

Spring 2026

Hexagon

# Home News

## In this issue:

- Pg 3 ● Gas and electrical safety
- Pg 5 ● Personal Emergency Evacuation Plans (PEEP's)
- Pg 13 ● Our new diversity calendar
- Pg 16 ● An update on our repairs call transition

[Read or download a digital copy >](#)



# Contents

- 3 Gas Safety, Access, and Emergency Preparedness
- 4 Electrical Safety
- 5 Personal Emergency Evacuation Plans
- 6 Thanking our engaged residents
- 7 Get involved with Hexagon
- 8 Listening and using your feedback to make improvements
- 9 Caring for Your Garden
- 10 Helping residents get back on track with their rent
- 10 Our money support team helps new resident
- 11 New Tenancy Sustainment Strategy
- 11 New Ways of Working
- 12 Jeremy has secured an engineering apprenticeship!
- 13 Diversity calendar
- 14 Could you be an Estate Champion?
- 15 Working with residents to improve our complaints service
- 16 Repair calls came back in house February 2026
- 17 Rent increase
- 18 An update from our Resident Influence Group Chair, Mark Allan
- 20 Moneywise – Free Workshop for Hexagon Residents

## WELCOME

Spring is in the air at a time when we are setting out our plans for the business year ahead. The government are rolling out a suite of initiatives that will be beneficial for residents:

- From October we must provide information to tenants concerning their accommodation, facilities and services.
- The second phase of Awaab's Law also rolls out in October. It expands on damp and mould to cover excess cold, excess heat, falls, structural issues (collapse, explosions), fire, electrical hazards, and hygiene/food safety.
- The Future Homes Standard which focuses on improving heating, hot water systems, and reducing heat waste will come into effect in December.
- The Remediation Bill has set a hard deadline to fix or have a plan to fix all buildings with unsafe cladding above 11m by December 2029.
- The Warm Homes Plan provides funding for energy efficiency measures for low-income households
- Royal Institute of Chartered Surveyors are working on setting a standard to carry out stock condition surveys so there is consistency across all landlords.

I am pleased that Stephanie Turton joined us on 13 April as the new Operations Director. This coincides with a few changes we are making with particular focus on customer services and complaints.

The Resident Inspection Panel have completed their scrutiny of complaints and made several recommendations to improve performance. This is supported by a review from an external company. We have accepted the recommendations and will be implementing them in coming months.

In this issue you will find the Diversity Calendar. This highlights key dates and celebrations, to promote understanding, encourage conversations, and foster a sense of belonging across communities. We invite you to explore the calendar with us, learn something new, and join us in celebrating the diversity that makes London such a vibrant place to live.



**Sharon  
Carter, Chief  
Executive**

# Gas Safety, Access and Emergency Preparedness: What Every Resident Should Know

Keeping our homes safe is a shared responsibility, and one of the most important parts of that is allowing access for essential gas safety checks.

Even if you don't personally use gas for cooking or heating, you may still have gas pipework running through your home. These shared pipes supply other homes in the building, which means engineers still need to inspect and maintain them to keep everyone safe.

## Why Gas Safety Checks Matter

Gas safety checks are a legal requirement, and they're essential for protecting you, your neighbours, and your home. Faulty appliances or damaged pipework can lead to extremely dangerous situations, including gas leaks or carbon monoxide exposure.

Carbon monoxide (CO) is particularly dangerous because it has no smell, no taste, and no colour. This makes it impossible to detect without proper alarms and regular servicing of gas appliances.

## Regular Servicing Helps Your Boiler Last Longer

In addition to keeping your home safe, regular servicing of your boiler can significantly extend its lifespan. A well maintained boiler runs more efficiently, breaks down less often, and is far less likely to develop faults that could put you at risk.

By allowing our qualified engineers access to carry out safety checks and servicing, you're protecting your home, saving money in the long run, and helping us keep the whole building safe.

