Spring 2025

Hexagon

Home News

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Sheron Carter, Chief Executive

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Do you need a warmer home?

Hexagon has been successful in receiving a grant award from the Warm Homes: Social Housing Fund.

When allocated, we expect this to be in the region of £1million which we will match fund. This funding will help us ensure that all homes are energy efficient. We can use the fund to adopt a range of efficiency measures. We expect this will primarily be to improve insulation in cold and/or expensive to heat homes.

Currently around 76% of homes have an energy rating of A-C which is good. Typically, our new build homes have a B energy rating. This leaves 24% of homes that have an efficiency rating of D-F. This will be the group of homes that may qualify for this initiative. There are zero costs for residents.

The great thing about this initiative is that it is wholly benefits residents. A well-insulated home will:

- Improve sound insulation
- Make homes warmer
- Lower the costs of heating bills
- Reduce fuel poverty

If your home is selected, we will need you to give us access to do the works. There is some short-term disruption but it will be tremendously beneficial in the long run.

We have commissioned the services of a company called Equans to manage this programme on our behalf. Equans is one of the leading companies providing low carbon energy solutions. We will be in touch with qualifying households over the next few months so we can answer any questions you may have.

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.

Simon Fanshawe, Chair of Hexagon Board

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. Have you got the skills to oversee the services that Hexagon provides for tenants, for example, experience in managing the finances of an organisation; understanding and reducing risk; investment in buildings; improving repairs; developing new homes... and alongside any professional experience and ability, we encourage you to tell us what you can bring personally to helping Hexagon to improve.

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 Thursday 19th June at 18:30 and Wednesday 25th June at 12:00**.** 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 events, or have any questions, please email us at **getinvolved@hexagon.org.uk** or tel **020 8778 6699**

Remuneration for the role is £6,100 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. We do hope that you will consider applying, and we look forward to meeting you at one of our events.

Please visit the Hexagon website for more information **hexagon.org.uk**. Please email **recruitment@hexagon.org.uk** for an information pack

Register here

Please scan here to register for 19th June session

Please scan here to join 25th June session

or email us at **getinvolved@hexagon.org.uk**

Hexagon

Dear colleague

As many of you are aware, resident participation in ensuring Hexagon's performance meets our needs has been a long-standing and vital area of focus for over a decade.

Many of you have generously dedicated your time and expertise to various groups, from commenting on policies to conducting inspections and supporting activities like the repairs group, all aimed at holding Hexagon accountable.

Your contributions have been invaluable. Over the years, your suggestions have led to tangible improvements, including a stronger focus on anti-social behaviour, action plans to improve the service charges cycle, enhanced complaints handling, and better data for scrutiny and accountability.

Building on this foundation, a group of us has been collaborating with Hexagon staff to design a new, more integrated way to support and coordinate these resident activities.

The Resident Influence Group (RIG), which will start in June 2025, will replace the existing Performance Review Group (PRG) as the primary body for making recommendations to the Hexagon Board and the Customer Services Committee. RIG will champion improvements and ensure Hexagon delivers tangible and measurable results for residents.

Our vision is for RIG to be a central hub where Chairs or nominated leads from existing working groups (Repairs, Estates Inspectors, etc.) share their experiences and outcomes. Together, we'll analyse this information from across Hexagon to develop even more effective recommendations. We will also commission and analyse surveys, questionnaires, focus groups, and other feedback from all of Hexagon's 4000 residents to prioritise the most important issues that require action.

Once Hexagon has agreed an improvement plan, in a certain area, RIG will monitor progress and make further suggestions for improvement as necessary.

This is an exciting new and more co-ordinated way for all residents to influence the way Hexagon works for us and I invite you to put yourself forward to be involved in the Group.

Richard Bradshaw, Interim Chair of RIG

We will be hosting two upcoming remote/Zoom sessions, co-hosted by Sonji Nurse (Resident Board member) and myself as Interim Chair of RIG, dedicated to exploring the exciting workings of RIG (Resident Influence Group). These sessions are designed to provide you with a better understanding of RIG, offer the opportunity for your questions and suggestions, and, most importantly, highlight the various ways you can personally contribute. Furthermore, we'll be sharing details on how Hexagon plans to acknowledge and reward residents for their valuable contributions to these groups. We strongly encourage you to attend and actively participate in shaping the future of our community.

Sonji Nurse, Resident Board Member

If you've ever wished you had a stronger voice in how Hexagon addresses your needs as a tenant, now's your chance! We encourage you to join us for an upcoming session to learn more about the Resident Influence Group (RIG). This is a fantastic opportunity to develop new skills, connect with fellow residents who share your interests, and have some fun while making a real impact. Consider putting yourself forward to become a member and help shape the future of our community. We look forward to seeing you there!

Richard Bradshaw
Interim Chair of RIG

Sonji Nurse
Resident Board Member

PEOPLE POWER!

40 years in a housing co-op, by Southbank co-op member Jane Dent

2025 is International Year of the Co-operative. I feel very lucky to have lived in a housing co-op for 41 years. Here's how it happened...

February 1984 was a good month and a bad month for me. Good because I gave birth to my son, bad because my son and I had nowhere to live. My baby and I were couchsurfers before it became a word. Life wasn't easy. After several months of drifting from couch to spare room to couch I felt depressed and exhausted. But then, we got lucky...

