

Autumn 2025

Hexagon

Home News

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a digital copy >

Laura Simon,
Neighbourhood Officer



Michaela Clare, Operations
Manager at Brockley
Tenants Co-op.

Carly Foley, Neighbourhood
and Estate Services Manager



Leila Chaoui, Money
and Employment
Assistant



Anita South,
Repairs Group Member



Co-op Members and Hexagon
staff at recent Co-ops Lunch
and Learn Session

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WELCOME

Earlier this year we received the call from the Regulator of Social Housing to give us notification of our regulatory inspection.

Inspections are designed to assess whether we are meeting the regulator's customer service standards, and governance and viability requirements. We are graded one to four with one denoting requirements are fully met and four indicating serious failures which require regulatory engagement or enforcement action. They reviewed lots of documents and interviewed senior officers, board members and residents.

Hexagon has been awarded G2 for governance, C2 for consumer standards, and V2 for viability. This means we meet the standards, but some improvements are necessary, and we must manage material risks.

The Regulator noted many positives aspects including, sound management of property health & safety, reliable data on Hexagon homes, comparatively good repairs performance, valuable resident engagement, effective multi-agency working to tackle anti-social behaviour, provision of tenancy sustainment support, a skilled board, and good financial liquidity and security.

Further progress is needed to manage and learn from complaints, to ensure residents are influencing board level decisions, to increase diversity data, to enhance customer satisfaction, to deliver our development programme, and to upgrade some aspects of board reporting.

We will continue to work on the areas requiring improvement and keep you updated in Home News. In this edition we have shared some examples of the improvements we are making so far.



Sheron
Carter, Chief
Executive

MyHexagon

SCAN THE QR
CODE OR VISIT

[MYHEXAGON.ORG.UK](https://myhexagon.org.uk)



Over 1100 residents have now signed up to MyHexagon, the resident's portal.

We experienced some teething issues with some residents struggling to register to use MyHexagon.

We opted to pause further promotion of MyHexagon until the registration issues were resolved which they now are.

We are excited to share that by the time you read this newsletter, you will be able

to report repairs and book appointments through MyHexagon.

This will be a soft launch and we will use this as an opportunity to gain feedback from residents on the ease of use of the new feature, and to iron out any blips that may occur.



We Are Changing the Way We Manage Repairs Calls

From 2nd February 2026 Hexagon will take all repairs calls. This means that you will no longer be asked to call Gilmartins to report a repair or to enquire about your existing repair.

Both telephone numbers will continue to operate as they do now telephone 020 8778 6699 – although we would prefer that you ring us on this number.

Since April 2024 over 50% of residents surveyed have feedback to us through our repairs satisfaction survey that they would like it to be easier to request a repair.

We have listened – we are introducing the ability to order a repair via MyHexagon (see page 2).

We have been speaking to colleagues and residents and have more sessions planned to understand how we can redesign the repairs call handling to make people happier with the process.

We ran a couple of sessions with Hexagon Team members who have heard first hand some of the frustrations you have been facing.

We have also listened to residents at two Repairs Group meetings and invited residents who expressed dissatisfaction with the service to a Focus Group.

Residents have been very clear with their feedback, and we will continue to listen and learn as we work to improve the service.

We will include an article in the Winter 2025 edition of Home News to update you further on how the repairs call handling process will work from February 2026.



WHAT YOU TOLD US REPAIRS SERVICE FEEDBACK



KEY ISSUES RAISED BY RESIDENTS

- **Delayed repairs:** Some residents wait weeks or months for resolution.
- **Incomplete work:** Jobs marked "complete" with no actual repair done.
- **Temporary fixes:** Quick fixes that fail again soon



COMMUNICATION FAILURES

- Missed appointments without notice.
- Long call wait times and dropped calls.
- No follow-up after visits.
- Contractors arriving late, unprepared, or inappropriately dressed



DIAGNOSTIC PROBLEMS

- Wrong tradespeople sent (e.g. carpenters for plumbing).
- Repeated visits without resolving the issue

Neighbourhood Action Days – Working Together in Your Community

Since August 2024, we've been holding **Neighbourhood Action Days** across our communities. These events bring together staff, residents, and partner teams to tackle local issues, listen to concerns and agree on actions.

So far, we've held **15 action days**.

Attendance has varied from area to area, but wherever we've been, we've seen the value of creating space for open conversation between residents and staff.

The issues raised have ranged widely from individual repair requests to communal repairs, questions about the support services Hexagon offers and reports of anti-social behaviour. Each action day is different, but they all share the same goal: to listen, act, and make visible progress on the issues that matter most to residents.

Making a Difference

While not every request can be resolved straight away, the action days have already made a difference. For example, residents have seen:

- ◆ Repairs carried out more quickly because they were flagged directly with staff.
- ◆ Improvements to communal areas, such as lighting and waste management.
- ◆ Faster follow-up on anti-social behaviour concerns, with joint working across teams.