If the scheduled appointment time doesn't suit you, please contact Smith and Byford by Freephone on **0800 088 4433** or **020 8722 3434** who are always happy to rearrange.

## Remember: Carbon Monoxide Cannot Be Smelt

Because carbon monoxide is completely odourless and invisible, leaks often go unnoticed and can lead to carbon monoxide poisoning. Symptoms such as headaches, dizziness, nausea, or confusion can easily be mistaken for other illnesses. Regular checks and a working carbon monoxide alarm are your best defence.



# Electrical Safety: Keep Your Home Safe

Electrical safety is just as important as gas safety. Faulty wiring, overloaded sockets, and damaged appliances can all cause fires and serious injuries.

## Ways to stay safe:

- Avoid overloading plug sockets or extension leads.
- Replace damaged cables or plugs immediately.
- Keep electrical appliances clean and in good condition.
- Report any signs of electrical faults, such as flickering lights or burning smells.
- We need to carry out an electrical inspection every 5 years in your home to help prevent fatal fire hazards and ensure your home is safe.

## Electrical Scooters & Lithium-Ion Battery Safety

E-scooters and other devices powered by lithium-ion batteries (such as e-bikes, mobility scooters, and power banks) can pose a serious fire risk if not charged and stored safely.

To reduce the risk of fire:

- Never charge e-scooters or e-bikes overnight or while you're sleeping.
- Use only the original charger supplied by the manufacturer.
- Keep devices away from escape routes, hallways, and front doors.
- Never block communal areas with scooters or bikes.
- Stop using the battery immediately if it becomes hot, damaged, swollen, or gives off a strange smell.
- Charge batteries on a hard, flat surface never on a bed, sofa, or carpet.
- Do not expose batteries to extreme heat or direct sunlight.

Lithium-ion fires can spread incredibly fast, giving off toxic smoke. Storing and charging safely helps protect you, your neighbours, and the building.



# Personal Emergency Evacuation Plans (PEEPs)

## Do You Need Help Leaving Your Home in an Emergency?

Your safety is our top priority. In the event of a fire or emergency, it's important that every resident can leave the building quickly and safely. Some people may need extra time, support, or a different route to evacuate and that's completely okay. We're here to help.

A Personal Emergency Evacuation Plan (PEEP) is a confidential, personalised plan created with you to make sure you have the right support in place if an emergency happens. It sets out what you should do, where to go, and what assistance you may need.

## Who Might Need a PEEP?

You may benefit from a PEEP if you:

- Have reduced mobility or use a wheelchair.
- Use a walking frame, stick, or aid.
- Have breathing difficulties or other health conditions.
- Are visually or hearing impaired.
- Live with a long-term condition that affects your ability to move quickly.
- Are pregnant and feel you may need extra support.
- Have a temporary condition, such as recovering from surgery.
- Would struggle to use stairs in an emergency.

If anything affects your ability to leave the building unaided, we want to hear from you.

## Why PEEPs Matter

PEEPs are especially important in high-rise buildings where our residents may have longer or more complex escape routes.

A PEEP helps ensure:

- You know the safest route out.
- We understand what support you need.
- Any additional arrangements can be put in place.
- You are not left vulnerable in an emergency.

Planning ahead saves time, reduces risk, and increases safety for everyone.

## What Happens When You Request a PEEP?

We'll arrange a friendly conversation at a time that suits you. Together we will:

1. Discuss any challenges you may face during an evacuation
2. Look at your building's layout and your floor level
3. Agree on what support you need
4. Create a personal plan you can follow
5. Review it regularly so it stays up to date
6. With your permission, share with the Fire Rescue Services.

You will receive a copy of your individual PEEP, and we will keep the plan securely on file.

## Please Keep Us Updated

If your circumstances change even temporarily, please let us know. A new health condition, changes in mobility, pregnancy, or recovering from injury can all mean you would benefit from a revised PEEP.

If you think you may need a PEEP, or if you're unsure and want to talk it through, please contact us on **020 8778 6699**. We're here to support you and make sure you feel safe in your home.