In August I spotted an ad in a community centre, offering a room in a shared co-op house in Bermondsey. I applied but wasn't too hopeful of being accepted with a baby. But... they said yes!

My son and I were given a sunny south-facing bedroom (where I still sleep). What a change of fortune for us. We had a big new 'family'. We were part of a lively community in a row of co-op houses. I felt very lucky not to feel the isolation new mums can experience. I also loved working with like-minded people of all ages and nationalities and feeling we had control over our housing.

Back then, housing co-ops were mostly draughty, crumbling old council houses that councils couldn't afford to fix up. I didn't mind. I loved my home. I still do. Although our houses were 'short-life' (ie temporary), we lived there for 15 years before the council dropped a bombshell. They had decided to sell our homes.

1990. The short-life days. Even the kids mucked in.

We were devastated, BUT.... we were a co-op and that stood us in good stead. We'd had 15 years of working together, which made for a strong bond. We pulled together with other co-ops to look for a way to keep our homes. Together we challenged the council's decision and this was when Hexagon came to our rescue. They acquired funding to renovate our properties,and we moved back in.

26th April 2001. The happiest day of my life? Probably.

The day in spring 2001 when a Hexagon officer handed me my front door key and said this is your home for life may have been the best day of my life.

The scary housing crisis was over. To save money, co-op members had offered to to do all their own internal decorating. In celebration, I painted my refurbished home in bright colours inside - and out. I love to see people smile as they walk past my rainbow house, as it's known in the neighbourhood.

The bond between co-op members is still strong. We'd worked together to keep our homes. People power, with Hexagon's invaluable help, had won.

With insecurity behind us, we began again to enjoy the fun bits of being a co-op.

Our bird box project completed. Count the sparrows! Answer below*

We worked together. We learned new DIY skills, created wildlife projects (spot the bird boxes we made), we made decisions together, and shared out the jobs. My son got his first ever job creating Home News' Kids' Page. And let's not forget the parties and picnics.

February 2025. Spring planting work day Seven co-operators and Alba the dog

But best of all is that feeling of community, a rare and precious things in these times. Did I mention how lucky I feel?

To find out more about living in a housing co-op, watch Lynda and Ludi's film on Youtube https://www.youtube.com/watch?v=irrF_AdbaKI&t=513s

*eight

Improving Leasehold Services: We want to hear from you – Your voice matters

We know that many leaseholders, including shared owners are not fully satisfied with the services currently provided – and we want to change that.

We want to understand your needs and experiences, so we're undertaking a Leasehold Service Delivery Review.

To ensure this review is fair and thorough, we appointed an independent specialist, Altair, to assess how services are currently delivered and identify areas for improvement. Using the results of this independent assessment, we've now formed a dedicated internal project group to support this work and deliver meaningful change.

So far, we haven't regularly surveyed leaseholders – but we're changing that too. As part of the review, we are planning to set up a Homeowner's Network (Autumn 2025) to give you more opportunities to share your views and help shape the future of the services you receive.

This is just the start of our commitment to improving communication, transparency, and satisfaction for all leaseholders. We'll keep you informed of key milestones as the review progresses, and there will be plenty of opportunities to get involved.

Please contact **getinvolved@hexagon.org.uk** or telephone **020 8778 6699** and ask to speak to the Resident Engagement Team

Coming Soon

New Homeowners Network

Help us shape the future of services you receive

Contact **getinvolved@hexagon.org.uk** or telephone **020 87786699** and ask for the Resident Engagement Team

Adaptations

If you have a disability or other condition that means you have difficulty with certain aspects of your home, we may be able to assist with adapting your home to meet your needs.

We recognise the benefits of adapting a home as an effective way to improve the health and wellbeing of older people, and disabled adults and children. A more accessible home environment can improve independence, reduce risk and reliance on assistance. When it isn't possible to adapt your home, we'll work with our local authority partners to help you join the transfer register for a priority move to alternative accommodation.

You can read our full Adaptations Policy for more information: **hexagon.org.uk/residents/policies**

The process is different depending on whether the adaptation you need is "major" or "minor".

Minor Adaptations

Minor adaptations are those that cost less than £1000. Examples include the installation of:

- **concrete ramps**
- **handrails**
- **door release intercoms**
- **flashing light doorbells**

Hexagon will fund all authorised minor adaptations up to £1000, subject to availability of funds.

We will not usually require a referral from an Occupational Therapist (OT) for minor adaptations, however this is dependent on the complexity of the required works. Each case will be considered individually, and an OT assessment may be required.

We will send you a letter within 14 days of receiving your request to outline the next steps.

Hexagon aim to complete minor adaptations within 6 weeks of approving the request.

Major Adaptations

Major adaptations are those that cost more than £1000. Examples include:

- **stair lift installations**
- **ceiling hoist**
- **bathroom alterations.**

For major adaptations, we need a referral from an Occupational Therapist (OT) in order to agree the works. Residents will need to request an OT assessment through their Local Authority.

In urgent cases where a resident may be at serious risk in their home without an adaptation and where the local authority is unable to assist with an immediate OT assessment, we will consider contracting a private occupational therapist to carry out the assessment.