We've also found that these events help to **build trust**. By visiting areas where dissatisfaction is high, we can show residents that we are prepared to listen, face challenges openly, and work together on solutions.

Working Across Teams

It's not just the Neighbourhood team who attend – colleagues from stock improvement, property safety and community investment & engagement have also joined us. Their expertise has helped us answer questions on the spot and take away issues that need more work.

We're working to ensure stronger support from colleagues from the responsive repairs and rent & service charge teams in future.



Jenny Bateup, Estate Champion
at a Neighbourhood Action Day

Being Honest

We know that residents expect action, not just words. We also want to be clear – **we can't always do everything asked of us**. Some requests fall outside our responsibilities, while others take time or depend on budget and planning cycles. Where we can't resolve something immediately, we will always explain why, and where possible, point residents to the right support.

Reaching Street Properties Too

We know that many of our residents live in **street properties** rather than larger estates, and we want to make sure you are included in Neighbourhood Action Days as well. We're exploring the best ways to do this and would love to hear your ideas.

If you have suggestions on how we could involve residents living in street properties, please share them with us at getinvolved@hexagon.org.uk

What's Next

Neighbourhood Action Days are here to stay. We'll continue to target areas where we know issues are most pressing, and we'll share updates on the progress made after each event.

"Neighbourhood Action Days are about listening, acting, and making a visible difference where it matters most."

Carly Foley, Neighbourhoods & Estate Services Manager.

We'd love to see more residents getting involved – whether it's raising an issue, sharing an idea, or simply coming along for a chat with your Neighbourhood Officer.

Together, we can make sure your voices are heard and that real improvements are made where they matter most.

Neighbourhood Action Days – At a Glance

- ◆ **15 events** held since August 2024
- ◆ Issues raised: home repairs, communal area issues & anti-social behaviour
- ◆ Staff from different teams on hand to listen and take action
- ◆ Positive changes already made – from faster repairs to improved communal spaces
- ◆ Not every issue can be resolved straight away, but we'll always explain why and keep you updated



Bee-Friendly Winners Announced!

In our last edition of Home News, we invited residents to share their bee-friendly gardens, balconies and windowsills. We were delighted with the entries we received.

After careful judging we're excited to announce our two winners:

Anthony Umunnakwe and **Catherine Pope** recognised for their colourful gardens filled with bee-friendly flowers.

Each winner received a prize, delivered personally by their Neighbourhood Officer.

Resident Stories

"I have a background in farming and love supporting all wildlife. I observe nature – how it educates us and helps us to feel mentally better and appreciate life. I would like others to see the value of bees and how they pollinate the ecosystem – without bees a lot of our fruit would not be available."

Anthony Umunnakwe.

"Nature needs shelter and protecting. I think it adds to our wellbeing and community. Starting small helped me get into gardening and nature. Make the most of your spaces – Lavender is a good start which can be grown in a pot."

Catherine Pope



Why it Matters

Even small spaces – a pot of lavender on a balcony, a patch of wildflowers in the garden, or a bee hotel on a windowsill, can make a huge difference for pollinators in our community.

We'd like to thank everyone who entered the competition and encourage all residents to consider how they can make their own spaces a little more bee-friendly.

Keep an eye out for more competitions and community features in future editions of Home News!

Tackling Serious Anti-Social Behaviour (ASB)

Our aim is to stop behaviour that is causing the ASB. Our first step is to assess the severity and persistence of the behaviour, the circumstances of the person and the risk to the person reporting (or the community).

If it isn't ASB, we always explain why and offer alternative solutions such as mediation or good neighbour agreements.

Luckily, most situations can be resolved by verbal or written warnings and acceptable behaviour agreements.

Where people are unwilling to change their behaviour, or an incident is extremely serious we will take legal action. Recently we obtained 6 injunctions for ASB including drug abuse, threatening behaviour, pet nuisance and excessive noise nuisance. We also evicted three residents for breaching injunctions.

Following one eviction we received a message of thanks from a resident that summed up the impact serious ASB can have on communities:

'I just want to take this moment to say a heartfelt thank you.'

This has been an incredibly long, difficult, and emotionally draining journey for myself and the other residents. Knowing that the case is now officially closed ...brings with it such a huge sense of relief and hope for a more peaceful future.

The disturbances were relentless... so the relief of finally reaching this outcome is almost indescribable. For the first time in a long while, we can all begin to enjoy a sense of peace and safety in our home again.

Your consistent support, patience, and determination throughout this process has meant so much to us. I appreciate how tirelessly you worked to see this through and ensure we were kept informed at every step....'

You can report ASB by emailing asbreporting@hexagon.org.uk or calling Customer Services on **020 8778 6699**.

You can find out more about our ASB service here: hexagon.org.uk/residents/support/anti-social-behaviour/



Help Us Tackle Tenancy Fraud – and You Could Receive £50

At Hexagon, one of our top priorities is making sure our homes are lived in by the people who need them most. Sadly, tenancy fraud – when someone rents out their home illegally, abandons it, or gets a tenancy through false information – stops families in genuine housing need from having a safe and secure place to live.

