



Summer 2024

Hexagon

Home News

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a digital copy >



Did you Know?

In April 2024, in the UK, Universal Credit was under claimed by over 36%. If you are in employment you may still be eligible for Universal Credit. Contact Money Support to make sure you're not missing out

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MORE WAYS TO TALK...

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**Sharon Carter,
Chief
Executive.**

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Last year the board members of Hexagon agreed a five-year plan which has five essential goals.

1. Good landlord services that meet customer's needs
2. Safe, decent, and efficient homes
3. Residents are supported and making a positive difference
4. A dynamic workforce that delivers our goals
5. A growing, sustainable, efficient, and viable business

In our first year (April 2023 – March 2024) we worked to improve our processes, structures, and systems. With essential tools in place, we can direct our focus to ensuring services for residents are being delivered well.

From our customer satisfaction surveys, we know that many of you would like to see estate services improve. Starting in February 2024, we appointed a new company called Just Ask, to deliver grounds maintenance and communal cleaning services on estates. In the article on page 8 you will see that they are making a positive difference. We closely monitor the service provided and will challenge them if the service does not meet our expectations. Please continue to let us have your feedback which we will share with them.

You have also told us that you would like communications to improve. I am really pleased that we will be rolling out the customer portal in phases from this year which will enable you to see and administer transactions online. On page 4 we explain the information and services that will be online in the first phase and the services that will be added later. We will let you know when the portal goes live and encourage you to register.

On page three of this edition, you will also see that we are recruiting to fill a board member position. We reserve a third of board member places for residents. Residents who sit on the board have the same responsibilities for Hexagon as do all board members and are paid accordingly. Having people around the board table with experience of living in social housing helps us to maintain a balance in having a business head whilst keeping customers at the heart. We will provide training, so you do not need previous board member experience to apply.

These are just a few articles that I would like to highlight, but there are lots more which I hope you enjoy reading.

Join our Board?

I am writing as Chair of Hexagon’s Board to see if you’d like to apply to join us on the Board as a Member.

Hexagon is governed by a Board who oversee the running of the Association. We reserve a number of places on the board for residents who can add a perspective to board decisions, informed by living in social housing. We are seeking a new board member as one of our current board members who is a resident, is stepping down in September.

We know there is a rich resource of talent amongst Hexagon’s residents. The board requires a broad range of skills, alongside your experience of living in social housing. Some of the skills and experience we look for on the board include:

Management or business	Working with diverse communities
Tenant/customer engagement	Partnership working with local authorities
Finance or treasury	Development or planning
Housing management	Risk management
Repairs, maintenance, and asset management	Housing association governance and regulation

We will consider other skills not listed above so do not discount yourself. You don’t need board member experience. We will offer training and support to help you adjust to a board member role. What is important is that you want to work with us to build a resilient organisation that delivers good services to Hexagon residents

If you would like to hear more before making a decision, Sheron Carter, Chief Executive, is hosting two online events on 25th of July at 13:30 and 31st of July at 18:30. The Chair of the Customer Service Committee, who is also a resident, will be there to talk about his experience and answer any questions you might have. If you are interested in attending one of the event, or have any questions, please email us at getinvolved@hexagon.org.uk or tel **020 8778 6699**.

Remuneration for the role is £5,800 per year. This comes with a time commitment which includes attending evening board and committee meetings, as well as attending Board away days and corporate events. Full details will be provided in the advert which goes live on Monday 22nd of July, and can be found on the Hexagon website. We do hope that you will consider applying, and we look forward to meeting you at one of our events.

