

Home News

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recruitment campaign

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a digital copy >](#)

Resident Influence
Group members



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WELCOME

The New Year marks the start of planning for the new business year which begins in April.

We are excited about service changes that should improve our communication with you. We are preparing to bring repairs calls back in-house. This is the first phase of our plans to build a customer service team that can resolve most enquiries at the first point of contact. It will take us some time to build this up, but we would like to get to the place where less of your calls need to be passed on for a resolution.

We will be working to make the improvements our Regulator identified in our inspection. We have put together an action plan which we hope to implement by Autumn 2026. We will meet with the Regulator every three months to keep them updated on progress. We will focus on nine areas:

1. Health and safety, damp and mould, and the performance of the repairs service
2. Customer satisfaction with the repairs and maintenance service
3. Gaps in diversity information held about tenants
4. Service design and delivery to reflect diverse tenants needs
5. Complaints handling
6. Resident influence in Board level decisions
7. Linking performance reporting to our risk appetite
8. Strengthening board oversight of the development (new homes) programme
9. Managing financial exposures

We are also rolling out energy efficiency measure to improve thermal comfort in homes with a low energy efficiency rating. And we plan to remediate cladding on some of our medium sized blocks. Residents affected will hear from us in advance of these works.

I want to reassure you that we remain committed to continuously improving services. We want Hexagon to be a landlord you can trust.

My very best wishes for 2026.



Sheron Carter, Chief Executive

Reporting Repairs is About to Get Easier

One telephone number to remember for all things Hexagon.

From **2nd February 2026** all repairs calls will be answered by Hexagon team members. Please call us on **020 8778 6699**.

Why is this change happening?

We have listened to your feedback, your views have been clear. Calls were taking too long to be answered, appointments were missed, repairs were not correctly diagnosed leading to incorrect operatives attending, and you were not kept informed about what was happening.

We want to improve your experience of reporting repairs, and our aim is that this will help improve things.

What if I ring the Gilmartins repair number after February?

The number will still work, you will be automatically transferred to Hexagon. Though the best thing is to telephone **020 8778 6699**.

Request a Repair Online

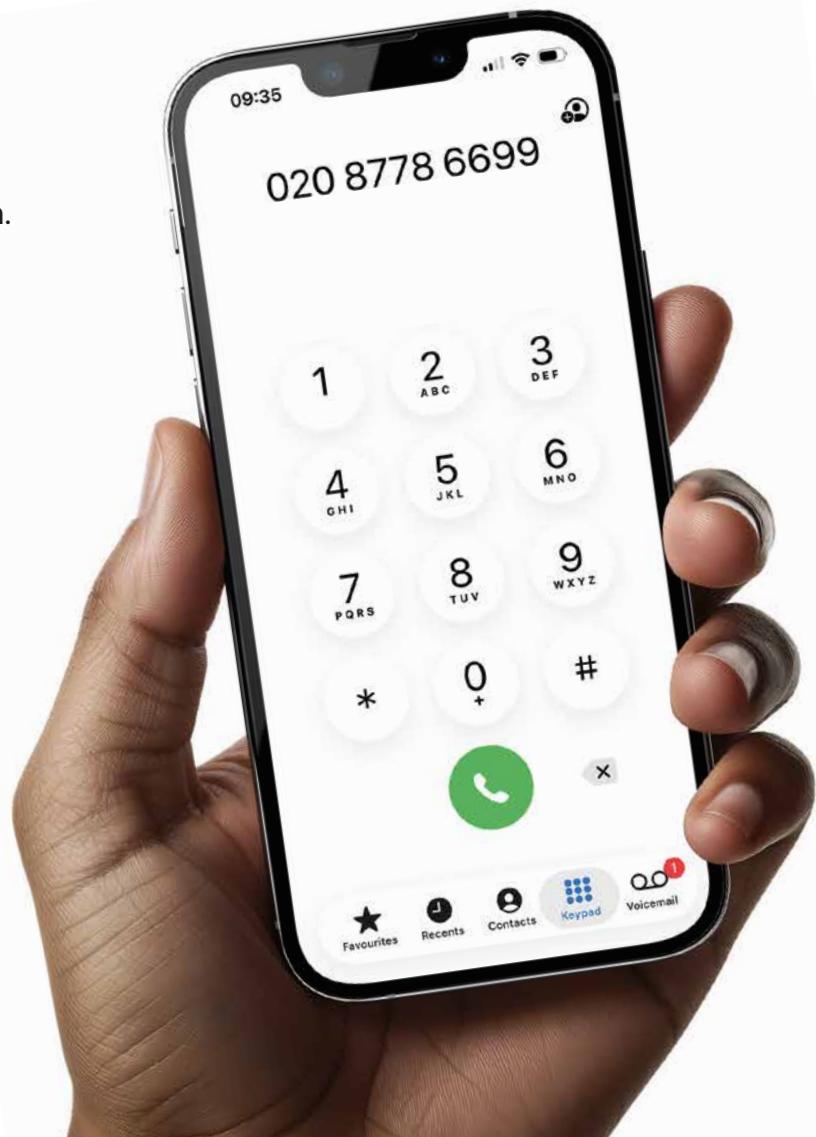
You will soon be able to report a repair using your MyHexagon account, which will be available 24 hours a day, seven days a week.

