estate Services Contract Monitors, Leo and Jonathan. If any of them see an issue they will report it to the necessary team to address.

Just Ask have agreed a bespoke programme for each scheme, estate, or site. There will be 'before' and 'after' photos uploaded to a portal that we can access in real time. We are working on a portal that customers can also access these images as part of our wider digital access programme.

Just Ask
team with
Andy Vincent,
our Operations
Director



You will see posters on the notice boards that will give you an overview and contact details for Just Ask in the event of any concerns.

Just Ask has also recruited a dedicated team for the Hexagon properties, with named Supervisors for each of the grounds maintenance and cleaning teams. All staff have received specific, appropriate training and are all DBS checked (Disclosure and Baring Service), for your safety.

How much will it cost?

As you know, the cost of living has gone up and affects us all. One of the reasons that previous contractors struggled was a mixture of the cost-of-living crisis, and also they had underestimated the cost of running the services. Just Ask, have submitted a competitive tender, which has been independently bench-marked across the sector during the tender process. We are required, and it is right, to make sure we do all we can to get value for money.

You will see an increase in your service charge, this is unavoidable and reflects the actual cost of delivering the service in 2024.

Just Ask will also have a dedicated Deep Cleaning operative, to deal with some of the more challenging cleans that we are required to carry out. There is also an on-going issue with bulk waste. When there is rubbish dumped, including settees and old sofas, these will have to be recharged to the schemes concerned. So, we need to work in partnership with you and your neighbours to try to keep this to a minimum. Hexagon has previously absorbed many of these costs but this is not sustainable moving forward.

New Resident Voice and Engagement Strategy on the Way

We have a long and proud history of resident engagement, and we have sought to build on this through the development of our new strategy.

The strategy has been co-designed with our engaged residents, we also considered feedback from approximately 600 residents.

We initially planned to launch our new strategy in 2023, but having listened carefully to your feedback, we opted to pause, reset and refocus.

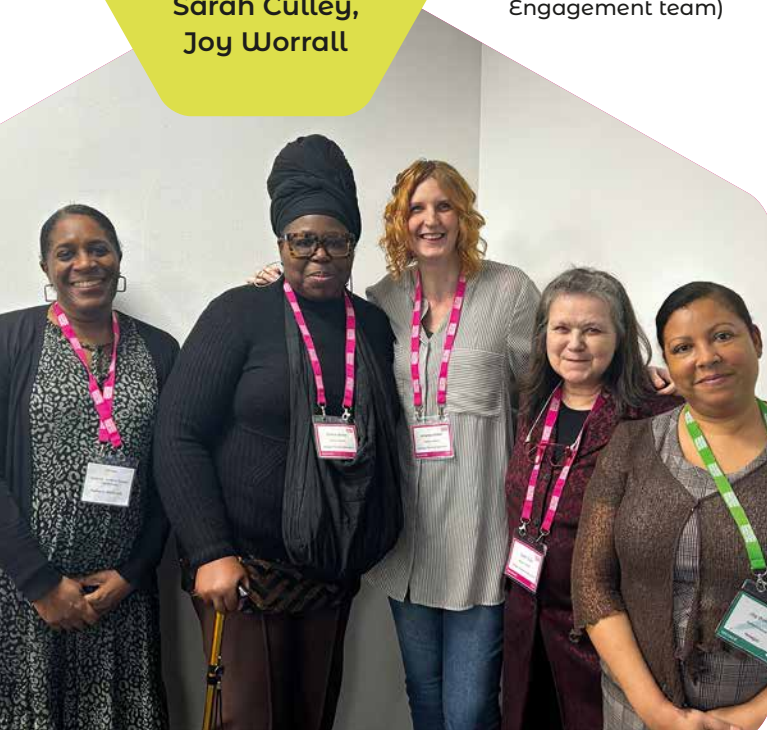
The number one concern you expressed was that we were trying to do too much. We were also mindful we have limited resources, and by spreading ourselves too thinly we may not be as effective.