# Thanking our engaged residents

On Thursday 26th March we held our annual recognition event at the London Bridge Hotel. We appreciate the many residents who get involved with Hexagon in various ways which we've outlined in the menu on the following page.

Our recognition event is a great way to thank these residents for their time and commitment. Drinks were flowing and a delicious three course meal was enjoyed by all. There was also a gift to take away at the end of the night!

Residents heard speeches from our Chief Executive, Chair of Customer Service Committee, Chair of Resident Influence Group (RIG) and one of our longstanding engaged residents.

This event is just one way we thank our volunteers. We are also launching a new Resident Expenses and Incentives Policy in May.

We make sure no resident is out of pocket from engaging with Hexagon and cover travel and childcare costs as well as providing refreshments.

We provide training and skills development and also give shopping vouchers to thank residents for their involvement. This ranges from prize draws for surveys to larger amounts for residents who attend groups throughout the year. You will be able to read the new policy on our website in May.

Thank you to Hexagon for providing me with endless support. My involvement with Hexagon has built my confidence and opened avenues for work opportunities. I proudly represent Hexagon as an Estate Champion and enjoy volunteering for other roles

I thoroughly enjoy my being part of RIG, being a resident and helping make decisions with Hexagon. For the last 3 years I was an estate grader which was great meeting other residents.

Residents at our recognition event in March



# Get involved with Hexagon

Would you like to help influence and shape our services?

We are always looking for ways to improve what we do. Hearing the customer voice is important to us as residents are the people who know best.

We listen carefully to what our involved residents tell us so we can be sure we are making the right decisions.

Our involvement menu sets out the ways residents can engage with us and play a part in shaping what we do.

If you're interested in hearing more and having a chat with us about getting involved then please do contact us at [getinvolved@hexagon.org.uk](mailto:getinvolved@hexagon.org.uk) or call and ask to speak to Amanda, Leo and Sheryl in the Resident Engagement Team.

I am eager to see Hexagon's refreshed engagement strategy come to life. I truly hope it creates a space where residents from all walks of life feel seen, supported and listened to, offering the incentives and training needed for every member of our vibrant resident community to thrive and benefit from.

## Menu of involvement options

### Resident Influence Group (RIG)

Reviews how services are performing, considers feedback from other resident groups, and make recommendations to improve services and resident satisfaction.

### Repairs Group

Focuses on improving Hexagon's repairs and maintenance services. Members scrutinise repairs performance, review contractor information and customer satisfaction data.

### Resident Inspectors

Carry out detailed, in-depth investigations into resident-facing services.

### Estate Graders

Visit a selection of Hexagon estates to grade the condition of communal areas against agreed standards.

### Estate Champions

Resident volunteers who help keep their local estates clean, safe and welcoming. They help keep estates in good order by spotting and reporting issues in communal areas and working in partnership with Neighbourhood Officers to support improvements.

### Editorial Panel

Residents and staff meet quarterly to decide on the content for our Home News Magazine and Annual Residents' Report to ensure they meet the needs of residents.

### Recruitment Panel

Residents are trained to sit on recruitment panels at Hexagon.

### Focus/Task Groups

Short-term resident groups set up to help shape specific pieces of work, such as new policies, strategies, or the procurement of new contracts.

### Surveys

Usually online, these are a chance for residents to give us feedback to help inform an area of work.

# Listening and using your feedback to make improvements

You may recall from previous editions of Home News that we are committed to providing information about how we are listening, learning and acting on what residents have told us about the services they receive.

Known as 'Hearing the Customer Voice' we report regularly to Hexagon's Board about what we have learnt from our contact with residents and how we have either responded to improve services, or how we would like to with the Board's support.