Click on the QR code to register for your preferred session

25th of July at 13:30

31st of July at 18:30

Email getinvolved@hexagon.org.uk or telephone **020 87786699**

Coming soon – Customer Portal

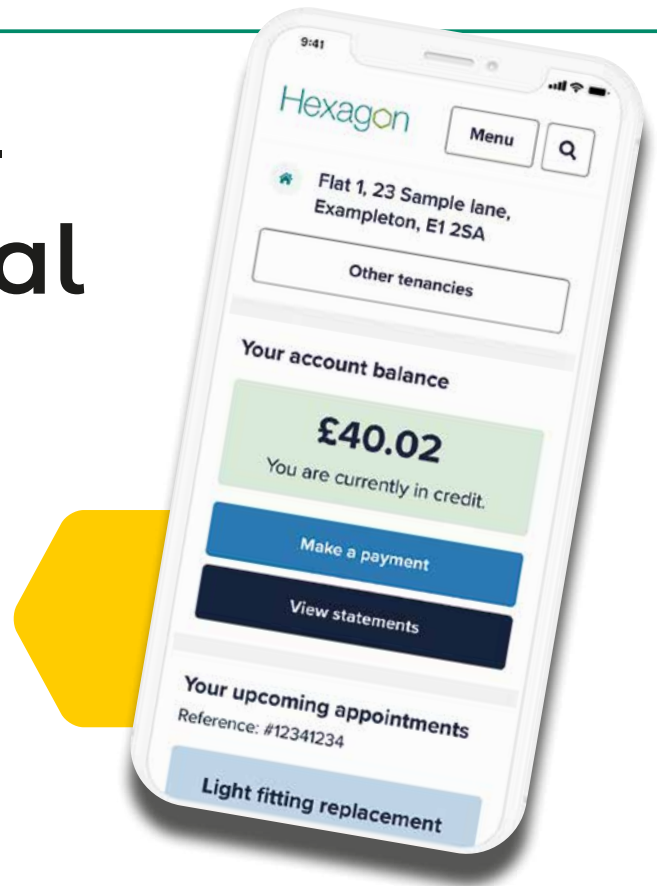
We want to make it easy and convenient for you to contact us at a time that suits you.

Coming this summer, as an alternative to contacting us by phone, your new customer portal will give you on-line access to:

- ◆ Your rent and service charge accounts and balances.
- ◆ Pay your rent on-line.
- ◆ Raise and track a service request.
- ◆ Update your personal and household details.
- ◆ View your documents.
- ◆ Receive notifications from Hexagon.
- ◆ Provide feedback to us.

And as we develop the portal, in the future you will be able to:

- ◆ Log a repair request and make an appointment.
- ◆ View your repairs.

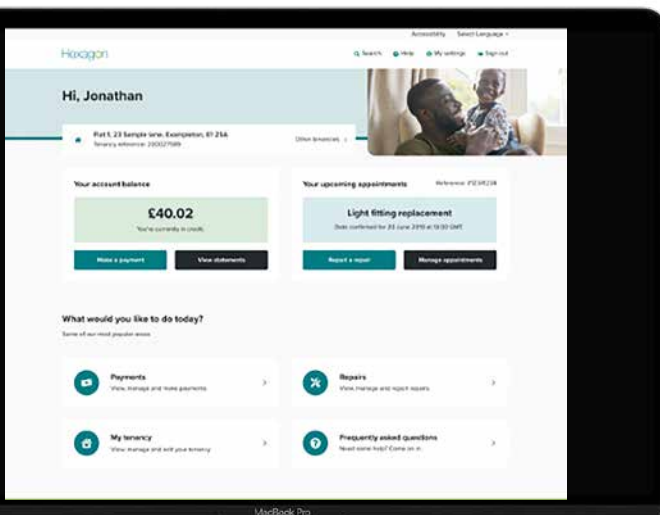


The customer portal will allow you to report a request or check your balance 24/7, all day, every day.

But don't worry, when you prefer to contact us by phone or in person, our Contact Centre will continue to be open to receive telephone calls and visitors to the office 9-5 Monday to Friday.

We know that many of you have smart phones and are possibly already using on-line services with Councils, DWP and others. From these experiences, you may have ideas about what you'd like on your customer portal and how it could work best for you.

We'd love to hear from you if you'd like to be involved in designing the portal, and testing how it works for customers. Please email us at getinvolved@hexagon.org.uk or call us on **020 8778 6699**



Learning from Complaints

Here at Hexagon, we take feedback very seriously and the wellbeing of our residents is paramount to this.

At times, things don't go to plan and the complaints procedure is designed to put this right for you. Operating alongside the Housing Ombudsman, we are committed to ensuring compliance with their guidelines and recommendations on how dispute resolution should be handled.

This has not been without its challenges and there have been some setbacks in how we at Hexagon provide you with empathetic and effective complaint resolution. Since December, we have made big strides in improving this service. We have hired a new, highly experienced, complaints team; reviewed our policies and procedures to make sure that they line up with sector best-practices; and redesigned our systems to make sure that they provide the right information to the right people, at the right time.