For major adaptations, Hexagon will explore the options and suitability on a case-by-case basis. This is likely to involve advising you to apply for funding for a Disabled Facility Grant via your Local Authority. We may also explore any other viable funding opportunities, such as other charitable grants, health trusts, or match funding with the Local Authority.

We will send you a letter within 14 days of receiving the referral, to confirm receipt of the request and outline the next steps. The letter will advise of the need for an OT assessment.

Access Hexagon Website Your Way

We recently added a new feature to our website – the **Recite Me Assistive Toolbar.** This innovative tool allows you to customise your content so that the way you consume it in works best for you

What is Recite Me?

Recite Me is powerful assistive technology that provides a range of customisable tools to support individual needs. With just a click on the red accessibility icon located in the top right corner of our website, users can access features that enhance readability and navigation, including:

- **Text-to-Speech Functionality** – Converts on-screen text into speech, helping those with visual impairments or reading difficulties.
- **Customisable Styling Options** – Adjust font size, colours, and spacing to create a comfortable reading experience.
- **Reading Aids** – Includes a ruler, screen mask, and magnifier to assist with focus and comprehension.
- **Translation Tools** – Supports multiple languages, making our content accessible to a wider audience.

Universal Credit Migration

The "Move to Universal Credit" migration, where people are transitioned from legacy benefits to Universal Credit, is nearing completion. **The DWP (Department for Work and Pensions) plans to fully complete the rollout and close all legacy benefits by March 2026, with the migration of around 800,000 Employment and Support Allowance (ESA) claimants brought forward for completion by December 2025.**

Migration Notices

If you received a "Migration Notice" from the DWP **you must** make a claim for Universal Credit within three months to continue receiving benefits. If you fail to do so, your benefits will stop. You then risk further financial hardship and debt such as rent arrears.

Transitional Protection

Claimants who make a valid Universal Credit claim within the three-month deadline are generally eligible for "transitional protection", which ensures they don't experience a reduction in their overall income compared to what they were receiving under legacy benefits.

Transitional protection can decrease or "erode" over time as your UC entitlement increases due to other factors, like having a child or an increase in housing costs, or other significant changes in your circumstances, such as a partner moving in or out, or your earnings changing.

Help is available

Contact Citizens Advice Bureau Help to Claim Universal Credit on **0800 144 8 444** or go online **www.citizensadvice.org.uk/benefits/universal-credit/claiming/contact-us-about-universal-credit/**

Or contact the Universal Credit helpline on **0800 325 5644**. Or contact our money support team by calling **020 8778 6699** or email **moneysupport@hexagon.org.uk** and one of our Team can help you with your claim.

What happens when you report concerns regarding domestic abuse

What is Domestic Abuse:

Domestic Abuse includes any incident or pattern of incidents between persons who are, or have been, intimate partners or family members, regardless of gender or sexuality. This includes 'honour'-based violence, genital mutilation, and forced marriage. Domestic abuse can be:

- **Physical or sexual abuse.**
- **Violent or threatening behaviour.**
- **Controlling or coercive behaviour.**
- **Economic/financial abuse.**
- **Psychological, emotional or other abuse.**

Domestic abuse can happen to anyone. Women are more likely to be victims, but men can also be the target of domestic abuse. Children can also be victims of domestic abuse – whether they live in a home with adult victims or are themselves harmed directly.

How to Report Domestic Abuse

You can telephone us on **020 8778 7799** and ask to speak to the Duty Officer, email us at **asbreporting@hexagon.org.uk**. You can also report via an advocate, ie Domestic Abuse charity, Support Worker, or Local Authority

What happens when you call in:

A Neighbourhood Officer (NO) will complete an Initial Contact Safety Plan if it is safe to do so. This is a series of questions that are designed to pick up immediate risks, such as: if you are at immediate danger or if you need a lock change. We can ensure we have a safe number to contact you on and give you details of agencies that can offer immediate support. We will then arrange a date to carry out a more detailed Risk Assessment, ideally within 48 hours of you reporting an incident. We will agree an action plan with you that includes how often we will make contact while your case is open.

All domestic abuse cases are logged onto a system called ReAct and access to any information you disclose will be limited to investigating/senior officers only. This protects any sensitive information you share with us. Any incidents or events that occur during a case will be added on to the system.

We will send you a letter which gives you information of services that can support you in your local area and regionally. It includes various housing options, domestic abuse agencies that you can contact for support and advice and other information on resources that may be useful.

We can also refer you to Safer Sanctuary, who will carry out a home visit and advise on security measures that can be added. These can include items such as extra locks, spy hole, window alarms and window locks.

The risks, options and wishes of a victim will vary greatly and the action plan we agree with you will be based on your individual case.

We will work with you until we have completed all the actions on the plan, to ensure that you feel more safe and secure in your home.

We will agree how often we will contact you as part of the action plan. We may contact you on a more regular basis at the beginning of your case and then less frequently until certain actions/ measures have been put into place. Our ability to support you will depend on you engaging with you us and other external agencies that maybe working with you.