Carol Brown and Sharon Brown, Estate Graders in action on one of the estates



From left:
Sonji Nurse,
Sharon Brown,
Amanda Walker,
Sarah Culley,
Joy Worrall

(All resident volunteers except Amanda Walker who is member of Resident Engagement team)



We were also concerned that only 50% of residents felt we listened to their views and they were acted upon. This view was echoed by engaged residents who commented that it was sometimes difficult to see how their suggestions from meetings and activities led to service changes and improvements.

We are working to strengthen our 'feedback loop', to ensure that every resident has a voice, feels listened to and able to influence the way Hexagons services are designed and delivered. So when you take the time to share your views, there is a loop back to you so you know you have been listened to and any resulting actions.

We will adopt a 'Together with Tenants' approach, and work collaboratively with residents to develop a Tenant Charter. This will demonstrate how we have meaningful resident engagement in decision making; work collaboratively with residents to design mechanisms for oversight; support residents to hold us to account; be open to the with residents challenges that we face as an organisation.

Rechargeable Repairs – Your Views

This affects all tenants and the policy is due for renewal – take a look and let us know how it could work best for you.

Rechargeable repairs are works that are required to your home, but have been caused by damage, neglect or mis-use and tenant is responsible for the cost. Some examples include tenant damage, lost keys/lock change and blocked sink/toilet due to misuse. It does not apply to normal wear and tear. It's part of your tenancy agreement so take a look and know what it means for you.

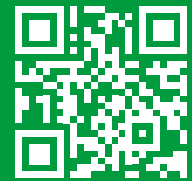
Importantly, we want to hear your views on how the policy could work best to meet resident need, either:

- Visit <https://bit.ly/hexpolicy> or scan the QR code.
- If online doesn't work for you, call **020 8778 6699**, ask for the Resident Engagement Team and we'll arrange an alternate.

The deadline for receiving all feedback is 4th April 2024 and we'll be back in touch in the next Home News to share feedback and responses from Hexagon.

Your Views

Scan the QR code below



Would you like to inform other Hexagon policies?

We know policy might not seem like the most exciting thing, but it's really important as it guides all the services you receive from Hexagon. We are piloting a new way of consulting on key Hexagon policies, with short videos and Q&A information so that it's easier to digest... **and importantly we want you to have a say!**

To register for future policy updates please call **020 8778 6699** and ask for the Resident Engagement Team or email getinvolved@hexagon.org.uk



Don't miss out on your free membership benefits

We've just become a member of TPAS (Tenant Participation Advisory Service) because we believe that engaging and involving our tenants will help us find solutions to improve services, save money and bring lasting change to communities.

As a resident, you too can become a member of TPAS free of charge.

By becoming a member you can access resources, information, online groups, training, regional networking events with other residents and the latest resident engagement news straight to your email inbox.

If you would like to become a TPAS member, please email us at getinvolved@hexagon.org.uk, and we will add you to the membership.

About TPAS

TPAS are England's leading resident engagement experts. They are a not for profit organisation and have been representing their members since 1988.

They promote, support and champion tenant involvement and empowerment in social housing across England.

TPAS are dedicated to improving resident engagement standards. They bring residents, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, and training.



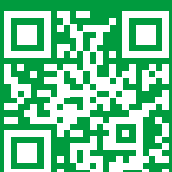
TENANT ENGAGEMENT EXPERTS

Community Investment Resident Inspection survey

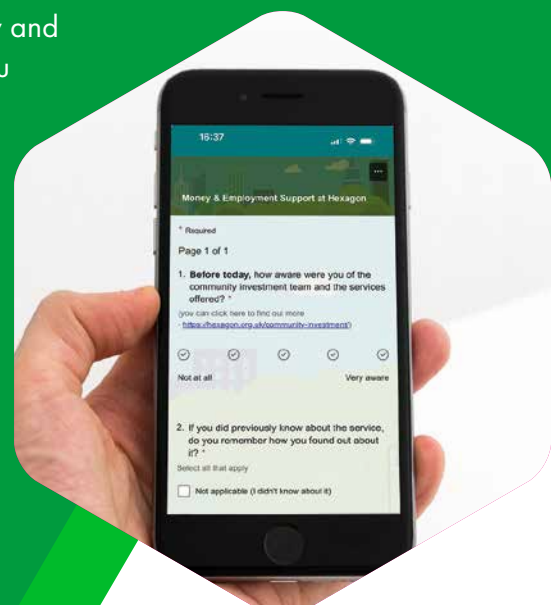
Do you know about Money & Employment Support at Hexagon?