All of these improvements have had a huge impact. In a few short months, we have massively improved our performance, and the complaints team is now responding to far more complaints, more quickly, and with higher satisfaction scores from residents.

'We would like to take this opportunity to sincerely apologise and offer you assurances that we are doing our utmost to continue our recent improvements and achieve our goal of responding to all complaints within a reasonable timeframe.'

Of course, we still have work to do. We know that some residents have had to wait far too long for a response to their complaint. Unfortunately, despite the best efforts of our new team, some responses still remain outstanding, but we are doing everything possible to address that as quickly as we can. To any residents who have been effected by the delays, or who are still awaiting a resolution, we would like to take this opportunity to sincerely apologise and offer you assurances that we are doing our upmost to continue our recent improvements and achieve our goal of responding to all complaints within a reasonable timeframe.

Complaints needn't be negative. Here at Hexagon, we are committed to not only responding to complaints, but learning from them. We have made great progress in improving our complaints service – but we are also using the lessons from complaints to improve all of our other services, and ultimately deliver better outcomes for our residents.

A year at Hexagon – Elaine Adlington, Customer Services Manager

It only seems like yesterday that I started at Hexagon and the year has certainly flown by.

There has been a lot of change and mostly, in a positive direction. When I started, I was overseeing the Complaints team and the Customer Services team and within a few months, the Complaints team grew, and the baton was passed onto a new dedicated Complaints Manager.

The Customer Services team continue to be busy answering calls, responding to emails, dealing with incoming post and meeting and greeting our residents who visit the head office reception.

Some stats from the past year (April 2023 – March 2024)

- ◆ We answered 42,299 calls from our residents.
- ◆ 73.8% of residents were happy with the Advisors' attitude.
- ◆ 66.2% of residents were satisfied with the overall service received.
- ◆ 2201 resident satisfaction text surveys were completed.

Here are some of the CSC team members



How was your Experience?

It is important that our residents take the time to let us know what is working well and what isn't working so well so we can work to improve our services. Currently, residents receive a text message after they've spoken with one of the team. Moving forward we will be looking at other ways to capture feedback and suggestions of ways to improve but in the meantime, if you can take the time to respond to the texts, it would be most appreciated.

We continue to work closely with our Repairs contractor, Gilmartins. Early in my time starting with Hexagon, I attended a couple of Resident Repair evening meetings which highlighted 'communication' being a key area to improve upon. It emphasised the importance of the relationship working between the contractor, resident, and Hexagon. We now hold monthly contract meetings and bring cases and examples to the table to discuss and take away any learning points.

Resident engagement allows us to have a holistic view of the services that we provide. Working in partnership allows us to look at what is working well and what is working not so well.

Elaine Adlington,
Customer Services Manager

In February

I attended the National Housing Federation (NHF) Customer Experience and Resident Engagement conference. This was the first NHF conference of this kind and something they are continuing to host moving forward. This demonstrates the importance that housing associations are placing on the resident's experience. It was a great opportunity to listen to key speakers, network and hear challenges and success stories across the sector. It was wonderful to see Hexagon residents and staff being represented as guest speakers.

In March

I was fortunate to be invited to our Volunteers' Recognition Event. The evening celebrated successes and achievements, as well as reflecting on performance and looking ahead. Involved residents spoke of the difference made through getting involved, the personal benefits and the support received. Resident engagement allows us to have a holistic view of the services that we provide and to see what is working well and what is working not so well.

So, what's next?

We are developing the Customer Portal which will allow residents to access their online account 24/7 and will offer services such as repairs advice, the ability to report repairs, obtain rent balances and make payments. This is an exciting time for Hexagon and the future direction we are heading in. As with all future direction, it involves training and upskilling team members. You will start to see and hear messages on our website and telephone lines advising of the closure of the Contact Centre for staff training. This will usually be the last Wednesday or Thursday of every month between 2-5 p.m. Essential repair services will still be accessible during this time but your cooperation and understanding, as always, is appreciated.

Grounds Maintenance and Cleaning Services.

As you will have read in the Spring Edition of Home News, Just Ask's contract began on 5th February 2024 and we have been working hard to embed the new contract, and iron out teething problems.