Multi Agency Referrals

In high risk cases, our Housing Sustainment Officer will complete a Domestic Abuse, Stalking, Harassment and Honour Based Violence Assessment (DASH) with you and, with your agreement, refer your case to the borough's Multi Agency Risk Assessment Conference (MARAC). This is a meeting where information is shared on the highest risk domestic abuse cases. It is attended by representatives from police, health, child protection, housing, independent domestic violence advisors, probation and other specialists from the statutory or voluntary sectors. The primary focus of the MARAC is to safeguard the adult victim.

The Housing Sustainment Officer will attend the meeting and work with you, along with other external specialised services designed to help you.

Closing your case:

Once all of the items on the action plan have been completed, we will contact you to discuss closing your case.

We can always re-open your case if any future incidents take place and you can telephone the Housing Sustainment Officer or your Neighbourhood Officer if you have any questions or queries that you would like to discuss.

What does a Neighbourhood Officer in the Supported Housing Team do?

What is the main focus of your role in supported housing?

We are dedicated to delivering effective tenancy management and support for our residents. This could include offering support and advice on housing benefit applications, addressing unresolved repair concerns, following health and safety regulations, and working together with various teams, mental health services, support personnel, and family members. We encourage our residents to seek assistance from support services such as Age UK. Considerations regarding mental health, community support, and guidance for individuals are also applied.

What type of residents do you typically work with?

We work with a diverse group of individuals, including young adults transitioning from care, those with learning disabilities, at-risk adults, and individuals experiencing homelessness. We engage with individuals from a variety of social and ethnic backgrounds, cultures, religions, and races. This inclusive approach ensures that we address the unique challenges faced by each group, fostering a supportive environment where everyone feels valued.

What support do you provide to assist residents in sustaining their tenancies and achieving independent living?

We connect with our residents via phone calls, emails, and meetings, while collaborating with support services to help our residents sustain their tenancies. We hold meetings with support services to recognise any tenancy or support requirements. This teamwork strategy allows us to tackle any issues residents might encounter, making sure they get the support they need. We may improve our understanding and better respond to their shifting needs by fostering open discussion.

What approaches do you take when residents face challenges related to mental health, substance use, or financial issues?

We collaborate closely with various support services, mental health organisations, and our internal teams, including the Community and Customer Account Teams, to ensure our residents receive the assistance they require. In the event of any concerns, we will take appropriate safeguarding actions or guide our residents to additional services that can provide the support they need.

This proactive approach ensures that residents are not only protected but we can help maintain their tenancy.

How do you build trusting relationships with residents while maintaining professional boundaries?

We build strong connections with our residents through consistent communication with them and their support services, upholding a professional attitude, and fostering suitable behaviour, communication, and relationships among us. We achieve this by upholding respect, ethics, and ensuring suitable standards of privacy, confidentiality, and mutual trust. This approach not only strengthens our relationships but also creates a safe and supportive environment for everyone involved.

Looking for a career that makes a difference?

Want to earn a decent wage and have a job that sets you up for a future-proof career? That's where the Net Zero Careers Accelerator (NZCA) comes in.

Hexagon is working in partnership with NZCA to support residents into meaningful, well-paid jobs in the green economy.

Why green jobs?

The UK needs to make homes and buildings more energy efficient. As a result, the UK's green economy is expected to create 1.2 million jobs by 2030.

Green jobs include:

- **Hands-on jobs like insulation installers, or retrofit specialists**
- **Office-based roles like project managers, energy advisors, or logistics coordinators**
- **Creative and digital roles in sustainability communications or tech**

What support does NZCA offer?

They provide free:

- **Green careers advice – explore your options with someone who gets it**
- **Training opportunities – connect with high-quality courses and providers**
- **Job connections – access real roles and employers who are hiring now**
- **Ongoing guidance – CV tips, interview preparation and confidence building.**

Is this for me?

The NZCA is for:

- **Residents ready to retrain or try something new**
- **Young residents (18–24) unsure about their next steps**
- **Anyone interested in climate action, practical work, or purpose-led careers**

Joe's story

I've been an electrician for 29 years. I'd worked hard my whole life, and suddenly couldn't do the physical work anymore. At 56, with health issues, I was facing early retirement. I didn't know which way to go. Hexagon was a lifeline. They helped me see a career path I didn't know existed. They referred me to NZCA and got me on a course. I was nervous about going back to school. But it was brilliant! I passed my level 3 Domestic Energy Assessor course and I'm working on level 4. My goal is to become a Retrofit Assessor. I'm not ready to retire – I've got too much to give! This is my chance to stay in the industry I love, just in a different way.

Email your CV to **jobs@netzerocareers.co.uk** put your full name, borough, and the word Hexagon in the subject header.

Buzzing for Nature: Help Our Bees Thrive This Summer

Bees and other pollinating insects might be small, but they play a huge role in our environment.

These busy pollinators are responsible for pollinating over a third of the food we eat and are vital for maintaining healthy ecosystems. Sadly, bee populations are in decline due to habitat loss, pesticides, and climate change – but we can all play a part in helping them thrive, even from our homes.

Why Bees Matter

- Around **75% of flowering plants** rely on pollinators like bees.
- Bees contribute to the growth of fruits, vegetables, nuts, and seeds.
- Without them, food production would be drastically reduced, and biodiversity would suffer.