Our use of data from every point of contact with residents is steadily improving but the following sources of data continue to provide us with comprehensive information about residents' experiences of Hexagon's services:

- **Tenant Satisfaction Measure (TSM) surveys** – these are surveys introduced by the Regulator of Social Housing to assess how well landlords are doing in providing good quality homes and services.
- **Stage 1 complaints from residents.**
- **Day to day contact with residents.** We aim to record each point of contact on our Communication Relationship Management (CRM) system.

Back in February, our 'Hearing the Customer Voice' update was shared with the Board's Customer Services Committee. This reported on our resident contact for the period between April and September 2025 and included the following headlines:

- **Complaints from residents regarding poor services remain high with many being escalated to the Housing Ombudsman.** With very slow progress to reduce this volume or to embed Lessons Learned, reviews of how we can improve on this have been carried out by our Resident Scrutiny Team and an external consultant. We will be sharing more on their findings and actions to see improvement in the next edition of Home News.

- **Communal cleaning saw the highest number of comments from residents when they were contacted for their feedback and site visits from senior members of staff identified that cleaning standards were not as high as being recorded during estate inspections.** Expectations of more accurate assessments of cleaning standards have been re-set, resulting in the contractor, Just Ask, being increasingly challenged.
- **Delayed and incomplete repairs were the second most common subjects to be commented on by residents.** Regular work looking at and monitoring progress against these areas is ongoing with Gilmartins. The return of repairs call handling to Hexagon (page 16) has been a significant step in us being able to monitor the service received by residents.
- **The number of people calling Hexagon to make a rent payment remains one of the main reasons why residents call us.** This is even though MyHexagon allows rent payments to be made anytime, anywhere.
- **Promoting new services which are due to be made available on MyHexagon, and continuing to increase My Hexagon's options is now being driven by a Working Group made up of senior staff.** More residents using MyHexagon will help to reduce the volume of calls being received into the Call Centre and in turn reduce the call waiting times.

The next Hearing the Customer Voice paper, spanning October 2025 to March 2026, is due to be seen by the Customer Services Committee in May and outcomes from this will be reported in the next issue of home news.

# Spring into Action: Caring for Your Garden

As the days get longer and the weather begins to warm, spring is the perfect time to give your garden some well-deserved attention.

Whether you have a small patio space or a larger garden, keeping it tidy and well maintained not only makes your home more enjoyable but also helps create a pleasant environment for your neighbours and community.

Maintaining your garden is your responsibility as a resident, unless you receive a gardening service through a service charge. Regular upkeep such as cutting grass, trimming hedges, removing weeds, and disposing of waste properly can make a big difference. A well-kept garden can also prevent issues like overgrown plants causing damage to fences, pathways, or neighbouring properties.

We understand that keeping on top of garden maintenance isn't always easy. Changes in health, mobility, or personal circumstances can make it more challenging, especially after the winter months when gardens can become overgrown quickly.

If you're finding it difficult to manage your garden, please get in touch with us via the Customer Services Centre, or via email [customer\\_desk@hexagon.org.uk](mailto:customer_desk@hexagon.org.uk) we're here to help and can talk through what support may be available to you. This might include advice, signposting to local services, or exploring other practical options depending on your situation.

Taking small steps now can make your garden a space you can enjoy throughout the spring and summer months.



Resident winners  
of our gardening  
competition in 2025



# Helping residents get back on track with their rent

A resident facing the threat of losing their home successfully cleared their rent arrears with support from us and their Local Authority.

A resident had built up high arrears so our Customer Accounts Team were taking legal steps to seek a possession order. This is our last resort when all other efforts to resolve arrears have been exhausted.

Thankfully the resident was keeping communication open with us and was determined to find a solution. They began engaging with the Local Authority and were able to secure a Discretionary Housing Payment (DHP), which cleared the rent arrears in full.

This outcome prevented the resident losing their home. It was also a fresh start as we have now requested direct payments from Universal Credit for the resident's rent payments.

The Customer Accounts Officer involved in the case said it highlights an important message: even when circumstances feel overwhelming, staying engaged and being willing to seek help can lead to positive outcomes.