To date, we have seen significant improvements in not only the service delivery, but also the management of the new contract. This is helping us to ensure higher standards are achieved, through proactive measures such as increased site inspections and access to real time data and quality performance.

One of the key enhancements since the inception of the new contract is the heightened focus on site inspections to proactively monitor the execution of services. The increased frequency of inspections has enabled us to closely monitor Just Ask's performance and ensure compliance with the terms of the contract.

We have also introduced a new estate inspection proforma for the Neighbourhood Officers to complete whilst undertaking your estate inspection. The improved proforma covers areas such as the standard of communal cleaning and grounds maintenance, as well as any identified communal repairs, Health and Safety

concerns, and fire risk issues, like items in the communal areas. The new proforma can now be shared immediately with our repairs contractor Gilmartins, to ensure communal repairs are raised quickly.

A rectification notice has also been added to the proforma meaning any identified service failures can be raised and addressed in line with the new contract. This direct communication channel ensures failures are promptly addressed, leading to improved efficiency and effectiveness in resolving service failures.


In a bid to enhance transparency and keep tenants informed, each notice board will now display an inspection score sheet. These sheets are completed by the Neighbourhood Officer following each estate inspection and detail any identified issues and actions being taken.

So far, the new partnership has brought about positive change, and although we know there is still work to be done, we are moving in the right direction and hope residents see the improvements.

Next Steps

A new satisfaction survey has been launched and will be undertaken quarterly for those residents who receive a service via Just Ask. The results will be published in the next edition of Home News. If you receive a survey request, we would appreciate you taking the time to complete this as your feedback is key to us ensuring residents are satisfied with the service and making service improvements.

Our website has been updated to include a Frequently Asked Questions document relating to all things cleaning and grounds maintenance. We will continue to update this so do check back regularly for future updates.



Andy Vincent,
Operations Director,
welcoming the Just
Ask Team.

Rent increase notifications

Our Rent and Service Charge Team have been working hard since the beginning of the year to prepare the annual rent increase and service charge notification letters.

Since then, letters advising homeowners of their new service charges were sent in March and, more recently, letters have been sent to tenants providing information about the new rents and service charges to be paid from 1 July.

Hexagon is committed to providing good quality housing products and services which deliver customers value for money. We know the letters informing you of the increased costs have come at a time when many are experiencing financial pressures, but it is important that we recover all the costs we incur to deliver these so that we can remain a viable business.

In the case of rent increases, we set these in accordance with our legal, contractual and regulatory requirements whilst service charge costs, payable by anyone in receipt of communal or shared services, will take account of predicted inflation costs and any increased costs passed to us by the contractors delivering services on behalf of Hexagon. We do not make a profit from the money we collect.

Knowing many of you have questions about the increased charges you've been notified of, we have taken a number of steps to try and mitigate the concerns these notifications have raised. In March we held a series of meetings with homeowners

which went onto inform us how we could improve our communications with tenants about their rent increases. Our Customer Services Team have received a full briefing of why service charges have increased this year and we are working towards improving the information available on our website.

It is important though that if you are concerned about your ability to pay the additional costs or are struggling financially in any way, that you make contact with us to advise us of this. We have a range of assistance available to support residents to sustain their tenancies and to find out more you can call **020 8778 6699**.

Did You Know?

In 2023/24, Hexagons Money Support Team helped over 500 residents. Find out how they might be able to help you. Contact moneysupport@hexagon.org.uk tel 020 8778 6699

Did You know?

In 2023/24 our Money Support Team helped residents secure over £500000 income

Please Pay Your Rent...

10 Residents Lost Their Homes in the last year due to eviction from not paying their rent.

We solely rely on our rental income to help provide the best possible services to our residents

During the 2023/24 financial year, the Customer Accounts Team worked extremely hard to drive down the level of the arrears owed to the organisation. This saw them support and work with all our residents going through a very difficult time during the cost-of-living crisis.

Despite these efforts and the team's work to deliver our arrears collection procedure, which included setting affordable arrangement plans with residents to recover monies owed, they continued to see arrears increase in some cases. Where this happens, court applications are made for the case to be presented to a County Court Judge who will then reach a decision as to whether a possession order should be granted.