If you don't already have a MyHexagon account, you can sign up now.



MyHexagon

Scan the QR code or visit myhexagon.org.uk



Introducing our new Community Investment and Engagement Manager

Nicky Hazlewood who held this post at Hexagon for a number of years retired in December 2025. We wish her all the best.

Sheryl Martin is our new Community Investment and Engagement Manager and started at Hexagon in December. Sheryl will be supporting the community investment and resident engagement teams to update our strategies and ensure residents remain at the heart of Hexagon.

Sheryl comes to Hexagon with over 15 years experience of working in social housing. She has led Community Investment, Tenancy Sustainment and Resident Liaison teams. During her career she has supported Housing Association's to improve their services and value the resident voice.



Sheryl Martin,
Community Investment
and Engagement
Manager



Resident Scrutiny

In the second half of 2025, Hexagon's Resident Scrutiny Team has been carrying out a resident-led review of the Complaints Handling service to help improve your experience of how complaints are handled. This included a resident survey and focus session, many thanks to everyone who has contributed. The Resident Scrutiny Team are in the process of finalising recommendations, and we'll be in touch again soon to share these and next steps.

Estate Champion focus group meeting, December 2025

A message from Mark Allan, Chair of the Resident Influence Group.

Resident Influence Group – the voice of residents!

Hexagon has a number of engaged residents, who voluntarily spend time helping to improve services received by all of us who live in Hexagon homes. One of the key groups is the Resident Influence Group – let's call it the RIG for short.

The RIG scrutinises Hexagon's service performance and its role is to ensure that residents' priorities are central to continuous service improvement. It has identified four current priority areas:

- repairs
- anti social behaviour (ASB)
- complaints
- communications (including the MyHexagon web portal).

The RIG takes an independent view of the performance of Hexagon, initiates reviews, and makes recommendations for improvements. It has direct access to senior staff, the Board, and to Board committees, especially the Customer Services Committee.

The RIG has 11 resident members, drawn from the diverse communities and areas served by Hexagon. The RIG has replaced the previous Performance Review Group, and has a wider set of responsibilities, including overseeing Hexagon's resident engagement activities. It meets four times a year and works closely with other, more specialised resident groups, like the Repairs Group and Resident Inspectors. Hexagon's resident engagement team (RaVE for short) provide support to the group.



'RIG takes an independent view of the performance of Hexagon, initiates reviews, and makes recommendations for improvements'

We plan to have a report from the RIG in each edition of Home News.

If you want to send information or suggestions to the RIG to help shape the priority areas, email getinvolved@hexagon.org.uk, or call 020 8778 6699 and ask for the Resident Engagement Team.

Mark Allan, Chair of the Residents Influence Group

Condensation

Condensation is caused when moisture held in warmer air meets a cold surface like a window or wall and condenses into water droplets.