Every home matters. Across the UK, over a million families are waiting for social housing. More than 126,000 households are stuck in temporary housing, including 80,000 families with children. Recovering just one home makes a huge difference.

What counts as tenancy fraud?

- Subletting your home or letting family/friends live there while you live elsewhere.
- Providing false information to gain a tenancy, a social homebuy or a right to acquire property.
- Abandoning your home.

How do we spot it?

Our Neighbourhood Services Team carries out regular checks, and we also work closely with local authorities and other partners. But the best source of information is often you – our residents, neighbours and contractors who notice when something doesn't seem right.

Why your reports matter

Investigating fraud isn't always quick. We need strong evidence – such as statements, dates, or details of what was seen – before we can act. But your information could be the key to unlocking a case. In the past year alone, your reports have helped us win five court orders and return homes to those in need.

How you can help

If you suspect tenancy fraud, please let us know by emailing tenancyfraud@hexagon.org.uk or calling **020 8778 6699**.

To say thank you, we now offer a **£50 voucher** if your information leads to a home being recovered.

Together, we can make sure every Hexagon home is where it belongs – with someone who truly needs it.



Mark Allan reflects

Mark Allan has recently left the Board after 9 years of service as a resident board member. Here Mark reflects on his time on the Board.

How has the organisation changed (or not!) since the time you first joined?

When I joined the Board, the tragedy of Grenfell Tower, the COVID 19 pandemic, the war in Ukraine and the inflation it has caused were all in the future – it has been a challenge! Hexagon is focused on providing safe housing, supporting our residents and making budgets balance. Almost all the senior staff have changed during that time – it is a strong team, and is making a difference.

What do you hope for the future of Hexagon?

I believe that residents will continue to be heard at all levels of the organisation. Post Grenfell, the Regulator that Hexagon answers to has prioritised housing associations really listening to residents, which Hexagon were already doing, and continue to do. The Customer Service Committee of the Board gets a report on hearing the customer voice at every meeting – feedback on our services from groups of engaged residents, focus groups, the complaints process, and increasingly from all contact with residents.

Four out of twelve Board members are Hexagon residents who take a full part in all Board discussions. Residents who have joined the Board in recent years have come through our involvement groups – they are really well informed and effective in making the voice of residents heard at the top level of decision-making.



You are a member of a housing co-operative that manages homes that Hexagon owns. How does that work?

Hexagon was formed 30 years ago through a merger of a housing association and an organisation that supported co-operatives, so this has been key to Hexagon's identity from the beginning. The partnership with co-operatives remains strong. Co-operatives are the highest form of resident involvement as we the members make the decisions about our own housing.

What will you do when you leave the Board?

I will continue to be a busy member of my housing co-op, and an involved resident in Hexagon. I want to help Hexagon make it possible for residents to lead low-carbon lives, in warm homes that do not need expensive energy.

I also plan to spend more time playing my unfeasibly large baritone saxophone!

Keeping safe for the Festive Season

As we approach Bonfire Night and the festive season, it's a good time to remember some simple steps to keep you, your family, and your home safe.

Bonfire Night

Bonfires, fireworks, and sparklers are exciting, but they can be dangerous if not handled safely.

Why not head to a local council-run display – It's safer and most are free or have a small entrance fee. Check your council's website to find out more.

Please do not light bonfires in your gardens or communal outdoor areas.

If you do light even just a sparkler in your garden, please:

- Ensure dogs and cats are secured within your home.
- Give your immediate neighbours advance notice if you're planning to let off fireworks in your garden so they can bring their pets in too.
- Ensure there are no flammable items immediately next to where you'll be lighting any fireworks or sparklers.
- Read and follow all instructions to ensure safe use.
- Respect your community by sticking to the fireworks curfew. It's against the law for anyone to set off fireworks between 11pm and 7am.
- Read The London Fire Brigade article for further advice – london-fire.gov.uk/safety/fireworks/

Christmas Hazards

The festive season is a time for celebration, but it's also a time to be extra vigilant about fire safety. With Christmas trees, lights, candles, and cooking all in the mix, it's important to take steps to protect yourself, your family, and your home. Follow these practical fire safety tips to ensure you have a safe and merry Christmas.

- **Test smoke alarms regularly** – Smoke alarms are crucial for alerting you to a fire in your home. You should have smoke alarms on every level of your home. If you don't, please contact us. Test them regularly and make sure everyone knows the escape plan in the event of an emergency.
- **Candles** – We would encourage you not to use candles. If you do, always place them away from decorations, wrapping paper, curtains, and any other flammable materials. Never leave candles burning unattended and always keep them out of reach of children and pets.
- **Trees and Decorations** – water real trees daily and keep away from heaters. Artificial trees should be fire-retardant – Look for a label that confirms the tree complies with fire safety standards.
- **Report hazards** – damaged wiring, faulty alarms, or communal fire risks should be reported straight away.
- **Lights** – Before putting up lights, check all wiring, plugs, and bulbs for signs of damage or wear. Discard any faulty lights and turn off when not in use

Stay alert, plan ahead, and enjoy a safe Bonfire Night and festive season!