Bee-friendly Living: What Residents Can Do

Whether you have a garden, a balcony, or just a sunny windowsill, there are simple ways to make your space more inviting for bees:

- **Plant bee-friendly flowers:** Lavender, thyme, marigolds, cosmos, sunflowers and herbs like rosemary and mint are ideal.
- **Go pesticide-free:** Chemicals used to control pests can harm bees. Natural alternatives are better for everyone.
- **Provide water:** A shallow dish with pebbles and water gives bees a safe place to drink.
- **Leave wild corners:** A pot with wildflowers or even allowing some "weeds" like dandelions to grow helps provide nectar.
- **Create bee hotels:** These are small wooden structures with holes where solitary bees can nest. They're easy to buy or make at home.
- **Sow native wildflower seeds:** alongside the plants, they are cheaper to buy and can be sown in shallower soil, in small pots and window boxes or any other container.

Balconies and Communal Spaces

If you're using communal spaces, keep pots and bee-friendly additions tidy and safe. Communicate with neighbours or your Neighbourhood Officer if you'd like to contribute to a shared bee-friendly corner.

Together, we can help turn our neighbourhoods into a haven for bees – one pot, one flower and one balcony at a time!

Join our Bee-Friendly Photo Competition

Whether you have a balcony, a windowsill, or just a sunny spot by your front door, you can create a space that helps bees thrive – and we'd love to see it. Our **Bee-Friendly Photo Competition** is open to everyone, including families and children looking for a fun nature project. From colourful flower pots to homemade bee hotels, we're looking for creative, bee-living spaces of all shapes and sizes. Prizes will be awarded for effort, originality and pollinator appeal. No garden? No problem – small spaces can make a big difference!

Please submit your photos by Monday 30th June via email to **homenews@hexagon.org.uk**. Winners will be featured in the next Home News edition.

Staying safe in Communal Areas this Summer

As the warmer months arrive, we know many residents enjoy spending more time outdoors. To ensure everyone can do so safely and respectfully, we'd like to remind you of a few important guidelines.

BBQs are not permitted on balconies or in communal areas due to the serious fire risk they pose. Even small disposable units can be extremely dangerous in residential settings.

Please **avoid using paddling pools** in shared spaces, as they can create slip hazards and may obstruct walkways. We also ask residents to **refrain from playing ball games** in communal areas where they may cause damage or disturbs other, especially in smaller courtyards or near windows.

When enjoying music or socializing outdoors, please **be mindful of noise levels,** particularly in the evenings. What's relaxing for one person can be disruptive for a neighbour.

Lets work together to keep our shared spaces safe, tidy and enjoyable for all.

Keeping you safe

Our priority is making sure that you and your home are safe. That's why it's important that you let us and our contractors into your home to carry out essential health and safety checks. Regular inspections are also a legal requirement, ensuring your home meets the highest safety standards.

Over the past year, we've completed thousands of inspections, repairs and building safety improvements. Allowing us and contractors access to your home for these checks is important for keeping you, your household, and neighbours safe. These checks, including gas safety inspections, fire door checks, electrical testing, and property surveys, help us identify and fix potential risks before they become serious issues.

By working together and providing access when needed, you're playing an important role in maintaining a safe home and neighbourhood for everyone.

Fire Doors in Flats

Fire doors are in place to help keep you safe.

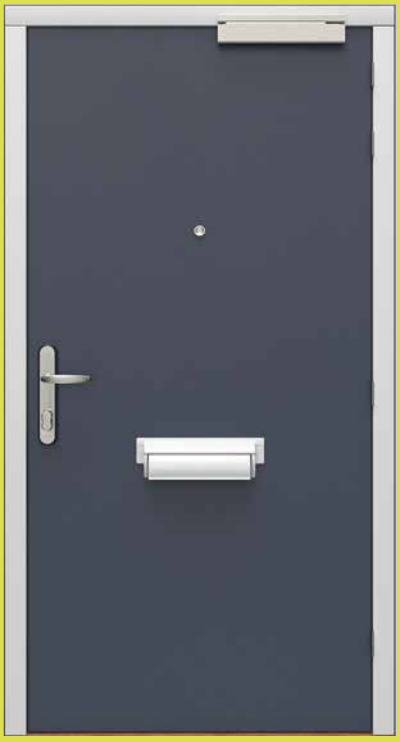
The door to your flat, including the door closer, is designed to **resist the spread of fire for a minimum of 30 minutes.**

Fire doors are a legal requirement for flats that open onto communal areas shared with other households. In blocks of flats, most fires occur within the flats themselves. When the front door to a flat is closed it **prevents the spread of fire and smoke** into the communal areas. This allows the fire to be contained temporarily and provides a **crucial escape route**.

We will inspect your door every year if you live in a building that is taller than 11m (this is usually 5 storeys). It is important you allow us access to ensure we maintain the strength and integrity of your door.

Self-closing devices on doors help ensure that doors close on their own. This means **you don't have to close them behind you**. You and any guests should not interfere with self-closing devices.

Please report any doors that are broken as soon as you notice them including any communal doors.