If this happens regularly, mould may start to grow. This usually appears on cold outside walls and surfaces and in places where the air does not circulate well. The moisture created can also damage clothes, furnishings and decoration.

What causes condensation?

Condensation usually occurs in winter because the building is cold and windows are opened less so moist air cannot escape.

Where does it occur?

You can often see condensation for short periods in bathrooms and kitchens because of the steamy atmosphere. Condensation can also be found in unheated bedrooms.

Sometimes it is in cupboards or corners of rooms where ventilation and movement of air are restricted.

What are the main causes of condensation?

All houses are affected by condensation at some time. It usually occurs when a lot of moisture and steam are produced. For example:

- When cooking
- Having a bath or shower
- Washing clothes
- When using rooms for long periods of time
- After a cold night when bedroom windows mist up
- Drying clothes inside the home
- Steam from cooking in the kitchen
- Steam from bathing and washing
- Lack of air circulating in the home
- No ventilation in the home (this can be made worse by too much draught proofing)
- Raising room temperatures suddenly. This can put warm air in contact with cold surfaces increasing the chances of water vapour condensing.
- Unvented tumble dryer





How can I cut down on condensation?

- Don't put wet clothes on radiators
- Try to use a dehumidifier when drying clothes indoors
- When cooking use the extractor fan and keep the kitchen door closed and lids on pans
- When bathing or washing keep the bathroom door closed and switch on the extractor fan. If there is a lot of water vapour, open the window if you have one
- Keep furniture, such as beds, wardrobes etc., clear of the room walls to let air circulate
- Keep your home warm
- Open any vents in windows or walls
- While we sleep, we produce about one litre of water vapour, so it will also help if you leave your window vents/ windows open at night

Mould

If you allow a constant build up of water vapour this can lead to mould growth on cold surfaces such as walls, ceilings and window reveals.

It is important to clean this mould as soon as it appears, failure to clean this mould will allow it to spread to other areas of the home. A mould cleaner can be bought quite cheaply from any DIY store.

The difference between damp and condensation

Damp occurs when a fault in the building's basic structure lets in water from the outside.

Penetrating damp occurs if water is coming in through the walls or roof, for example under a loose roof tile or through cracks.

Rising damp occurs if there is a problem with the damp proof course. The usual evidence of rising damp is a 'tide mark' on the walls, this is usually light brown in colour.



Would you like to be a Resident Scrutiny Inspector?

We're currently looking for new volunteers to join the Resident Scrutiny Inspection Team.

If you like to scratch beneath the surface, understand how things really work and help improve services for all residents, then Resident Inspections might just be for you...

Each year the Resident Inspectors choose one of Hexagon's services to do an in-depth investigation – understanding all aspects and crucially ensuring that the resident experience is fully understood. This might include things like staff interviews, resident focus groups, surveys, reviewing key documents, site visits and more.

Inspectors then develop recommendations which are responded to and monitored at a senior level in the short and long term – and importantly **we'll track what happens as a result**.

Recently Resident Inspectors have reviewed Estate Services and Community Investment; 17 recommendations and many more actions have been taken forward. The team are currently completing an inspection of the Complaint Handling service.

It can be a really rewarding process and a great opportunity to develop skills, knowledge and be part of a team. We can provide training tailored to you and you'll be fully supported throughout. If you'd like to know more, please email getinvolved@hexagon.org.uk or call 020 8778 6699 and ask for Amanda in the Resident Engagement Team.



CLICK AND MORTAR...

...REPAIRS AT THE
CLICK OF YOUR
FINGER!

REPORT
& TRACK
REPAIRS



Register your repairs in minutes with MyHexagon...

MyHexagon is now allowing you to not only report but also check on the status of your repairs, meaning you can spend less time waiting on the phone, and get on with your day.

From making quick and easy payments, viewing your repairs history, finding answers to Frequently Asked Questions, downloading your rent statement, viewing your tenancy agreement and service charge letters or getting in contact with us with. You can do it all with MyHexagon.