Work Placement Scheme

We continue to provide work experience placements for Hexagon residents that need it. If your child's school requires them to do work experience, we can offer them one week of work experience with us.

If you're looking for work and finding it difficult due to a lack of experience or maybe working part time and looking to explore a different career path, we can also offer you a work placement, of 6 – 12 weeks, 1 – 2 days per week.

Work experience is a great way to gain new skills, insight into a different sector, grow in confidence and have recent experience to add to your CV.

How we support you

- ◆ Complete a risk assessment to ensure you're safe and any additional support needs are supported.
- ◆ We will cover your travel expenses (contribute to them if you drive)
- ◆ Provide a £5 lunch voucher if your placement is over 5 hours per day
- ◆ You will have a supervisor who will review your progress and give you opportunities to feedback on your experience
- ◆ You will receive certificated training on GDPR and Cyber Security Awareness.
- ◆ We can also provide a reference if you fully and successfully complete your work placement.

Whilst we can't guarantee that you'll get paid work as a result of doing work experience, 13 of the 25 people that have completed work experience have progressed into paid work. This includes our own Money and Employment Assistant, Neighbourhood Assistant and one of our Money Support Advisors.

Success story

Mr Williams had been struggling for months to find paid work due to a lack of recent experience. He completed a 2 day a week, 12-week placement with our Property Safety team. He applied for an administrative role with the NHS during the last few weeks of his placement, got shortlisted for interview, got some interview tips from his supervisor and was successful. This meant he went straight into paid employment after his placement ended.

If you or a family member would benefit from doing a work placement email your name, address and contact number to et@hexagon.org.uk or call **020 8778 6699** to speak to one of the Community Investment Team.



Work placement
– DeAnna Iriajen

How to Make a Complaint to Hexagon

At Hexagon, we aim to deliver excellent service – but if something goes wrong, we want to hear from you. Complaints help us investigate, learn, and improve.

You can make a complaint in any of the following ways:

- **Phone:** Call us on 020 8778 6699 or freephone 0800 393 338
- **Email:** Send your complaint to complaints@hexagon.org.uk
- **Letter:** Write to us at Complaints Team, Hexagon Housing Association, 130–136 Sydenham Road, London SE26 5JY
- **In person:** Speak to any Hexagon staff member
- **Online:** Use your MyHexagon account

We'll acknowledge your complaint within 5 working days. Our Complaints Team will investigate and respond within 10 working days (Stage 1). If you're not satisfied, you have 30 calendar days to escalate to Stage 2, where a Senior Officer will review how your complaint was handled. You'll receive a Stage 2 response within 20 working days.

If you're still unhappy, you can contact the Housing Ombudsman for an independent review. You can also ask someone to act on your behalf by completing a Third Party Consent Form.

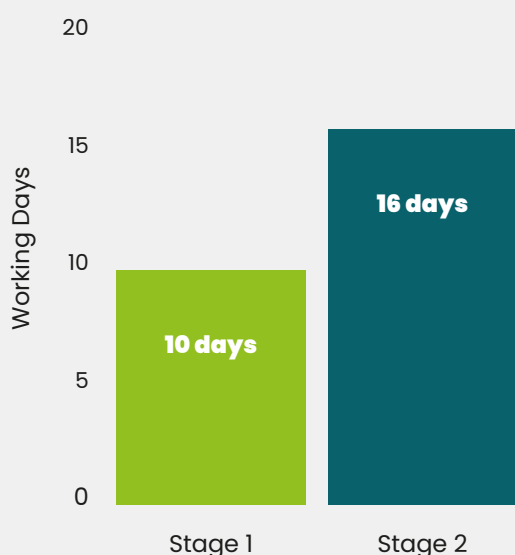
We take complaints seriously and aim to put things right—whether that means an apology, an explanation, a financial remedy, or changes to our policies and procedures.

For full details, visit our website to read our Complaints Policy and related documents.

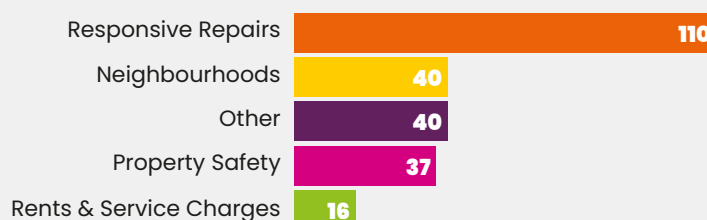
What have we learned from our complaints?