The Community Investment service is there to support residents with money and benefits guidance, as well as career and skills development to help get you where you want to be. Hexagon's Resident Inspectors are currently reviewing the service and need your input to find out how well-known it is and if it's meeting needs?

Please complete this short anonymous survey by 31st March 2024 to have your say.



Visit <https://bit.ly/HexCIT> (or scan the QR code) or call 020 8778 6699 and ask to speak with Amanda in the Resident Engagement Team.



Information and free training for residents

The Four Million Homes programme is intended to be a catalyst for change in social housing; providing free knowledge, guidance and training on resident rights and how to stand up for them.

It is funded by the Department of Levelling Up, Housing and Communities and run by the Confederation of Co-operative Housing (CCH) and Public Participation, Consultation and Research (PPCR). It will run until March 2025.

The training programme, which takes place in-person and online, consists of 8 modules, covering different stages and forms of resident involvement.

1. Explore your rights to engage and be heard
2. Equality, diversity and inclusion
3. Resident panels
4. Running effective residents' associations
5. Social housing legal requirements
6. Options for resident control
7. Understanding landlord financial models
8. Social housing regulatory requirements

All participants who complete the training receive a certificate of accreditation recognised by the Chartered Institute of Housing.

Three of the modules have also been released as training videos, that participants can watch from the comfort of their own homes. The remaining modules will be released later in 2024.

There is also a monthly webinar session based on the key topics and issues that residents want to see. After the event, the webinars are made available as videos and published on the website.

For more information or just to let us know that you have attended training, watched a webinar or visited the FMH' website, please contact the Resident Voice and Engagement Team (RaVE)

Telephone **020 8778 6699** or email getinvolved@hexagon.org.uk



The website also contains lots of advice and guidance for residents, as well as the booking portal for all upcoming activities, so do have a look www.fourmillionhomes.org/, and sign up for the Four Million Homes newsletter to hear directly about the programme.

E-bikes and E-scooters

Fire safety

Here at Hexagon Housing Association we understand that over time there have been numerous changes to the way we to get around.

Numerous people have and will choose to purchase an e-bike/e-scooter. As your housing provider we understand that in these difficult times many of our residents may wish to go down this route. That said we also have a responsibility to ensure that our residents are aware of the dangers that can be created by not following guidance provided when charging these. Charging these can and have led to serious fires within homes.

On average in 2023 the London Fire Brigade have been called to an E-bike or E-scooter fire once every two days. The risk of fire is increased when charging unsafe or damaged batteries.

e-bike fire and damage



LONDON
FIRE BRIGADE

There are a number of ways to reduce the risk of fire when you charge an e-bike/e-scooter outlined below:

- Don't block your exit with charging batteries or e-bike and e-scooters if a fire breaks out you won't be able to safely leave your home. Store them in a shed or garage where possible.
- Keep an eye out for warning signs that your battery might be failing and becoming a fire risk.
- Never leave your battery to charge when you are out or whilst you sleep.
- Make sure your battery and charger meet UK safety standards.
- Use the correct charger for your battery and make sure to buy from a reputable seller.
- Let your battery cool before charging it.
- Unplug your charger once the battery has charged.
- Fit additional smoke alarms in the area where you charge your batteries.

For more information, or if you have any questions or need further advice there is plenty of information available on the Fire Brigade website (link below) or contact the Property Safety Team at Hexagon via either propertysafety@hexagon.org.uk or **020 8778 6699**

www.london-fire.gov.uk/safety/lithium-batteries/charging-electric-bike-and-electric-scooter-lithium-batteries/

Ever thought of buying a brand new home?