Sound like a plan?

**REGISTER NOW: SCAN THE QR CODE
OR VISIT MYHEXAGON.ORG.UK**



REPAIRS REPORTING



VIEW STATEMENTS



MAKE A PAYMENT



KEEP UP TO DATE



Hearing the Customer Voice – December 2025

Welcome to our regular Home News feature, where we share how your feedback is helping us make real improvements to the services you receive.

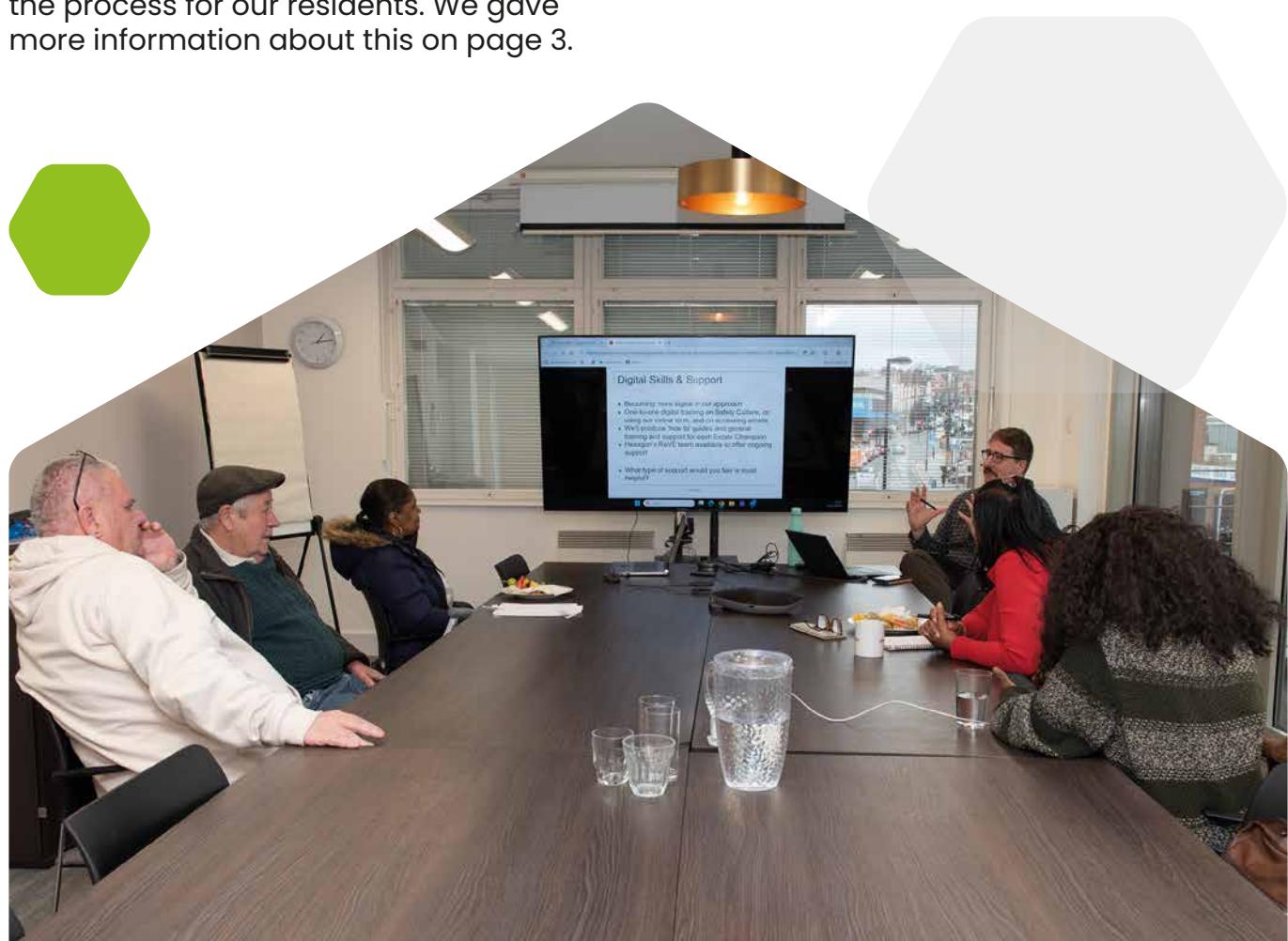
From our Board members to every Hexagon team member, we're focused on learning from every conversation with you, shaping services around your needs, keeping you informed when changes happen, and checking that those changes make a positive difference.