## Our Money Support Team helps new resident

Our Money Support Team have been supporting a deaf resident who has a new tenancy with Hexagon. Our Money Support Advisor, Whitney, has visited the resident twice at home to assist him in successfully claiming State Pension and Housing Benefit.

During this time the resident had a fire in their home due to a blow heater. This

damaged his mattress and bedding. Whitney helped get an emergency grant to replace these, making sure he resident had a safe place to sleep. Applications for a cooker and fridge freezer have also been submitted.

Whitney also referred the resident to Adult Social Services Deaf Support, who are now providing support.



Whitney and our Money Support Team

# New Tenancy Sustainment Strategy

Hexagon is developing a new Tenancy Sustainment Strategy which will focus on maximising residents' income and improving financial wellbeing.

In March we engaged with residents to ensure the strategy reflects their needs and experiences. A total of 42 residents completed a survey, and 7 took part in focus groups. We are grateful to all those who contributed their time and valuable feedback.

We also held an internal focus group with colleagues from Rent and Service Charges, Customer Accounts, Customer Services, and Neighbourhood teams. All the views we gathered are helping to shape the strategy and ensure it aligns with Hexagon's key business priorities.



# New Ways of Working

As part of this work the Money Support Team has reviewed its approach to triaging referrals to ensure we can help those residents most in need.

- We have introduced a Red, Amber, Green (RAG) system to identify vulnerability and risk. Residents assessed as high risk (Red) will be offered support within 24–48 hours of referral.
- We have extended tenancy support for new tenancies to up to 6 months, helping to make sure residents are fully settled and have the best chance of sustaining their tenancy.
- We have strengthened our community partnerships with external organisations to support more residents:
  - Extending our contract with Pocket Power who help residents reduce household bills and access financial support with an average saving of £250 per year.
  - Setting up a new partnership with Citizens Advice to support residents with financial issues.
  - Working closely with contractors to access more training and employment opportunities for residents.
  - Referring residents seeking employment to local specialist support providers.

# Jeremy has secured an engineering apprenticeship!

Jeremy, aged 19, has been supported by our employment support services for over eight months with the goal of securing an engineering apprenticeship.

Jeremy was super motivated but needed support with applications and making sure he got his skills across to potential employers.

He was helped to develop a range of strong, role-specific CVs. He also attended an Introduction to Construction and Green Jobs workshop, which increased his awareness of the sector and boosted his confidence.

Jeremy showed determination by applying for a wide range of roles. While searching for his dream role, he secured a temporary position at an Amazon warehouse. This was valuable work experience and income.

Jeremy also benefitted from our mentoring programme. He was matched with one of our voluntary career mentors, Anne, a chartered surveyor from HDWE, who provided practical advice on job searching. This included how to use LinkedIn to identify opportunities and connect with employers.

In March, Jeremy successfully secured an engineering apprenticeship with Utilita. The process was highly competitive, with 50 applicants and only 8 positions available.

Jeremy's journey demonstrates the value of tailored support and determination in securing his dream job.

## Jeremy's mentor Anne says:

"It has been a privilege to take part in the Hexagon mentoring programme and to support Jeremy on his journey to securing a place on an apprenticeship scheme. He was completely focused on his goal, and being able to guide and encourage him throughout the process has been incredibly rewarding.

The experience also opened my eyes to how challenging it can be to enter the property industry today compared with 30 years ago.

I congratulate Jeremy on his determination and wish him every success in his career. I would wholeheartedly recommend becoming a mentor—it's an opportunity to reinvigorate your enthusiasm for your own career, to inspire others, and to learn from the next generation about what it's like to be starting out today."



# Diversity Calendar

We're pleased to introduce a new Diversity Calendar in our newsletter – a space to recognise and celebrate the wide range of cultures, faiths, identities, and experiences that make up our community.

At Hexagon, we are proud to work with residents from many different backgrounds. We know that our neighbourhoods are stronger, safer, and more welcoming when everyone feels seen, respected, and valued. The Diversity Calendar is one way we can acknowledge important cultural events, religious observances, and awareness days throughout the year, helping us all learn more about one another.