Electrical Safety

Electrical safety is important. Many people use electrical appliances (like washing machines and tumble dryers) at night, because of cheaper energy tariffs. This shouldn't be a safety risk; however, emergency services tell us that fires at night are more likely to cause serious injury.

Because of this it's important to make regular safety checks on all your appliances and take a look at the National Product Recall Register.

www.electricalsafetyfirst.org.uk/product-recalls/

MyHexagon

MyHexagon is the one stop shop where you can do Hexagon business at a time and place to suit you. Just under 1000 residents have registered to use MyHexagon which is fantastic.

Using MyHexagon, you can:

- View your most recent repairs
- View your rent account
- View documents which relate to your home
- Make a payment
- View Frequently Asked Questions (FAQs)

We are developing MyHexagon all the time, so if you have not already registered, then we encourage you to do this. If you have registered, please keep checking back, as we are adding new features and information all of the time.

Coming Soon:

FAQ

We are building the FAQ all the time, so when you are looking for an answer, your first port of call should be the FAQ, search your question to see if there is already an answer at your finger tips

Forms

We are adding forms to MyHexagon, so rather than waiting for us to send you a form, a growing number of forms will be at your finger tips

Repairs

We are very excited to share you will soon be able to report repairs and book appointments using MyHexagon.

Having Trouble Registering to MyHexagon?

A few residents have told us they have experienced difficulties registering for MyHexagon. We will soon have a short video available to walk you through the steps to registration.

You can also call us, we are happy to help tel **020 8778 6699**

Interested in Volunteering to Test Drive our new Repairs Reporting Feature

We are looking to do a soft launch of our new repairs reporting feature first to check how it is running and to hear your experiences and feedback on using it.

Interested in a test drive? Please get in touch with getinvolved@hexagon.org.uk

SCAN THE QR CODE OR VISIT MYHEXAGON.ORG.UK

Introducing new Independent Members to the Customer Services Committee

Debbie Denyer

Jullian Marshall-James

As we announced in the last edition of Home News, Board Members have been busy recruiting new members to the Customer Services Committee.

Following that recruitment drive, in February we were pleased to welcome Debbie Denyer and Jullian Marshall-James as Independent Members of the Customer Services Committee. Both bring a wealth of experience and leadership expertise to the team, strengthening our commitment to customer service excellence.

Debbie has over 20 years of experience in social housing and the charity sector, holding key leadership roles at Home Group, Housing Solutions, and serving as Chair of Trustees for Caudwell Youth. Her extensive background in board governance, change management, strategic planning, and customer service makes her a valuable addition to Hexagon.

Jullian, with over 35 years of experience in senior roles within the financial services industry, currently operates as a Business Consultant and Executive Coach, empowering boards, and business owners of all sizes to optimize their operational efficiency and enhance their customer experience.

Debbie and Jullian's membership on the Committee will play a crucial role in shaping our customer service strategies and policies to ensure residents receive the best possible support.

We look forward to the positive changes and fresh perspectives Debbie and Jullian will bring to the Committee.

Become an Estate Champion – Make a Difference in Your Community!

For over 15 years, Hexagon Housing Association has proudly supported our Estate Champions – dedicated residents who play a vital role in keeping our estates and blocks safe, clean, and welcoming.

Now, we're excited to invite you to step up and join this valued team as we continue to improve how we work together for the benefit of our communities.

We've recently revised the Estate Champion system to strengthen the partnership between our Neighbourhood Officers and Estate Champions. By working closely together, they ensure that the resident voice is heard and that your estate or block thrives. As an Estate Champion, you'll be the eyes and ears of your community, reporting repairs, flagging concerns about cleaning, and highlighting issues with grounds maintenance. It's a rewarding way to make a real impact right where you live.

Bianca George
Estate Champion

Whether you've lived here for years or are new to Hexagon, this is your chance to help shape your surroundings. No experience is needed – just a passion for your community and a little time to spare.

Interested? Email **getinvolved@hexagon.org.uk** or call **020 8778 6699** today to find out more or to sign up. Together, we can keep Hexagon a great place to call home!

I feel it's crucial to maintain good relationship with neighbours, we are only a little cul de sac with only 17 residents, yet we have such a good community spirit which is one reason that drives me to be an Estate Champion.
Bianca George,
Estate Champion

Hearing the Customer Voice

At Hexagon, we are committed to embedding a 'Hearing the Customer Voice' culture which will see us actively listen to our residents and to use themes from your contact to shape positive improvements in the services we deliver to you.

Hearing the voice of our customers is about actively listening to your feedback to make positive changes to our services and, importantly, communicating to you that we are listening and improving.

In each issue of Home News, we highlight how we are *listening, learning and acting* on what you have told us about the services you are receiving and how, with the support of Hexagon's Board, we are continually striving to improve your experience of contact with us.

In this issue, we highlight some of the work residents groups have been up to and how they are influencing the way we work and helping us improve the services you receive.

Resident Influence Group (the RIG).

In September the 360 Review Group started their work to redesign how resident engagement groups and activities could be improved with the aim of increasing the quality and quantity of opportunities for residents to influence Hexagon at every level.

In March proposals were submitted outlining plans for a new Resident Influence Group (RIG) to replace the Performance Review Group from April. We will recruit new residents into the RIG from early June and expect a new way of working to be in place toward the end of 2025 as co-designed by residents and staff.