Reporting repairs made easier

In previous features we've reported on how you've told us that you'd like to see an improvement with the repairs service you receive. There are multiple factors to this which we're working on and we'll continue to report on these but as a starting point, we are making changes to how you can report a repair which we believe will ease the process for our residents. We gave more information about this on page 3.

Learning from complaints

A rich source of customer insight is the feedback we receive via complaints received from residents. Sometimes things simply go wrong but often, we look at whether our related policies, procedures and practices are leading to poor customer experience. We believe there is still more for us to do to gain the most from complaints and we currently have a couple of pieces of work being carried out to look at how we make sure we learn as much as possible. This includes the scrutiny of the Complaints Service by our Resident Inspectors. Look out for the outcome of their findings in the next edition of Home News.



Video Doorbells

Video doorbells are becoming an increasingly popular way to improve the security of our homes and check on our deliveries.

You do not need our permission to install a video doorbell at the main entrance door of a street property or house, but you must use it responsibly in line with the law, and with respect to your neighbours. If you live in a purpose-built block, you will need to check with us first.

Please do not drill into, or attach anything to fire doors as this can compromise their ability to protect you in the event of a fire.

We do not allow video doorbells or CCTV to be installed where they will record the internal communal areas of a block.

Disputes over video doorbells are a civil matter and it is up to the person who initiates the dispute to prove any wrongdoing. Where there is evidence of a video doorbell being used to harass, stalk or unreasonably monitor the activities of third parties, or if footage is being shared without their permission this will be treated as a breach of tenancy.

Further guidance regarding the use of CCTV and video doorbell cameras can be found on the websites/links below.

www.ico.org.uk

www.ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/



Dealing with cannabis smells in our blocks

We often get reports of cannabis smells causing a nuisance. Using cannabis is a criminal offence, and being convicted is a breach of your tenancy agreement.

Cannabidiol (CBD) can be purchased legally in shops. It gives off a similar smell to illegal cannabis so if you use CBD, please take steps to minimise its effects such as buying an air purifier for use at home.

We cannot take legal action against anyone using illegal cannabis unless they are convicted of using, possessing, or intending to supply it. If you are affected by the smell of cannabis you should report the drug use to the Metropolitan Police at www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/ or by ringing 101. You can make an anonymous report to Crimestoppers at www.crimestoppers-uk.org or by ringing 0800 555 111

If the police make us aware of drug-related offences, we will explore what legal action can be taken including injunctions and ultimately possession proceedings.



Property safety

At Hexagon, your safety is at the heart of everything we do. From regular maintenance to proactive safety checks, we're committed to ensuring your home is secure and safe. Here's a look at some of the work we undertake and our plans for the coming months.

Keeping you and our buildings safe

We conduct a range of safety activities in order to keep you safe including:

- **Gas Safety:** We conduct annual gas inspections, ensuring your gas supply works safely without leaks. Our contractor contacts you to arrange visits to suit you. We're here for any concerns you have, and Cadent (Emergency National Gas Supplier) is still available 24/7 for emergencies on 0800 111 999.
- **Electrical Safety:** Every five years, we arrange a full electrical safety test to ensure your home's electrical systems are in excellent condition. From sockets to wiring, our inspections help prevent wear and tear as well as prevent electrics from becoming a hazard. We also check and test communal electrical systems.
- **Fire Door Checks:** Annual fire door inspections have become standard for all flats, aligning with updated legislation. We conduct full surveys and arrange any necessary repairs, ensuring these doors offer maximum protection
- **Asbestos Management:** We routinely inspect known asbestos areas and manage any issues that arise. Asbestos is safe if undisturbed, but we take proactive steps to ensure it stays in good condition.