Unfortunately, this can lead to an eviction if the County Court Judge agrees that every effort has been made by Hexagon's Customer Accounts Team to recover the arrears and to help a resident sustain their tenancy. During the last financial year, application of the arrears recovery process left Hexagon with no alternative option but to carry out ten evictions because of arrears.

The total value of the arrears at the time of the evictions was £124K. This was lost revenue for Hexagon that would have gone towards providing services to the remainder of our residents.

Positively, there were two planned evictions that did not take place because arrears were cleared in full. This was only possible because the residents continued to work with the Customer Accounts Team throughout the arrears collection process despite it being a very stressful and difficult time for them.

Below is some analysis of the evictions carried out which highlights a few key markers that will help shape how we focus our support services moving forward:-

- 7 out of the 10 tenants evicted were Female
- The average age of those residents evicted was 44 years old, the youngest being 21 years old and the oldest 65 years old
- 10 out of the 10 residents were claiming a benefit type (Universal Credit (UC) – full or partial, Housing Benefit – full or partial)

We want to help prevent as many tenants as possible from losing their home because of high arrears levels – eviction will only be used as a last resort. If you are having difficulties in paying your rent, please do speak with your Customer Accounts Officer who will be able to provide help and support.

Money Support

We also have a dedicated Money Support Team who specialise in support and guidance for residents experiencing money worries. Tel **020 8778 6699** email moneysupport@hexagon.org.uk

Residents at The Heart

Residents are at the heart of Hexagon, we very much value the views of residents and it is important to us that we ensure that the voices of residents are listened to and acted upon.

The Performance Review Group and Repairs Group are two groups which are central to this, working alongside us to help drive up performance and improve resident satisfaction with our services.

Performance Review Group

The Performance Review Group (PRG) is a residents group which meets regularly to scrutinise the performance of Hexagon's services, and help us ensure that residents priorities and satisfaction with services remain central.

Residents offer a unique experience that we continue to listen and to learn from as we work to improve the services we deliver.

The Group makes recommendations for action by Hexagon services, it also makes recommendations to our Customer Services Committee, a Sub Committee of our Board.

Having been in Housing all of my working life, the Repairs Group representatives are some of the most informed and intuitive residents I have worked with, I feel comfortable that they will both support me and challenge me in the re-design of our service.

Simon Watts, Head of Property Services

Repairs Group

The Repairs Group scrutinise, challenge and learn lessons in the responsive repairs service; making suggestions to help improve performance, service and value for money on behalf of residents. Recommendations are reported to the Service Manager and Head of Service; with resulting actions responded to and the Repairs Group empowered to monitor outcomes.

The group met 6 times in 23/24, and recommended actions against 91 issues. Nearly $\frac{3}{4}$ of actions have been completed, others are work in progress.

Both groups do some fantastic work, and in future issues you will hear from the Chairs of these groups on the work of the groups and the difference they have made.

New Residents Networks on the way

The networks will be informal groups of residents with a shared lived experience, that can be convened to provide advice, rather than formal decision making networks.

Over the coming period, we will be seeking to establish two networks, a Leaseholders Network, and a Disability and Inclusion Network.

We are working with members of our existing Disability and Inclusion Group (DIG) towards the development of this network. We are looking to increase its membership over the coming months, and to work to allow individuals to dip in and out depending on their interests and what is suitable for them. This is an important work area for us, to help us understand the different lived experiences of residents with disabilities and/or in poor health and to help to design our services enabling us to be responsive to individual requirements. In practice this may mean adapting our standard processes or tailoring our communication so everyone is able to access our services.

Please contact the Resident Engagement Team by email at getinvolved@hexagon.org.uk or telephone **020 8778 6699**, we would love to hear from you.

Rechargeable Repairs – Your Views

Earlier this year we asked you what was important to consider in the Rechargeable Repairs Policy and how it could work best for you. Here's what happened...

Many thanks to everyone who gave their feedback – 24 residents provided 90 comments on the Rechargeable Repairs Policy and this is vital to reflect resident need. All your input has been considered and responses provided – full information is on the website and a summary is below. If you need an alternate version, please just get in touch. The policy is currently being finalised and when it's approved it will be available on the website and other formats by request. We'll continue to learn lessons from how the policy works in practice to inform future reviews.

You said

Have an additional option for Hexagon to undertake [and recharge] things like decorations, fitting appliances, odd jobs and locks. Particularly where residents may struggle otherwise.