Alongside this piece of work we are aiming to introduce a new Rewarding Engagement policy which aims to ensure that residents who offer us their time, experience and ideas are rewarded appropriately.

Performance Review Group (the PRG).

Our PRG met 4 times in 24/25 to scrutinize Hexagon's performance from a resident's perspective and to make recommendations on how they think things should change to improve the experiences of residents when receiving a range of services.

This year PRG:

- **Raised concerns on the progress and impact of the Key Access project.**
- **Requested clarity on how the Tenant Satisfaction Measures are gathered and used to improve services.**
- **Asked Hexagon to conduct a specific piece of work to improve the transparency and effectiveness of its work on Service Charges.**
- **Requested that the ASB standards and process are clarified and communicated to residents as transparently as they are for Complaints.**

The PRG is now starting to merge into our new arrangements for the Resident Influence Group (RIG). (see page 4 and 5 for more for more information and your invitation to RIG)

Adrian Ingram, Co-Chair of Repairs Group and Mark Allan, Chair of Customer Services Committee in conversation at the Annual Recognition Evening

Sharon Brown and Sarah Cully, two Residents Inspectors who recently stood down from their roles at the recent Recognition Evening

Repairs Group (the RG).

Our RG met 6 times in 24/25 to hold Hexagon to account primarily on the delivery of responsive repairs, but also across building safety and compliance work. Meeting regularly with staff in Property Services and Property Safety to give views and opinions on how things can improve from a resident's perspective, this year RG:

- **Completed and published a resident-led review of the Rechargeable Repairs policy.**
- **Oversaw an update on Hexagon's response to the Repairs Open sessions from 2024 on improving communications.**
- **Made a recommendation to PRG around engaging residents in major works on our estates.**
- **Established new ways of involving residents in monitoring the performance of Gilmartin's, Smith & Byford and Aaron Electricals.**
- **Contributed to work around improving resident satisfaction with responsive repairs.**

Resident Inspectors (the RI's):

This year our RI's completed their review of our Community Investment Team, making recommendations which resulted in Hexagon committing to 26 actions aimed at improving the service from a resident's perspective. With another 13 actions within the RI's review into Estate Inspections being delivered, Hexagon is working hard to evidence that it's fulfilling its commitment to responding to resident-led scrutiny.

The RI's also carried out an Influence Assessment of their 2021 review of our Anti-Social Behaviour offer and decided that it had a influence score of 56% or an Influence Level 2. This is the first time we've tried to evidence the influence of a resident engagement activity and gives us a pilot project to learn from and build on.

We've just launched a new approach to resident inspections called 'Scrutiny In A Day' and have a project team made up of RI's working alongside staff members to address the question: *'How can we improve resident satisfaction in the complaints handling process?'*

We'll be reaching out to residents that have made a complaint in the past 18 months to gather their insight on how their complaints were handled and will be inviting them to consider joining us for an in-person event in the summer to come up with ways to improve the experience. We are aiming to report on this project late summer 2025.

Strong Repairs Performance Continues in February 2025

Hexagon's Repairs Service continues to demonstrate strong performance, with key improvements across multiple areas in February.

Our ongoing partnership with Gilmartins is delivering positive results, ensuring high-quality repairs and a responsive service that meets residents' needs.

Encouraging Progress in Resident Satisfaction

Resident satisfaction increased by 2.1% in February, reaching 57.9%. Whilst there is still progress to be made, this upward trend reflects the impact of ongoing service improvements. We remain committed to working closely with Gilmartins to enhance the overall experience for our residents.

Consistently High Quality and Efficiency

Delivering repairs efficiently and to a high standard remains a top priority. February's results reinforce our commitment to quality and service reliability:

- **Right First Time:**
  Performance exceeded the 90% target, reaching 90.87%. The year-to-date (YTD) figure stands at 90.79%, highlighting consistent service delivery.
- **Post Inspection Quality:**
  An achievement – 100% of inspected repairs met the required standard in February. YTD performance is also strong at 96.12%.
- **Recalls:**
  The recall rate remained exceptionally low at 0.31%, well below the 2.5% target. This demonstrates the effectiveness of Gilmartins first-time fix approach.

Swift Response to Emergency and Routine Repairs

Ensuring repairs are completed quickly remains a core focus:

- **Emergency Repairs:**
  The average completion time improved to 2 hours 59 minutes, comfortably within the 4-hour target. The YTD average of 2 hours 32 minutes reflects consistently strong performance.
- **Routine Repairs:**
  February's average completion time was 9.33 days, keeping within the 8-10 day target. The YTD figure stands at 7.91 days, demonstrating steady adherence to expected service levels.