Looking forward, we are prioritising these initiatives to enhance safety even further:

- **Enhanced Resident Communication:** We will introduce reminders and updates for routine checks and maintenance, making it easier for you to stay informed.
- **Procuring New Contractors:** A lot of our contracts will be coming to an end, and we will be procuring new contracts. We will be seeking feedback from you to inform you how our contractors work to improve our services.
- **Educational Initiatives:** In the coming months, we'll be sharing safety tips, from proper appliance use to fire prevention strategies. By working together, we can make your homes even safer.
- **Education Literature:** We are currently designing posters to share with you on key safety areas with tips to keep you safe. We will be publishing these on our website.



Money Support Case Studies

A resident was referred to Money Support because they had arrears on their account due to bedroom tax.

They were bidding to downsize to a smaller property but this process was taking a long time. Our Money Support Advisor, Sophie helped them apply for a Discretionary Housing Payment and they were awarded £1108.39, which significantly reduced the resident's arrears and helped maintain the tenancy.

Sophie also supported a resident that had reached pension age and needed guidance to access housing benefits, council tax reductions and other benefits. She advised the resident that she may be entitled to Attendance Allowance and helped them complete all the necessary forms. As a result, the resident received an annual increase of £15,781.78.

£20,439 in financial gains for Miss B due to the support from our team



Miss B

When Miss B moved from supported living into her new general-needs tenancy, the change felt overwhelming. For the first time, she would be fully responsible for managing her tenancy, her bills, and her day-to-day finances. She worried about how she would cope.

Miss B was referred to the Money Support Team to access new tenancy support and worked with our advisor Whitney. They completed an assessment to identify her needs and focused on building a strong foundation from the very start. Her benefits were updated, housing cost reported, council tax support was applied for, and her rent was set to be paid directly to Hexagon. This gave her peace of mind and helped her keep her budget on track.

Over the past 2 years Whitney has supported Miss B with several financial matters including a Personal Independence Payment (PIP) application, freedom pass application, council tax reduction, lowering energy bills, support with a Universal Credits review, help to apply for ID, and set up online accounts and banking. This has resulted in financial gains totalling £20,439. She was also supported to get a back dated PIP payment, a warm home discount and Water Help. This support has enabled her to sustain her tenancy.

Supporting residents to pay their rent

Our Hexagon teams are working closely with residents in rent arrears at an early stage to help prevent evictions.

This has led to 16 cases, which were in the legal process, not getting to eviction stage. And to residents collectively paying off £77,000 in rent arrears through early engagement and tailored support.

Rather than focusing on enforcement, we have open conversations, offer practical advice, and personalised payment plans designed to meet resident needs.

The results have been positive: by working closely with Customer Accounts Officers and support teams, residents were able to access benefits advice, budgeting support, and flexible repayment arrangements.

This proactive approach reduced financial pressure on households but also helped prevent the disruption and distress caused by possible evictions. For many residents, the process provided reassurance during challenging times with one resident saying the support made them “feel listened to and supported, rather than judged,” and allowed them to regain control of their finances while remaining in their home.

The £77,000 collected in rent arrears represents more than a financial milestone. It reflects a shared commitment to compassionate support, sustaining communities, protecting homes, and building trust between residents and Hexagon. When resolving arrears early, resources can be reinvested into homes and neighbourhood services, benefiting everyone.



£77,000 paid off in rent arrears through early engagement and support

Reducing costs this winter

Pocket Power

We are proud of our new partnership with Pocket Power, a service that helps residents reduce everyday costs.

Pocket Power specialises in finding better deals for essential bills. Their team look at things like energy tariffs, mobile phone contracts, broadband packages, insurance and accessing grants. They do the searching, comparing, and switching on behalf of the resident which makes the process simple and stress-free. Residents tell us they had no idea how much they were overpaying until Pocket Power stepped in.