If there is an event or awareness celebration you would like us to include in our calendar then please contact our Resident Engagement Team and let us know: [getinvolved@hexagon.org.uk](mailto:getinvolved@hexagon.org.uk)

## Diversity Calendar 2026

June 22 • **Windrush Day**

Commemorating the arrival of the Empire Windrush in 1948, this day recognizes the contributions of the Caribbean community to British society. It's also a time to reflect on immigration, systemic racism, and historical injustice.

July 18–August 17 •

**South Asian Heritage Month**

Founded in the UK, this month explores the history, culture, and contributions of South Asian communities in Britain. It includes key milestones such as Partition and the independence of India and Pakistan.

September 14–20 • **National Inclusion Week**

Created by Inclusive Employers UK, this week brings a workplace focus to inclusion. Each year has a different theme, offering a framework for education, events, and practical actions that organizations can take.

October • **Black History Month**

A UK initiative since 1987, Black History Month celebrates the history, achievements, and culture of Black Britons. It invites reflection on both historical injustices and the future of racial equity in the UK.

October 11–18 •

**National Hate Crime Awareness Week**

This UK campaign aims to raise awareness of hate crimes and promote community solidarity. Workplaces use the week to reaffirm their commitment to safe, inclusive environments for all employees.

November 8–15 • **Inter-Faith Week**

This uniquely British initiative promotes mutual understanding between faith groups. It provides a platform for education, cooperation, and reflection within diverse teams and communities.

December 10 • **Human Rights Day**

While observed globally, Human Rights Day has special resonance in the UK due to ongoing debates around the Human Rights Act. It provides a context to discuss equity, legal rights, and social justice in Britain today.



# Could you be an Estate Champion?

We are looking for residents who care about their neighbourhood and would like to help us keep your estates clean, safe and well maintained.

Estate Champions are volunteers who work with Hexagon's Neighbourhood Team to help monitor the condition of their estate. By sharing feedback with us, they play an important role in helping improve the services we provide to all residents.

As an Estate Champion, you would keep an eye on the communal areas where you live and let us know if something needs attention. This might include reporting issues such as unsatisfactory cleaning or grounds maintenance, graffiti or fly-tipping, or anything else that could affect the safety or appearance of the estate.


Estate Champions may also join their Neighbourhood Officer on their estate inspections to review the condition of communal areas and help identify issues.

You don't need any previous experience, just a passion for your community and a willingness to give time to share your insights with us. We will provide guidance and support, so you understand how the role works and how to get the most from your volunteering.

Estate Champions help us spot problems earlier, help ensure residents' voices are heard, and help us improve the performance of our cleaning and grounds maintenance contractors.

If you would like to play a part in improving your estate, we would love to hear from you.

Interested in becoming an Estate Champion? Email [GetInvolved@Hexagon.org.uk](mailto:GetInvolved@Hexagon.org.uk) or call Leo on **020 8778 6699**.



Some of our estate champions at our recognition event in March

# Working with residents to improve our complaints service

Each year the Resident Inspectors carry out a resident-led scrutiny review of one of Hexagon's service areas. In 2025 the Inspectors chose to review the Complaints Service.

The key themes of their findings are:

- The quality and timeliness of complaints handling and communication up to the point of a response.
- Completion of actions arising from an upheld complaint response, and keeping residents updated.
- Internal coordination of complaints impacting the resident experience, particularly with regards to cross-team cases.
- Ensuring lessons learned from complaints make a positive difference to service delivery.
- Additional opportunities to improve complaint reporting and feedback.

Thank you to everyone who has been involved in this process, it makes a real difference. We are currently working to providing a response to the recommendations and we will keep you updated in the next edition of Home News. This will form an action plan which will be monitored and tracked by management and resident volunteers to hold us to account.