Over the past six months, complaints related to Responsive Repairs accounted for the largest share, making up 45% of all cases received. The predominant issue identified was poor or insufficient communication. While other contributing

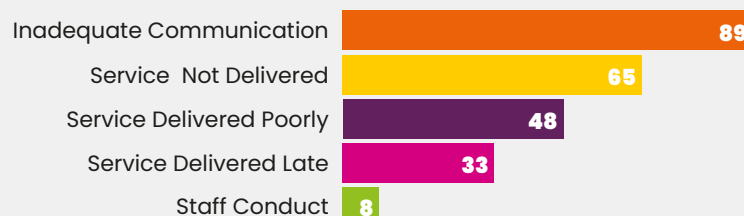
Average response rate



Business areas



Complaint theme



factors were noted—such as delays, substandard service delivery, or services not being provided at all—timely and effective communication remains central to most complaints, closely linked to contractor performance. Enhancing resident engagement is a key priority for the Complaints Team, and we are dedicated to fostering more meaningful and high-quality interactions throughout the complaints process.

We continue to work diligently to reduce the average response times for both Stage 1 and Stage 2 complaints, currently at 10 and 16 working days respectively. While these figures reflect significant progress, our focus remains on driving further improvement. Central to this effort is our commitment to enhancing the resident experience through timely, clear, and empathetic communication. Alongside improving responsiveness, we are actively consolidating insights from complaints—including lessons learned—to address underlying issues. This holistic approach

not only helps reduce repeat complaints but also contributes to a more positive and proactive relationship with our residents over time.

Meet the Complaints Team

Collaboration is at the heart of our approach to complaint handling, and our team works closely together to ensure residents receive fair, timely, and thoughtful responses. The team is led by Alan Scammell, Senior Complaints Investigation Officer. Alan works with Elizabeth Whitehead-Davies, Joseph Breslin, and Vicky Amazu, all Complaints Investigation Officers, who bring a range of experience and a shared commitment to resolving issues effectively. Supporting the team is Tendekayi Tabeni, Senior Admin Support Officer, who plays a key role in maintaining smooth operations. Together, the team is focused on continuous improvement and delivering a better experience for residents.

Welcoming Richard Bradshaw to the Board

We are delighted to announce that Richard Bradshaw has joined our Board and formally took up his position in September.

Many residents will already know Richard as the Chair of the Resident Influence Group (which residents might remember as the Performance Review Group). In that role, he leads a group of residents who meet to review Hexagon's performance on key service targets that are priorities for residents.

Richard brings with him a wealth of insight and commitment to strengthening resident engagement within Hexagon and we are looking forward to benefiting from his knowledge and commitment as he

takes up his new role on the Board.

Of his appointment, Richard said

"I am delighted to be joining the Hexagon Board and look forward to continuing to work with Board members, fellow residents and the executive team to improve the services we all receive"



Employment and Skills Support

We have a range of activities available for residents over the coming months:

Online CV and Cover Letter Workshops

Monday December 8 – 11.30am

Wednesday January 14 – 10.30am

Learn how to sidestep common CV pitfalls, highlight your strengths, tailor your CV for each opportunity, choose the best format, grasp what employers truly value and learn how to create a strong cover letter.

Online Interview Skills Workshops

Tuesday October 28 – 10am

Monday November 24 – 10am

Thursday December 18 – 10am

Learn how to best prepare for an interview, deal with nerves, answer common interview questions, use the STAR method, prepare good questions to ask at the end of your interview and how best to follow up after your interview.

Online Mock Interviews

Friday October 31 – 10am – 11.30am
(3, 30-minute interview slots)

Wednesday November 26 – 10am – 11am
(2, 30-minute interview slots)

Friday January 9 – 2pm – 4.30pm
(5, 30-minute interview slots)

Practice your interview skills in a mock interview with one of our contractors.

Online Information Sessions

Learn about different jobs and what it is like working in different sectors.

Working as a Multitrader

Friday November 14 – 10am

Working in Housing

Monday January 26 – 10am

Working in Administration and Customer Service

Friday March 13 – 10am

Job club

Every Wednesday 10.45am – 12.45pm at Hexagon Housing
130-136 Sydenham Road, SE26 5JY.

Get help with finding and applying to jobs, CV and cover letter writing.

To book any of the above activities please email your name, address and contact number to et@hexagon.org.uk or call **020 8778 6699** to speak to one of the Community Investment Team.



Learn Something New

We are pleased to announce we have started working in partnership with LMP Education, who offer a wide range of accredited courses.

Level 2

- Cyber Security
- Team Leading
- Dementia Care
- Retail Operations
- IT
- Warehousing
- Customer Service
- Business Administration
- Business Start Up

Fast track Level 2 courses are available and can be completed in just 2 weeks (10 days). Courses are delivered Monday to Friday. Learners are online with a tutor 9.30am – 2.30pm and need to self-study in the afternoon. Tutors are available until 5pm to provide help.