Varied suggestions for the level of upfront payment, with the average being 10%. Take individual circumstances into account in a repayment plan.

The policy was mostly clear, but things like ensuring non-digital access and resident-friendly summaries would help.

It's not clear how some practicalities of the process will work, guidelines would help.

Ensure residents who leave properties in unlettable standards are held to account for the cost of repairs.

We're doing

These will be included in rechargeable repairs that Hexagon will carry out if requested. This is expected to be cost-effective and we are working on a project to best support the needs of vulnerable residents.

In most cases we will ask for an upfront payment, but will take into account individual circumstances.

A resident version of the final policy will be available on the website, and in alternate formats. There will be resident information in the Resident Handbook & Website (currently being revised).

Once the policy is finalised, a procedure guide will be written for staff and the relevant information for residents will be incorporated into the new Resident Handbook / Website.

Wherever possible, the tenant responsible will be recharged. There are a range of inspections, audits and arrears recovery processes to support this, however we acknowledge it's an area that can be improved.

Rechargeable Repairs are when Hexagon carries out repairs that are a resident's responsibility and/or when damage is caused by neglect or mis-use. This is part of your tenancy agreement, so take a look.

To register your interest in future policy consultations or find out more, please visit the 'Policy & You' hub at www.bit.ly/hexpolicy (or scan the QR code), email getinvolved@hexagon.org.uk or call **020 8778 6699** and ask for the Resident Engagement Team.



Would you like to know when policies are changing?

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 have been 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 visit www.bit.ly/hexpolicy (or scan the QR code), email getinvolved@hexagon.org.uk or call **020 8778 6699** and ask for the Resident Engagement Team.



Have Your Say!

Improving our Repairs Service

Gilmartins our Repairs and Maintenance Partnering Contractor are excited to welcome its new contract management team on board working in conjunction with Hexagon Housing.

This new team marks a significant step forward in our continued journey whilst underscoring a commitment to repairs excellence and customer satisfaction. Their new team is poised to enhance the efficiency and quality of Gilmartins services, building on recent positive trends in key performance areas.

In recent months, Gilmartins has made notable strides. Completing 100% emergency orders within 24 hours, reducing the average end to end times to complete repairs from 10.62 days in April 2024 to 7.18 days in May 2024, and ensuring the number of appointments made and kept improved from 98.5% in April 2024 to 98.8% in April. Although, we acknowledge there are still areas to improve upon, these achievements underscore Gilmartins dedication to provide reliable and timely maintenance services to our residents. With the added expertise and innovative approaches Gilmartins' new management team bring, we are confident in our ability to maintain and further these gains.

Volunteer Recognition Event 2024

The Volunteers' Recognition Event took place this March where we had a good knees up and to say a big thank you to everyone who gives up precious time to help make a positive difference for all residents.

It was a lovely evening filled with food, fun and new connections – the energy it brought was tangible and the room was buzzing!

The evening celebrated successes and achievements, as well as reflecting on performance and looking ahead. Involved residents spoke of the difference made through getting involved, the

personal benefits and the support received. Andy Vincent, Operations Director, highlighted how involving residents provides an essential insight and constructive dialogue to help drive up performance.

Moving forward, we want to build on this event, and make Recognition 2025 even better. We want to explore the idea of including a review of the year just gone and a look ahead to the next year, collaborating with involved residents on the engagement priorities for the year ahead. 2024/25 is about impact, its about making sure what we do makes a difference, driving up performance and resident satisfaction along the way.

Thank you to all and we're looking forward to the next time we all get to meet up again!



Making connections to make a difference



Look Out for The Letter: Universal Credit Managed Migration

The State as Department of Working Pensions (DWP) has decided to bring forward the timetable for the Managed Migration of legacy benefits to Universal Credit by three years sooner than expected.

The DWP announced in April 2024 that all 1.6 million claimants on legacy benefits would be sent “**Migration Notices**” by the end of 2025.

When will the Migration Notices be issued to affected claimants?

Tax Credit claimants who also have a Housing Benefit award, started receiving Managed Migration Notices from 9th April 2024

Claimants receiving Housing Benefit only will be notified by DWP from **June 2024**.

Income-related Employment Support Allowance with Child Tax credits, from **July 2024**.