## Changes in the team

In recent months, there have been a number of staff changes in the Complaints Team. We appreciate your patience for any additional delays during this interim period, we are working hard to fill these roles. In addition, we have created a new Complaints Manager position to further advance our commitment to delivering excellent customer service for our residents and recruitment will take place over the next few weeks.



**Stefanie Turton, our new Operations Director who will be responsible for Housing, Property and Customer Services including complaints.**

# Repair calls came back in house February 2026

By the time this edition of Home News hits your doormat or inbox, our Customer Services Team would have been handling the Repair calls and queries for 3 months.

The decision to take the calls back from Gilmartins Contact Centre was part of our journey to see an improvement in the repairs service that residents receive. Residents were experiencing lengthy waits before their calls were answered and further delays when chasing repairs up or when something had gone wrong. By taking the calls back, the hope is to:

- Improve the overall repair reporting experience.
- Allow Hexagon (rather than Gilmartins) to accurately report call volumes, trends and act accordingly.
- Have increased visibility of repair works raised so we can support residents more if they need to call back.
- Be able to deal with dissatisfaction regarding repairs sooner.
- Have a holistic view of the resident's experience from the initial logging of a repair to completion.

After months of preparation, transition day was Monday 2nd February 2026 and all hands were on deck when the lines opened at 9am. We recruited three additional Customer Service Advisors to support the increased workload.

As part of the transition, a new repair diagnostic tool was introduced to enable our Customer Services Team to diagnose and raise repair jobs and to book appointments directly, feeding into our systems and Gilmartins.

This repair diagnostic tool will soon be rolled out to our residents via the MyHexagon app and you will be able to book repair appointments online. This is an exciting development for Hexagon and its residents allowing 24/7 access to Repairs. We will continue to provide updates on this.



So how has the transition gone?

**1st month we received  
5430 calls**

**Second month we received  
5448 calls**

The call wait time has increased by a maximum 20 minutes after taking the repair calls in house..

We are working hard to reduce call wait times and hope to see this improve over the next 2 months.

### Resident satisfaction

After an initial dip in February when we took the calls back in house, resident satisfaction with the Customer Service Team has started to increase again. This is encouraging to see as improving resident satisfaction was one of the key reasons why we wanted to take the repair call handling back inhouse:

**January 74.7%  
overall resident satisfaction**

**February 54.6%  
overall resident satisfaction**

**March 62.9%  
overall resident satisfaction**

We would like to take this opportunity to thank you for your patience, understanding and cooperation during the transition. We feel confident that we will continue to see improvement and provide a great service to residents.

## Rent increase

At the start of the new financial year (April 1st), the 2026/27 budget sent to all leaseholders in February and shared owners a month earlier, went live.

Residents also received their 2024/25 year-end costs, which were the basis of that new budget. With so much information to present, and recent actual costs informing budgets for the first time in a while – some residents' costs have changed more than in previous years and there are outstanding queries and challenges despite the budget going live.

Thank you for your patience and for working with us on the first step to reaching accurate, transparent service charges going forward. We're processing multiple queries/adjustments across almost all schemes as quickly as possible, as well as continuing work with auditors on finalising the 2022/23 and 2023/24 year-end accounts. We apologise for any delays or stress you've experienced around these increases.

Please be assured that the service charge budget is designed to cover only the expenses Hexagon incurs managing your communal home, and only those which your lease tells us we can recover. If corrections are needed, no matter how long the investigation or review takes, they will be backdated to ensure residents do not lose out.

# An update from our Resident Influence Group Chair, Mark Allan

Engaged residents play a crucial role in making Hexagon services responsive to the needs of residents.

People volunteer to spend time for the benefit of all Hexagon's residents. Residents sharing our lived experience to improve services for everyone is welcomed at all levels of Hexagon staff and by the Board.