Level 3

- Counselling Skills
- Cyber Security
- Understanding Mental Health

Eligibility:

- 20 years old or over
- Unemployed
- Can verify you've lived in the UK for at least 3 years
- Can verify you'll remain in the UK for at least 12 months after the course
- Access to a laptop
- Has ID e.g. passport
- Not currently studying
- Must not have completed an equivalent qualification or higher

For more information about the enrolment process email your name, address and contact number to et@hexagon.org.uk or call **020 8778 6699** to speak to one of the Community Investment Team.

Learn My Way

A free online platform that helps people gain basic digital skills and build confidence in using the internet.

Learning topics include:

- Using your device
- Starting to use the internet
- Using email
- Safety and security online
- Staying in touch
- Spending money online
- Online entertainment
- Working with office programs
- Employment and work
- Managing your health online
- Managing your money online
- Media literacy

Use this link to register:

[www.learnmyway.com/user/](http://www.learnmyway.com/user/registration)

registration Please remember to add Hexagon's Centre code 8000669 when you register.



Good Things
Foundation

Supporting Residents Through Universal Credit Migration

The government is moving people from old benefits (also known as *legacy benefits*) to **Universal Credit (UC)**. This process is called *Managed Migration*.

The Department for Work and Pensions (DWP) aims to finish this change by **March 2026**. People who receive **Employment and Support Allowance (ESA)** were originally expected to move later, but the DWP now plans to move around **800,000 ESA claimants by December 2025**.

Migration Notices – What You Need to Know

If you get a **Migration Notice** from the DWP, you must apply for Universal Credit **within 3 months**.

If you miss the deadline:

- Your current benefits will stop.
- You could be left without money.
- This may cause problems such as rent arrears or debt.

Transitional Protection

If you apply within the 3-month deadline, you will usually get transitional protection. This means your income should not drop straight away.

Over time, this extra money may reduce or stop if your circumstances change – for example, if:

- You have a child.
- Your housing costs go up.
- Your partner moves in or out.
- Your earnings change.

How We Are Helping

We know that moving to UC can be stressful, that's why our Community Investment Team are here to help.

We've been supporting residents who have migrated to UC, helping with:

- Understanding letters from the DWP.
- Completing the UC application.
- Setting up online accounts.
- Making sure payments are set up correctly.

Residents have told us how much easier the process felt with the Community Investment Team's support. One resident shared:

"I didn't know the procedure – I didn't even know I could apply as I was on maternity pay. This support has improved my overall financial situation, and I am happy with the help I received."



Case Study: Rita's Story

Rita, one of our residents, explained that she had been dreading moving to UC. She struggles with computers and suffers from anxiety and panic attacks, which made the process overwhelming.

When Rita contacted Hexagon, she was introduced to our Money Support Advisor, Whitney. Step by step, Whitney guided her through the process, helped complete the forms, arranged for her rent to be paid directly to Hexagon, and ensured her payments were set up correctly.

Rita told us:

"Whitney was my safety net. She made me feel safe and never worried. She explained UC to me in a way I could understand, and she was so patient and kind. Without her, I don't know how I would have coped."

With this support, Rita now feels more confident managing her Universal Credit and reassured that help is available if she needs it.

Need Help with Universal Credit?

If you have received a letter about moving to Universal Credit, or you are thinking about making a claim and need help please get in touch.

- ◆ Call us: 020 8778 6699
- ◆ Email: moneysupport@hexagon.org.uk



Whitney Johnson
Money Support Advisor



Sophie McQuade,
Money Support Advisor

Meet Joseph

Joseph is a Senior Surveyor responsible for the management of damp and mould.

Joseph joined Hexagon in 2019, initially as a surveyor working in planned maintenance. When Hexagon established a new Damp and Mould Team, Joseph saw this as an opportunity to specialise in an area of interest to him, and where he felt he could really make an impact.

About Awaab's Law

Joseph explained how the tragic death of Awaab Ishak, a two year old boy who died from respiratory conditions linked to direct exposure to mould in his home, impacted him. Joseph explained that as a parent of young children, the tragic death of Awaab Ishak resonated with him. Joseph went on to explain how he followed the investigations and news stories that followed which ultimately led to the introduction of new regulations. This requires social landlords to address damp and mould within strict timeframes. The law was named Awaab's Law in memory of Awaab Ishak.

Our Approach to Damp and Mould

It is our priority to ensure that residents can enjoy warm, dry, and healthy homes.

It was clear from meeting with Joseph that he had a real passion for his job, recognising its importance and wanting to make a difference. Joseph explained how he, alongside colleagues, deal with reports of damp and mould in a supportive and empathetic way.

Increasing Understanding of What Damp and Mould is

Joseph has recently delivered damp and mould training for colleagues who work directly with residents to help raise their understanding of what damp and mould is and is not, what to look for and what questions to ask.

Our Hexagon Team meet with many residents, often inside their homes, so this training is helping to equip them with the knowledge and understanding to spot damp or mould, and help us take the right action at the right time.

When visiting residents' homes, Joseph explained the importance of having conversations to help raise awareness and understanding of the different causes of damp and mould, and the steps residents can take to help prevent it.