'Support from Pocket Power helped a resident save £1,020 per year on their bills and feel more in control of their finances'

The savings can be significant. One Hexagon resident recently received an annual saving of £1,020.56 after Pocket Power reviewed their bills. This reduction took the pressure off their finances and helped them feel more in control of their household budget.

The service is especially helpful for residents who find it hard to compare deals or who don't have the time to work through complicated bills. They explain everything in a clear way, and residents always make the final decision before anything is switched.

What Residents Can Expect From a Referral

When a resident is referred to Pocket Power, they can benefit from:

- A full review of their household bills
- Expert advice on cheaper, suitable options
- Support with switching providers
- Savings that can ease financial pressure and improve wellbeing

We encourage any resident who wants to reduce their bills to ask about a referral. A short conversation could lead to long-term savings.

Energy vouchers

We are still able to issue energy vouchers to residents experiencing financial difficulties and debt through the HACT Energy Fund. You will need to engage with our Money Support Team, including completing a budget and/or having an appointment with Pocket Power.

We are also excited to announce that we are now able to support residents who are British Gas customers with post office vouchers for their pre-payment meter.



Work Placements

We're pleased to announce 12-week work placements with our Property Safety, Community Investment and Neighbourhood Teams. These placements are 2 days a week and open to any Hexagon resident aged between 18 and 67.

To access a placement, you will need to do the following:

- Email your CV
- Attend an interview
- If your interview is successful, attend a risk assessment and work placement onboarding meeting

The benefits to you of completing a work placement:

- Induction training
- Help with travel expenses
- A £5 lunch voucher each day
- GDPR training
- Training on our software systems
- Call handling training
- A greater understanding of social housing
- A reference

Apprenticeship offer

Hexagon is working in partnership with Guildmore, Good People and Joe Brennan Training to provide a paid 6-month work placement apprenticeship in Dry Lining.

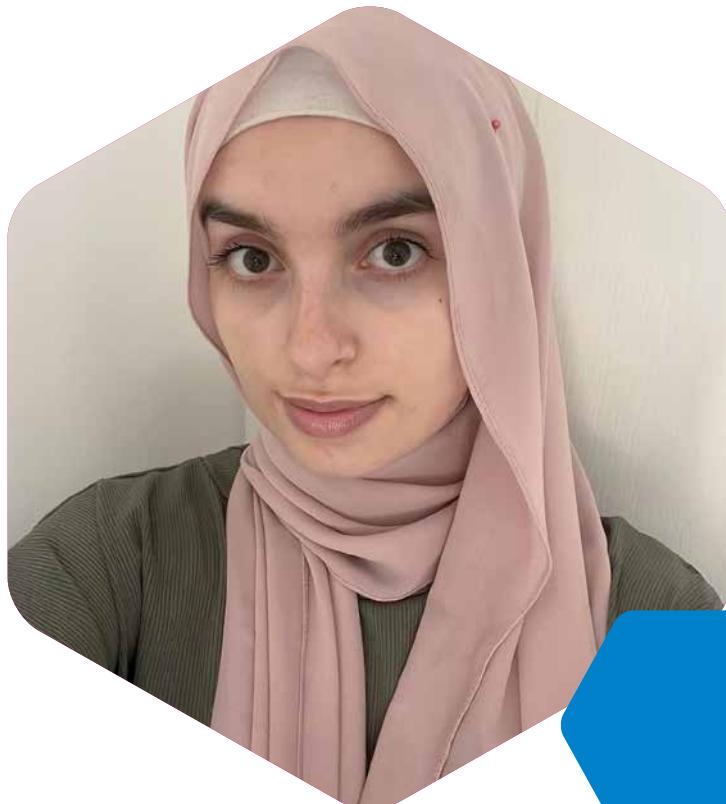
Location: **Southwark**

Anticipated start date: **February 2026**

Pay: **London Living Wage**

Must have:

- A keen interest in working within construction
- A level 1 or 2 construction related qualification
- A CSCS card
- Minimum Grade 4 in English and Math or level 2 in literacy and numeracy.
- Good attention to detail
- Able to follow instructions
- Time management



Leila Chaoui,
Money and Employment
Assistant who did a work
placement at Hexagon
then successfully secured
a paid role.