Over the last year we have transformed the previous Performance Review Group into the new Resident Influence Group (RIG for short), which has a wider role, including commissioning scrutiny – that is the detailed examination of Hexagon's performance in delivering services to residents. The RIG is currently working on three priorities:

**1 Repairs:** This is led by our separate residents' Repairs Group which meets 6 times a year – members have informed, high level discussions, and in the past year have focused on damp and mould, and Hexagon taking repairs calls in-house. RIG is checking the resident experience and working to ensure future scrutiny into repairs reflects resident priorities.

**2 Complaints:** A team of resident inspectors, including two members of RIG, have done an in-depth investigation of resident satisfaction with the complaints process. The inspectors produced a detailed and wide-ranging report with a total of 22 specific recommendations. The quality and depth of this work has been commended by an independent consultant that Hexagon has brought in to advise on our complaints process.

**3 Anti-social behaviour (ASB):** The RIG has commissioned an external consultant to carry out an independent assessment of how Hexagon deals with ASB. This will assess key documents, processes and performance; carry out a review of how previous cases have been handled; and work with RIG and residents to understand the resident experience.





Member of RIG at our recognition event in March

### Recommendations and influence:

RIG makes recommendations to staff and Board on many aspects of services. Some examples include:

- Developing 'Hearing the Customer Voice' a report that brings together contact from residents, resident satisfaction measures, complaints and engagement. This report includes a breakdown of tenure so that the voice of both leaseholders and tenants can be understood.
- Commissioning an independent assessment of ASB (noted above).
- Commissioning a resident survey to inform lettable standards (the condition of a new home when a tenant moves in). This resulted in additional investment being prioritised for residents in hardship and a review of the Welfare Fund.
- Holding Hexagon to account to ensure follow-through on agreed actions from resident scrutiny.

- RIG will be informing policy consultation to reflect resident priorities.
- Members of RIG and other engaged residents also make up Stakeholder Panels that meet candidates for senior staff posts – their feedback is taken into account in choosing the new staff.

In 2025, Hexagon was inspected by the Regulator of Social Housing and received a positive grading. The Regulator met a group of residents and noted the good quality of Hexagon's resident engagement. The Regulator specifically recommended that Hexagon bring residents into the conversation on overall strategy. In February, RIG had the first of regular biannual meetings with Hexagon's Chief Executive, Sheron Carter, specifically to give feedback on the priorities in Hexagon's Annual Delivery Plan.

What's On

# Moneywise – Free Workshop for Hexagon Residents

10.30am – 12.30pm – Wednesday May 13

Hexagon training rooms,  
130 – 136 Sydenham Road  
SE26 5JY

Refreshments provided and travel reimbursed.

Hexagon Housing is pleased to offer residents a free **interactive financial wellbeing workshop** delivered by MoneyCircuit, a London-based financial education enterprise.

During this practical session you will play an interactive game, which will help you explore the psychology behind your everyday financial decisions, smart spending tools and the support available to help you maximise your income and manage your money with confidence. Through relatable examples and interactive activities, you will discover how small changes in habits can make a meaningful difference to your financial wellbeing.

**Prizes will be available to win** during the session, along with an opportunity to **ask general money-related questions** in a **relaxed and supportive** environment. You will leave with **simple tools and practical tips** you can **start using straight away**.

This is a friendly and informal workshop – **no financial knowledge is needed** and there will be **no judgement** about your current situation.

Spaces are limited and will be allocated on a first-come, first-served basis.

Please email [moneysupport@hexagon.org.uk](mailto:moneysupport@hexagon.org.uk) to book your place.

## 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](mailto:customer_desk@hexagon.org.uk)

for all general enquiries

[www.hexagon.org.uk](http://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@](mailto:hexagondomesticgas@smithandbyford.com)

[smithandbyford.com](mailto:smithandbyford.com)

## ALWAYS HAPPY TO TRANSLATE!

Chinese  
永遠樂於翻譯！

Eritrean  
"ንክብርተናልኩም ኩሉንዜ ኤጉሳት 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



[HEXAGON.ORG.UK](http://HEXAGON.ORG.UK)