Joseph Opene
Senior Surveyor



Top Tips for Reporting Damp and Mould

If ever you suspect you have damp and mould through sight or smell, it really helps when contacting us to tell us:

- Location of the problem – which room(s)
- Duration – (has it just happened or has it been getting worse over time)
- Recurrence – (has damp patch recurred before, did it go away and now come back again)
- Photographs – where ever possible, please share photos with us.
- About your household members (especially if you have any young children, older household members, or are in poor health.

Following these tips helps us to identify the extent of the issue, prioritise cases and take the correct action.

Once we receive a report, we aim to contact you within 48 hours.

Following the initial conversation, we will communicate clearly what the next steps will be and when.

Support with Energy Costs This Winter

With energy prices still high, we know many residents are worried about staying warm this winter. Our team is here to help you manage energy costs and keep your home warm.

Tips to keep warm this winter:

- Close curtains at night and open them in the sun, add rugs to floors.
- Use extra blankets, or hot water bottles.

How we can help;

- We can also support you through a **referral to Pocket Power**. This service offers one-to-one energy advice, helps you switch to cheaper tariffs, apply for discounts like the Warm Home Discount, and access financial help. We cover the costs of this service so its free for Hexagon residents.
- Residents in financial hardship who have a pre-paid meter may be eligible for energy vouchers worth up to £147. This does not apply to residents with British Gas.
- Check support you are entitled to, from benefits and grants to local services using the Cost of Living Tool on our website.
hexagon.org.uk/money-matters-2/i-am-struggling/

Resident Engagement Activities

We have a mix of resident engagement opportunities for you to get involved with, either at home or face-to-face. There's something for everyone based on your interests. Here is a sample of some of the activities that have taken place over the last few months and opportunities to get involved

Launched Resident Influence Group (RIG)

Earlier this year we launched RIG, this new group oversees, co-ordinates and commissions resident engagement and scrutiny activities, to enable the generation, delivery and monitoring of resident driven recommendations for service improvement aimed at influencing and improving resident services outcomes, experience and satisfaction.

The group has the power to make recommendations to the Customer Services Committee or direct the Board as they see fit.

The group is just getting up and running. In the next issue we will be able to share more on what they have been focusing on and how they are making an impact.

Repairs Group (RG)

The Repairs Group has raised concern for some time over the quality of repairs calls and communications around the reporting of repairs and appointments.

The decision has now been taken for the repairs calls to return to Hexagon, and we are now working closely with the Repairs Group to oversee this process, ensuring residents are communicated with and engaged throughout this change.

We are engaging with residents via Focus Groups, surveys and through conversations to ensure that in making this change we learn from residents' experiences and listen to insights on how we can improve the experience.

Resident Board Member Recruitment

Following the success of last years 'Join our Board' session, we held another session in June 2025 to provide opportunity for residents to find out more about the role before applying.

Sheron Carter, Chief Executive, gave a presentation explaining more about the Board, the role and what is involved. Mark Allan, Board Member, then shared his experiences as a Hexagon Co-op resident and Board Member.

6 residents registered to attend the session and 4 attended the session.

We are pleased to announce that Richard Bradshaw has been appointed as Board member. See page 13 for more about Richard.



Adrian Ingram, Repairs Group and Home News Editorial Group Member

Linda Waterhouse, Resident Influence Group Member

Chris Matthews, Repairs Group and Home News Editorial Group member

Editorial Group

The Home News Editorial Group is made up of staff and 3 residents. The group meets quarterly to shape and agree content for the Home News Residents' Newsletter.

The group played an integral role in shaping the content for our Residents' Annual Report which you will have received recently.

The group wanted the report to have a strong focus on 'telling the story', explaining where income comes from and where money is spent, also setting out what actions we take to get the best value and service for money.

The Editorial Group are also responsible for the shaping of content for Home News. Their work includes getting the right balance of content, readability and selection of articles they think will be of interest to residents.

Resident Engagement in Recruitment and Stakeholder Panels

Stakeholder panels are an important part of our recruitment process. They involve residents and different Hexagon team members. Resident engagement in the panels has enhanced the stakeholder panel process providing a unique perspective, and helping us ensure the colleagues we recruit are resident focused in their approach.

We are now working with our Human Resources Team colleagues to expand the opportunities for resident engagement in recruitment to include shortlisting and interviewing. Human Resources will be arranging recruitment training for interested residents.



Procurement Panels

We have just started work with colleagues in the Property Safety Team to develop and implement a framework for resident engagement in procurement. Property Safety have a number of contracts they wish to procure: door entry systems, CCTV, automatic gates, electrical testing, servicing, maintenance upgrades and installations of various water systems.

We are using this as a foundation to develop the framework for resident engagement in procurement, learning from our experiences during these exercises.