Mentoring

We have started running a small mentoring program for residents in work looking to either progress or change career path.

We aim to support 10 residents to access 6 career mentoring sessions over a 6-month period. Currently, 5 residents have been assigned a career mentor with 4 out of 5 having attended their first mentoring session. Feedback has been very positive with people saying the following:

"Thank you for setting me up with the mentorship program. The first meeting went well."

"Just wanted to say thank you and Trevor is awesome, very motivating and positive, love his vibe indeed!"

We are looking for 5 more mentors to support our residents.

To be a mentor, you will need to

- Be in work or retired from a professional career
- Complete an online mentoring course
- Be prepared to have a DBS check
- Be available for monthly mentoring sessions and bi-monthly mentor meetings

If you're interested in any of the above opportunities please email et@hexagon.org.uk stating which opportunity you're interested in.

What's on February and March 2026

Online workshops 10am – 12pm.
Mock interviews 2pm – 4pm

Monday 16 February

Hexagon job applications

Monday 9 February

Hexagon CV

Monday 30 March

Hexagon job applications

Monday 16th March

Interviewing training

Friday 20th March

Mock interviews



Supporting Young People over Christmas

We are proud to announce a new partnership with the Bank of Things, a Young Mayors Project working in partnership with Lewisham Local aimed at Young People aged 11 to 25 living in Lewisham.

Former Young Mayors have used their budgets to develop the Bank of Things to address the issue of poverty and lack of resources for young people in the borough. They now supply everyday necessities to any young person facing hardship living in Lewisham.

They ran a Christmas appeal for Lewisham residents aged 11 to 25, providing practical gifts to help make the festive season a little brighter for 15 of our young people.



New Tenancy Support

Since April 2025, our Money Support team has been providing enhanced tenancy support to help our new residents settle into their homes.

What We Have Been Doing

The team has been helping residents to:

- Understand and apply for benefits, including Universal Credit
- Get budgeting advice and financial guidance
- Complete council tax registration
- Register with energy suppliers and find the cheapest tariffs.
- Apply for grants and other funding opportunities

Impact So Far

- 62 new residents supported since April
- Many residents have accessed additional benefits or grants, easing financial pressures

Looking Ahead

- Demand for tenancy support does not appear to be slowing down and we will be utilising our partnerships, such as Pocket Power, to increase support for new tenants.

Why It Matters

- Residents feel more confident and secure in their homes
- Actively work with the resident to reduce tenancy issues and the risk of rent arrears
- Stronger relationships between residents and Hexagon teams

Universal Credit Migration – What Residents Need to Know

Over the next few months, many people across the country will be asked to move from older benefits to Universal Credit.

This change is called “UC migration,” and some Hexagon residents will start receiving letters about it.

What the Change Means

If you currently receive benefits such as Housing Benefit, Income Support or other older-style payments, you may be asked to switch to Universal Credit instead. The letter you get will explain when you must make your claim. It is important not to ignore it, because the old benefit will eventually stop.

What to Expect

Universal Credit works differently. Payments are usually monthly, and the housing part of the benefit is included in your UC payment. This means rent is no longer paid straight to your landlord unless you receive an Alternative Payment Arrangement. Some people find the change simple, while others need a bit more support while they adjust.

How Hexagon Can Support You

If you receive a migration letter, please contact us. We can:

- Talk through what the letter means
- Help you make the UC claim
- Check you are getting the right elements and any extra allowances
- Support you with budgeting while you move to the new monthly payment
- Help you ask for your rent to be paid directly to Hexagon if needed

We understand that this change can feel worrying, especially if you rely on your benefits to manage your home. You do not have to handle it alone. We are here to help you through each step and make sure your support continues smoothly.



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 enquiries

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

Report a repair

To report a repair call us on

020 8778 6699 or use your

MyHexagon account.

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

መንግሥት የሚከተሉ ነው እና አንድ አንድ እና እና!

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



HEXAGON.ORG.UK