Income-based Jobseekers Allowance from September **2024**.

The Managed Migration Process:

The DWP will start the migration process by sending a **Migration Notice**, which will give you a date (**Migration Day**) when your legacy benefit ends and invites you (‘notified person’) and any partner, to make your Universal Credit claim(s).

The **Migration Notice** will give you a **Deadline Day** of at least 3 months and one day from the date of the notice to make a claim. The DWP can extend the deadline date if you or partner are unwell, in hospital, prison, undergoing treatment, or require assistance to make their claim.

The DWP will send reminder notices in the 7th & 10th week after the Migration Notice to remind you to make a claim by the deadline day. You will receive 2 weeks extra payments for your legacy benefits (**JSA, Income Support & Housing Benefits**) if claimed within your deadline date. However, you may lose any Transitional Protections you would have been entitled to offset to any money lost if you fail to follow DWP’s directions.

Making a claim

You need to apply online for UC www.universal-credit.service.gov.uk/start and complete your claim within 28 days. If you live with a partner, both of you need to create individual accounts.

Support

We understand that this might feel overwhelming, but help is available.

Universal Credit Migration Notice helpline **0800 169 0328** available Monday to Friday, 8am to 6pm.

Help to Claim, run by the Citizens Advice Bureau. National Helpline **0800 144 8 444**, www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/

Hexagon Community Investment Team, email UC@hexagon.org.uk call **020 8768 7992**

It’s really important you make the application or you could miss out on receiving benefit support

Money Support

Our Money Support team are on hand to help you with free money and benefits advice.

We can help you make the most of your money, support you to claim for benefits that you may be entitled to and help you save money on your bills. Here's just some of the ways we can help you:

- Budgeting
- Benefit Advice
- Refer you for independent debt advice
- Cost of Living support
- Maximising your Income

Contact moneysupport@hexagon.org.uk
tel **020 8778 6699**



Employment Support

Hexagon can provide employment support to you, no matter what your circumstances are.

We take time to discuss your needs, strengths, experience and training to ensure the support you receive is personalised.

Our service includes

- 1:1 Information, advice and guidance
- 1:1 Practical support with creating or updating your CV, cover letter and job applications
- 1:1 support with online networking e.g. setting up and making the most of LinkedIn
- Interview preparation and coaching including access to a mock interview with an employer
- Access to employability training including mock interviews with employers
- Access to our bi-weekly vacancies and apprenticeships list
- Jobsearch support including referral to suitable vacancies with our contractors and partners
- Access to training including nationally recognised CPD qualifications at Level 1, 2 and 3 and vocational qualifications e.g. CSCS, SIA, workshops and short courses e.g. Green Skills
- Work placements
- Signposting to additional local support
- Access to resources to check you'll be better off in work
- Support when you are in work for at least 6 months

For more information email et@hexagon.org.uk or call **020 8768 7992** to speak to a member of the Employment Support Team.

Opportunities for residents

Gilmartins Apprenticeships

They will also be taking on trade Apprentices annually until 2028. Isaac, a 17 year old resident, started a 4 year Plumbing and Heating Level 3 Apprenticeship with Gilmartins in April 2024. He said, "I'm enjoying shadowing my colleague and assisting with jobs."

Jennings Bet Trainee Duty Managers

Full time and part time,
£11.44 per hour, to **£12.33** after 3 months

Candidates must be over 18 and have good numeracy. They'll be responsible for managing a shop including cashiering and customer services. Previous customer service experience desirable, but not necessary because training given. Roles would suit outgoing people, who enjoy talking to people.

Just Ask

Our Cleaning and Grounds Maintenance contractor often have vacancies e.g., Cleaners, Grounds Supervisors, Grounds Operatives and Assistant Contract Managers.

From September they'll also be delivering employability and supported application sessions with Hexagon, for older people, young people, parents and carers looking to return to work.

Gilmartins Mock Interviews

Currently providing mock interviews for residents looking to improve their interview skills.

Murray Birrell

Will be delivering an interview roundtable, following delivery of their successful mock interview programme for residents. 50% of those that previously took part progressed into work. The roundtable will enable residents to get interview tips, advice and get any questions they have about interviews answered.

Email: et@hexagon.org.uk or call
020 8768 7992 for more information.