To find out more about any of our opportunities, please email getinvolved@hexagon.org.uk or tel 020 8778 6699. We would love to hear

Hearing the Customer Voice

Now a regular feature of Home News, this subject aims to let you know how we are listening to your feedback to make positive changes to the services you're receiving.

Embedding a culture of 'Hearing the Customer Voice' is about encouraging everyone from members of the Board through to all the Hexagon team members to learn from every point of contact with residents, shape services in response to our contact with you, communicate with you where change has happened and continually monitor progress to ensure change is making a positive impact.

Ensuring Residents' Voice is Heard at all Levels of the Organisation

Four times a year, a report looking at these points is produced for the Board's Customer Services Committee. On the last occasion we were able to report a further increase in overall resident satisfaction but also, continuing themes from your contact with us including our lack of follow up response when ongoing dialogue is either needed or requested and a lack of co-ordination when complex/multiple issues are raised leading to an absence of ownership and resolution.

Listening and Acting

On page 3 we've told you how repairs call handling is returning to Hexagon which we believe will reduce these issues but in addition to this, we are increasing the knowledge of our Customer Services Team so they can deal with more of your enquiries at the 'first point of contact', reducing the need for you to receive a call back and freeing officers' capacity to deliver improved services to you and keep you informed of things that matter to you.

A rich source of our customer insight is the feedback we receive from the Tenant Satisfaction Measure (TSM) Surveys. Historically, each quarter, a sample of tenants have been asked for feedback on different service areas but the absence of feedback from our homeowners (shared owners and leaseholders) was raised as a concern and from April, this changed, with a sample of homeowners now invited to complete the survey alongside tenants.

Ensuring We Hear the Voice of Homeowners

Results from this initial feedback has confirmed that we've a long way to go to see homeowners happy with the services Hexagon provides to them. However, as we start on a journey to improve services specific to homeowners, this insight will allow us to see if satisfaction levels improve as change progresses and ongoing feedback is sought. In addition, with our promise to be visible about where we're going wrong and where change is happening, a newsletter to Hexagon's homeowners is being launched ahead of the introduction of a Homeowner Network.

HEARING THE CUSTOMER VOICE



The Introduction of Resident Influence Group (RIG)

This progress has been welcomed by the new Resident Influence Group (RIG) who now have a greater breadth of insight from the TSMs, enabling them to start delivering their new role, 'to drive recommendations for service improvement aimed at influencing and improving resident services outcomes, experience and satisfaction'. Still in its infancy, the Group has identified where further areas of resident feedback, across all tenures, is needed to be able to make recommendations for service improvement. Steps are currently underway to establish how the feedback they are seeking can be made possible.

The Different Ways We Hear Residents' Voices

Though important to us, surveys offer just one form of feedback and over the summer months we have continued to deliver a series of resident engagement activities (page 20) and Neighbourhood Action Days (page 4). These Action Days are giving us the opportunity to hear the views of many residents, but we often hear from residents of street properties that they don't receive the same opportunities to share their experiences. We are now setting out plans to change this and will report on our progress in future editions of Home News.



2025 STAFF EXCELLENCE AWARDS

The Staff Excellence awards take place to celebrate and congratulate the commitment and dedication of Hexagon's staff who are prepared to "go that extra mile" whilst carrying out their duties.

As well as Hexagon staff being able to nominate their colleagues, YOU, our customers, are invited to nominate staff who you feel deserve to receive an award for providing you with great customer service and generally do a "great job".

You may want to nominate a member of staff who you feel provides you with excellent customer service, or a member of staff who has provided you with advice or support that has really made a difference to you during the last 12 months. You can nominate any member of Hexagon's staff.

We celebrate these nominations at our Annual Staff Conference, where those staff nominated are presented with a "Certificate of Excellence".

If you would like to nominate a member of staff, please send an email to humanresources@hexagon.org.uk or alternatively, complete and return the prepaid postage form sent out with paper copies of this month's issue of Home News.

Please include the name of the member of staff you are nominating, your reason for nominating them and your name and address. When completing your reason for nominating, please try to be as concise as possible and provide specific example(s). Please put "staff excellence" in the subject heading of your email. Alternatively, you can complete the Nomination Form included in this edition of Home News.

Nominations need to be with us by Sunday, 9th November 2025



Ways you can contact us

Freephone 0800 393 338

Landline 020 8778 6699

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

Option 2 for all repairs related queries

Option 3 for tenancy and rent queries

Option 4 for general enquires

Hexagon

customer_desk@hexagon.org.uk

for all general enquiries

www.hexagon.org.uk

Text 07537 400 527

130-136 Sydenham Road,
London SE26 5JY

Gilmartins

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

hexagonrepairs@gilmartins.co.uk

Gas and Heating Repairs

Please call: **0800 088 4433**

To report any new repairs email:

hexagondomesticgas@smithandbyford.com

ALWAYS HAPPY TO TRANSLATE!

Chinese

永遠樂於翻譯！

Eritrean

"ንክብርታዊና ልብና ከሌላ ሕገ-ሳት ኢና!"

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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