Why not consider one of our current shared ownership opportunities

Shared Ownership is an alternative homeownership scheme which gives first time buyers, and those that do not currently own a home, the opportunity to purchase a share in a new build or resale property.

Also referred to as part-buy part-rent, Shared Ownership allows buyers to purchase a share of a home – usually between 25% and 75%. Later, you can purchase more shares if you wish until you own your home outright.

Purchasers will pay a mortgage on the share that they own, and a below-market-value rent on the remainder to Hexagon, along with any service charge. As a purchaser only needs a mortgage for the share they own, the amount of money required for a deposit is often much lower compared to purchasing a property outright.

For those looking to buy a **Shared Ownership** home, there are some eligibility requirements that must be met. The general eligibility criteria for Shared Ownership is as follows:

- You must be at least 18 years old.
- In London, your annual household income must be less than £90,000.
- You cannot own another home.
- You should not be able to afford to buy a home suitable for your housing needs on the open market.
- You must be able to demonstrate that you have a good credit history (no bad debts or County Court Judgements) and can afford the regular payments and costs involved in buying a home during your Shared Ownership credit check.

Additionally, you will generally need between 5-10% of the equity share that you're purchasing as a deposit and should have access to at least £4,000 to cover the other costs of buying a property. This is a guideline figure, and the actual amount may vary.


We currently have two new developments for sale



At 15 Scarbrook Road,
Croydon CR0 1LY

STUNNING COLLECTION OF
1, 2 AND 3 BEDROOM APARTMENTS
FOR SHARED OWNERSHIP PURCHASE
IN THE HEART OF CROYDON

More information, filmed tours and pricing
can be found on our microsite @
www.boulevardpoint.co.uk



At 28 Russell Hill,
Purley CR8 2JA

A STYLISH COLLECTION
OF 13 HOMES FOR SHARED
OWNERSHIP PURCHASE
IN PURLEY

Visit our microsite @
www.28russellhill.co.uk

EMAIL US @ Sales@Hexagon.org.uk

Planned work: how do we plan our programmes – March 24

This year one of the priorities of the planned team – Stock Improvement Team – has been to refresh the data we hold for our properties to demonstrate and ensure the available funds are spent in the most efficient way.

93.1% Homes and Blocks Have Condition Surveys Under 5 years Old.

We aim to hold 100% condition surveys under 5 years old for all homes. Hexagon has always had good data on our homes but over the pandemic years some have become dated and put us behind our target.

The majority of residents allow us access to carry out these surveys, we thank you for your support. We do however experience difficulties getting access to some homes, and are working hard to improve access to reach our 100% goal.

Why the Condition Surveys Matter

The reason current condition surveys are critical and fundamental is to allow us to plan the improvement works to our homes, it is a targeted approach to the works when they are needed and not based on dated information.

The other reason is the number of regulatory demands now required of social landlords from the government for fire safety and other compliance areas. We are spending much of our funding to meet the many new regulations, to keep you safe in your homes.



How We Are Prioritising Work

We are spending much of our funding to meet new regulations and ensure we keep you safe in your home.

This means you may not have your kitchen or bathroom replaced based on their age. The planned works will be based on 'just in time' approach.

The changed spending priorities impacts how much replacement works can be carried out within the available funds.' We will continue to keep your home safe, warm, and secure to meet the Decent Homes Standard.



Image by Freepik

Why Planned Works Sometimes Get Delayed

The uncertain weather conditions have meant more roof leaks to our larger blocks, as well as more fallen trees and fences which also means the focus must be given to these works and may mean we have to defer works to other areas. We continue to do internal replacements and external window and roof replacements but only when they are needed. If your home meets the Decent Homes Standard, then planned works may be deferred.

Our Drive towards Greater Energy Efficiency



Wherever possible, low energy homes are included on the external works in keeping with our aim to improve the energy performance of our homes to achieve EPC band C rating.