Martyne
 Callender, Senior
 Employment
 Support Advisor

Issa's Success Story

Issa first accessed employment support during Covid in 2020 whilst furloughed from his hotel job.

He wanted to get into healthcare so his advisor tailored his CV for this and helped him apply to vacancies.

Issa found healthcare work, working for over 2 years, then stopped due to a bereavement in 2022. He re-engaged with support in 2023 and his advisor forwarded him for an administration role. He got an interview but was not successful.

Issa's advisor supported him in completing supporting statements to apply for Civil Service jobs. He was offered a role as a Kitchen Steward for the House of Commons and waitlisted for an administration role. He accessed Hexagon's in work support fund to cover the costs of his first month of travel. After a few months, he got transferred to the administrative role. But after a while, became ill and stopped working. After treatment he was ready to return to work. He applied for a role with the Home Office as a Case Worker and was successful. This job enables him to work from home, which is ideal for him at this time and he earns more money.



Issa said:

"I have been lucky to meet my advisor and she has been very helpful throughout my job hunt. In life always follow your passion not your pension."

Stock Condition Surveys

Hexagon Housing have a duty of care to you their residents, to ensure you are happy and safe in your home.

Hexagon are required to know the condition of your property, to ensure they are meeting their obligations as your landlord.

A stock condition survey is completed approximately every five years, this usually takes 30 to 60 minutes, depending on the size of your home. The surveyor will need to view all areas of your home and also take photos. Please note the survey does not cover general repairs. To report a repair, please ring Gilmartins on freephone **0808 178 6785** or email **Hexagonrepairs@Gilmartins.co.uk**

The survey covers three main areas.

Decent Homes – This is to assess if your home meets the current statutory minimum standard for Housing.

Energy Efficiency – This is to assess the energy efficiency of your home, to check if there are any potential improvements required. This could have an impact on the running costs of your home.

Health & Safety – This is to highlight any potential risks to yourself and visitors to your home. Should we identify any major concerns, we will seek to address these immediately.

It is essential that Hexagon undertake this survey and appreciate that you have other commitments, so we can offer appointments which would be convenient for you. If there are any specific access requirements, please call Hexagon or pop into the office.

Hexagon Residents at National Housing Federation (NHF) Conference!

Earlier this year, a small group of Hexagon residents and staff had a great presence at the NHF Customer Experience and Resident Engagement conference.

Joy Worrell presented on behalf of all the Resident Inspection Team sharing the impact of Resident Inspections and lessons learned, improving services and building trust. Resident Board Member, Roseann Ayton, spoke on creating an inclusive customer-focused culture. Both presentations were met with great interest and discussions, congratulations to all!

The conference was all about housing associations and residents coming together to proactively drive change in the sector, improve service delivery and

a culture of collaboration. There were speakers from across the sector discussing new ways to strengthen resident engagement in organisational decision making, all in the context of imminent regulatory changes and new Consumer Standards.

Although a little time has passed (goes so fast!) since the event, we want to be sure to use the ideas and inspiration gained. We have already made some headway in using the learning, informing working with vulnerable residents and strengthening the Board and Resident engagement connections. We also plan to organise a session for all who attended to share learning and ideas.

Hexagon Resident
Volunteers and
Staff at the
Conference



New Homes for Sale

In the last 12 months, Hexagon has built 27 new homes.

This includes 4 flats for rent at Bellingham Mews, in Lewisham, which were completed and handed over in August 2023.

10 flats at Boulevard Point, Scarbrook Road, Croydon were completed in July 2023. John Russell House, Purley, comprising of 13 flats for shared ownership, also in Croydon, was completed later in December 2023.

Both Boulevard Point and John Russell House are now being marketed to first time buyers, resident in Croydon and other London boroughs.

For more information on the shared ownership units, please contact Hexagon's Sales team sales@hexagon.org.uk

John Russell Court



WAYS YOU CAN CONTACT US

Freephone **0800 393 338**

Landline **020 8778 6699**

Option 1 for all gas related queries

Option 2 to report or follow up on a repair that is not related to damp and mould

Option 3 for all tenancy or rent related queries

Option 4 for damp and mould and any other general queries

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

"ንክብርታዎን ለሌሎች ለግብር ለግብር ለግብር"

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.

Hexagon



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