KPI Key Performance Indicator	Target	MLAP Minimum level of acceptable performance	April
Resident Satisfaction	≥95%	90%	63.60%
Recalls	≤2.5%	5%	0.41%
Right First Time	≥90%	85%	89.91%
Post Inspection Quality	≥98%	95%	85%
Number of All Repairs Completed in Target	≥99%	97%	95.75%
Average Time Taken to Complete Emergency Repairs	≤4 hours	6 hours	02:30:02
Average Time Taken to Complete Routine Repairs	≤8 days	10 days	10.62
Appointments Made And Kept	≥99%	95%	98.50%
Repair Orders Raised and Overdue	≤4%	8%	3.11%
Workforce Productivity	≥5 (avg. nr. jobs per operative per day)	3	4.57

Strong Appointment Compliance and Workforce Productivity

Reliable scheduling and high productivity are key to our efficient service delivery:

- **Appointments Made and Kept:** February's performance improved to 98.80%, with YTD at 98.88%, just shy of the 99% target.
- **Workforce Productivity:** Productivity reached a record 5.33 jobs per operative per day in February, pushing the YTD average to 4.95—very close to our target of 5.

Ongoing Commitment to Service Excellence

Overall, February's results demonstrate strong performance across key indicators, with notable achievements in repair quality, efficiency, and response times. While we are pleased with these results, our focus remains on further improving resident satisfaction and sustaining these high standards.

Through continued collaboration with Gilmartins and our dedicated repairs team, we are confident in our ability to build on this momentum and enhance the service we provide to our residents. We look forward to achieving even greater success in the months ahead.

Performance 2024-2025											Current Month RAG rating*
May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	YTD	
61.5% (2.1%)	67.6% (6.1%)	68.2% (0.6%)	60.2% (8%)	50% (10.2)	58.8% (8.8%)	54.2% (4.6)	65.8% (11.6)	55.8% (10%)	57.9% (2.1%)	60.32%	(R]
0.32%	0.29%	0.21%	0.19%	0.20%	0.18%	0.17%	0.15%	0.21%	0.31%	0.24%	(G)
89.73%	89.68%	90.30%	91.12%	92.80%	90.60%	92.46%	90.68%	90.55%	90.87%	90.79%	(G)
97.8% (9/425)	99.48% (1/193)	99.65% (1/289)	99.98% (3/236)	88.10% (15/126)	99.96% (2/55)	99.47% (1/190)	94.3% (2/35)	93.60% 13/203	100%	96.12%	(G)
96.30%	97.30%	97.80%	97.67%	97.30%	97.53%	97.38%	97.04%	98.76%	98.47%	97.39%	(G)
02:43:24	02:46:51	02:04:24	02:07:23	02:20:23	02:15:59	02:48:18	03:48:48	01:33:50	02:59:41	02:32:38	(G)
7.18	7.24	5.93	6.22	6.75	8.07	8.55	9.47	7.66	9.33	7.91	(G)
98.77%	98.74%	99.14%	99.18%	99.21%	98.92%	98.73%	99.05%	98.64%	98.80%	98.88%	(G)
3.08%	3.05%	3.07%	3.04%	2.98%	3.05%	2.99%	3.11%	3.07%	2.97%	3.05%	(G)
4.53	4.68	4.81	4.92	5.01	5.04	5.15	5.25	5.24	5.33	4.95	(G)

What's On

Staff Skills Training Academy

Give your brain and body a boost! Access free online exercise classes to suit all levels from industry-leader Les Mills and mindfulness classes to help you feel less anxious, manage your emotions better, and improve your sleep.

Get unlimited access to over 700 free online courses in areas such as writing, IT, mental health, administration and HR, accounting and finance, social and care, education and teaching.

Online Interview Skills

Friday 20 June 2025: 11am – 12.30pm
Wednesday 24 September 2025: 11am – 12.30pm
Tuesday 28 October 2025: 11am – 12.30pm
Monday 24 November 2025: 11am – 12.30pm

Online Mock Interviews

Five 30-minute slots between 2pm and 4.30pm:
Friday 4 July 2025
Friday 3 October 2025
Friday 9 January 2026

Job Club Wednesdays Starting June 4 2025 10.45am – 12.45pm

Access a rolling programme of support with your CV, applying for jobs, online networking, interview preparation, using AI and other online tools e.g. resident portal, UC account, online learning platforms.

Employability Day Tuesday 17 June 2025

If you are looking for work or thinking about taking your career to the next level, don't miss this event. Come and hear from employers about their vacancies and how to apply. Take part in a range of activities on the day.

Sector specific information sessions

Four 45-minute sessions at 10am on:
Friday 13 June 2025: Working as a Plumber
Friday 12 September 2025: Working as an Electrician
Friday 14 November 2025: Being a Multitrader
Friday 13 March 2026: Working in Administration/Customer Service.

Career Mentoring Scheme to start in June date TBC

Hexagon has engaged 10 professionals who will be offering free 1-1 online monthly mentoring sessions to residents looking for work and/or to progress their career. All mentors have a DBS check and will complete training prior to supporting residents.

Earniversity

Dates and times TBC
Hexagon will be partnering with this virtual business school to help young people develop their communication, leadership, problem-solving, money earning skills and confidence in pursuing entrepreneurial opportunities through a 5-week programme.

Clean Slate 7 Signs Course

Dates and times TBC
Free 2-day employability course to help you identify your skills and learn how to craft a winning CV and cover letter. Refreshments and lunch provided. Travel expenses covered and £10 voucher for completing the course.

Email **et@hexagon.org.uk** or call **020 8778 6699** for more information or to book.

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!

LARGE PRINT

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

Hexagon

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