The most recent good news for Hexagon is it has retained 'GOLD' SHIFT ranking. SHIFT is the benchmarking club of 60 landlords; we scored over 60 points; this ranked us with the top five national landlords participating in the benchmarking club. This is a tremendous achievement for an organisation of our size and confirms Hexagon's commitment to sustainability in every aspect of your homes and our business.

Migration to Universal Credit

Everyone who receives legacy benefits will move over to Universal Credit in the coming weeks and months.

If you receive any of the following legacy benefits:

- ◆ Income based job seekers allowance
- ◆ Income related employment and support allowance
- ◆ Income support
- ◆ Housing benefit
- ◆ Child tax credit
- ◆ Working tax credit

This will affect you, please read on →

**YOU HAVE TO
MAKE A CLAIM OR
YOU COULD LOSE
YOUR BENEFITS!**

**DON'T IGNORE
THE LETTER!**

Further Support

If you have any doubts or questions, please get in touch with us moneysupport@hexagon.org.uk
tel 020 8778 6699

Other Information

The DWP expects everyone on legacy benefits to have been notified to move onto UC by end of March 2025.

People exempt at this stage are those getting income-related Employment and Support Allowance and Employment and Support Allowance with Housing Benefit. **They will be notified in 2028.**

Timetable for Your Move to Universal Credit

DWP have issued this timetable advising when you will receive your migration notice. This is a letter telling you to apply for Universal Credit.

You must take action, if you don't, your benefit will STOP!

Now: Tax credit claimants.

April 2024: Income Support claimants and those getting Tax Credits with Housing Benefits. Income Support, Housing Benefit and/or Child Tax Credits at the same time

June 2024: Receiving only Housing Benefits.

July 2024: Claiming Employment Support Allowance in addition to Tax Credits.

August 2024: DWP will contact those who over state pension age and claiming tax credits to apply for Pension Credit, or Universal Credit if they are in "mixed-aged" relationship depending on their circumstances.

September 2024: Job Seekers Allowance Claimants.

When to Take Action: A letter will come through the post asking you to make an application to Universal Credit.

You will have three months from the time you receive letter to move onto UC.

Help with Rising Cost of living

We are aware of the impact the rising cost of living is having on peoples living standards.

At Hexagon, we have a dedicated Money Support Team, details of support available can also be found on our website.

Some examples of the support available are:

Discretionary Housing Payments (DHP):

Struggling to cover rent despite Housing Benefit or Universal Credit?

A DHP can help with housing cost challenges such as

- the benefit cap.
- removal of the spare room subsidy in the social rented sector
- Local Housing Allowance (LHA) rates

Examples of costs it could cover are

- a rent shortfall
- rent deposits
- rent in advance if you need to move home

Contact your local council to apply

Or contact us at

moneysupport@hexagon.org.uk
tel **020 87786699**

Get in touch if you need help or more information.

moneysupport@hexagon.org.uk

020 8778 6699

Food Banks

Provides food to individuals and families facing financial difficulties. Some also offer access to grants or energy vouchers. Call our Customer Services Team on **020 8778 6699** if you need a food bank voucher.

Council Tax Support

Individuals on a low income or claiming benefits may qualify for a reduction of up to 100%. Eligibility criteria varies. Go to your local council's website to apply.
www.gov.uk/apply-council-tax-reduction

Community Supermarkets

Save money on your weekly food shop if you're on a low income. Become a member of your local community supermarket and pay between £3.50 – £5 per week for shopping worth around £30. Find more information on our website.

hexagon.org.uk/community-investment/communities-and-wellbeing/community-food-projects/

Love London Working Resident Case study

Beverley Jackson's achievements were recognised at the Love London Working celebration event on December 7th, 2023, at London Stadium, when she won the project's Journey of Success award.

Beverley joined the project in June 2021. A single parent and carer, who wanted support to look for part time work in healthcare but struggled with motivation and confidence.

She was using her phone to search for jobs, she had limited digital skills and didn't have a laptop.

Beverley accessed a laptop through Hexagon's laptop borrowing scheme, had a digital skills assessment and was matched to a Digital Champion who provided 1-1 training weekly to help her improve these skills. She was also regularly supported by her Employment Advisor.

Her confidence and motivation began to grow, she left the house more and began applying for jobs. She found a part-time job providing support to a disabled girl. Hexagon covered her passport costs to confirm right to work so she could start work. She's been working for over 9 months now and is continuing to receive support so she can further increase her income.

See more success stories on our website

hexagon.org.uk/community-investment/events-2/advice/



Beverley Jackson receiving her award, alongside Andy Vincent, Operations Director at Hexagon

Beverley said,

"My advisor helped me with my confidence and getting my passport. I found a job as a support worker. Thank you for all your help."

Love London Working

Hexagon has been fortunate to be part of the hugely successful award winning, Love London Working employment project.



This was delivered across London by a partnership of housing associations including MTVH, Poplar HARCA, Charlton, Hyde Housing and led by Clarion. After a successful seven years helping 26,000 Londoners access training and 8000 progress into work this project ended in December 2023.

Some highlights

In November 2023, the Active Inclusion strand of the project, which supports those with multiple barriers to employment, won the Tailored Employment Support of the Year ERSA (Employment Related Services Association) Award.

In December 2023, resident Beverley Jackson, won the Journey of Success Award at the project celebration event held at the London (formerly Olympic) Stadium. (see her case study on page 18)

In the past 3 years of the project 20 of the project participants supported into work went into roles within Hexagon or our contractors/partners, such as Mullaley, Kinovo Group, TJR Ventilation and Lantana Estates.

What's Next

Hexagon's new employment support offer, Project You, will be launching in April 2024.

We continue to support residents looking for employment, in partnership with local authority provision to maximise the support available to them. If you would like support please email your name and number to **et@hexagon.org.uk** or leave a message on **020 8768 7992**.



Martyne and Cas from Hexagon Employment Team with Khadija, resident and LLW participant

Beverley Jackson, resident and LLW participant, Martyne from Employment Team and Rosie, former colleague



Staying connected

**FREE
data
sims**

Hexagon understands that having mobile data and call minutes can make a big difference to a person's wellbeing.

For the past 2 years we've been supporting residents to access SIM cards including Vodafone, offering 20G of data and unlimited minutes for 6 months.

Residents have found this helpful with:

- ◆ Staying connected with vulnerable relatives or neighbours.
- ◆ Making regular video calls and sending texts.
- ◆ Booking and setting reminders for medical appointments.
- ◆ Access to a map to find places.
- ◆ Accessing your UC account.
- ◆ Accessing social media

For more information, please contact the Community Investment Team at cit@hexagon.org.uk or call **020 8768 7992**. Please note, residents who have previously received support with a SIM will not be eligible for another SIM.

WAYS YOU CAN CONTACT US

Freephone **0800 393 338**

Landline **020 8778 6699**

Option 1 for all gas queries – your call will be automatically transferred to our Gas contractors

Option 2 for all repairs related queries

Option 3 for tenancy and rent queries

Option 4 for general enquires

Hexagon

customer_desk@hexagon.org.uk

for all general enquiries

www.hexagon.org.uk

Text 07537 400 527

130-136 Sydenham Road, London SE26 5JY

Gilmartins

To report a repair call Gilmartins on 0808 178 6785 24 hours a day 365 days of the year, or email:

hexagonrepairs@gilmartins.co.uk

Gas and Heating Repairs

Please call: 0800 088 4433

To report any new repairs email:

hexagondomesticgas@smithandbyford.com

ALWAYS HAPPY TO TRANSLATE!

Chinese
永遠樂於翻譯！

Eritrean
"ንክብርታዊነትና ልማት ከሰጥን ሕገ-ሰነድ አድርጎ"

French
Toujours heureux de traduire!

Portuguese
Sempre feliz a traduzir!

Vietnamese
Luôn luôn vui lòng phiên dịch!

Urdu

ترجمے کے لیے ہر دم تیار

LARGE PRINT

If you would like this edition of Home News in large print or Braille, please contact Hexagon.

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