

Summer 2026

Hexagon

Home News

In this issue:

Pg 6 ♦ Tips to beat the heat

Pg 8 ♦ We need your help with strategies and policies

Pg 10 ♦ Improving our homes today and for the future

Pg 13 ♦ Residents get moneywise

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



Contents

- 3 An update from our Operations Director
- 4 Keeping Safe in Your Home
- 6 Beat the Heat: Staying Safe During Hot Weather
- 7 Mark Allan, Resident Influence Group Chair gives an update
- 8 We need you – Policies and strategies at Hexagon
- 9 Annual Estate Grading Day
- 10 Improving Our Homes for Today and for the Future
- 12 Help us to tackle tenancy fraud
- 13 Residents get moneywise
- 14 A whole household approach
- 14 Our Partnerships
- 15 Taking repairs calls in house
- 16 New Hexagon homes in Greenwich and Lewisham
- 17 Celebrating the communities that make us stronger
- 18 Autumn on our estates
- 19 Rent payments up to and over the festive period
- 20 Lost Keys

Why building new homes matters

Andy Burnham has stepped into the role of the UK's new Prime Minister with a renewed commitment to build more homes for social rent. The headlines cite the number of homeless households and record numbers in temporary housing. In 2024 some 336,366 households were waiting for social housing in London. Over 180,000 households are living in temporary accommodation.

The shortage also traps people living in social housing in accommodation that may no longer be suitable for their needs. We hear the frustration of Hexagon tenants who have fought hard to be accepted onto the housing list to find it does not provide an immediate solution. South London fairs better than some other London sub-regions with an average wait time of two years and three months but this varies significantly by borough and number of bedrooms required. And this will be restricted to people with high priority needs like severe overcrowding, medical needs, or homelessness. In our primary boroughs the average wait time is:

Bexley	18 months to 3 years
Croydon	8 to 9 years
Greenwich	3 to 67 years
Lewisham	5 to 6 years
Southwark	3 to 7 years

The Regulator of Social Housing is currently undertaking a review of regulation. A key feature is how regulation can drive delivery of more and better homes. More social housing improves opportunities for people who are homeless or poorly housed including Hexagon tenants who need to move to a suitable home.

Hexagon is committed to making our modest but important contribution, whilst we continue to prioritise improving the homes we own and manage. We are coming through one of the most difficult periods for housing associations and have improved our financial position year on year. We optimistically look to a future where we can do more. It won't come overnight but there is a real commitment to getting there.



Sheron
Carter, Chief
Executive

An update from our Operations Director

Stefanie
Turton,
Operations
Director



I'm moving into my fourth month as Operations Director at Hexagon, and it's been a busy time, getting to know my new team and colleagues, speaking to some of our residents and meeting our Board and Committees.

As Operations Director, I have a broad area, looking after Housing Services, Property Services and Safety and now Customer Experience. Luckily, I don't have to manage this on my own – Louise Williams has been with Hexagon for some time and leads our Housing team and Lysa Nicely brings her experience to Property Services and Safety. We have also recruited Parris Litchmore-Bell, who will lead our Customer Services and Complaints teams. Parris comes from a large housing provider, bringing a wealth of knowledge with her. Welcome Parris!

I have of course been spending time getting to know our services, hearing what customers are telling us through our Resident Groups and feedback surveys, and working with my team to think about the improvements that we want to make in the coming months and years. I've also looked at where we need an immediate focus to make things better for residents.

Focus on complaints

Our most immediate priority is to improve our complaints process. We have experienced some staff turnover and issues with our systems and, along with a general increase in complaints, this has led to a backlog.

A complaint should be the last resort for a customer and a safety net to ensure that ongoing problems are resolved, so we know this is not good enough.

We are working hard to resolve these problems. We have grown our complaints team and created two new roles – a new Complaints Manager and bringing in Parris as Head of Customer Experience. We have

already seen the impact of these new colleagues. We are reducing the backlog day by day. If you have an outstanding complaint, then I apologise for the delay in your response – please bear with us and we will get to you in time. In the meantime, if anything changes or the matter is urgent, then please do reach out and contact us.

We are committed to learning from complaints and making changes to ensure that we don't repeat the same mistakes. Complaints feedback forms part of our decision making as we make plans for service improvement moving forward.

Focus on repairs

Another part of our service that has a big impact on complaints is repairs. We continue to look at our repairs service, and we are thinking about how we can work with our contractors to ensure that repairs are completed quickly, that we get it right the first time and that we improve our communication with you when things go wrong.

We are working hard on our plans for the future – for example our next priority is focused on our MyHexagon app, developing it so that you can access more services online. I will keep you updated in the next issue of Home News as we make progress with this.

On **page 8** you can find out more on getting involved with Hexagon's service improvement plans. We really value resident input and I look hope you will take up some of our opportunities.

Keeping Safe in Your Home

Your safety is our priority. We are committed to ensuring every resident lives in a safe, healthy and well-maintained home.

You may have heard about Awaab's Law, Residential Personal Emergency Evacuation Plans (RPEEPs) and the importance of providing access for safety inspections and repairs. Here's what you need to know.

Awaab's Law – Raising Standards for Residents

Awaab's Law was introduced following the tragic death of two year old Awaab Ishak, whose health was severely affected by prolonged exposure to mould in his home. The law strengthens the responsibilities of social landlords to investigate and address serious hazards quickly, helping to ensure residents live in safe and healthy homes.

Since 27 October 2025, social landlords have been required to respond to certain serious hazards within strict timescales. This includes:

- Investigating significant damp and mould hazards promptly.
- Taking swift action where a serious health or safety risk is identified.
- Making emergency hazards safe as quickly as possible.
- Providing residents with clear information about what has been found and what action will be taken.
- Offering alternative accommodation where a home cannot be made safe within the required timeframe.

What do you need to do?

Please report any concerns as soon as possible, including:

- Damp or mould growth
- Water leaks
- Excessive condensation
- Structural concerns
- Any issue that could affect your health or safety

The sooner we know about a problem, the sooner we can investigate and take action. No concern is too small when it comes to your safety and wellbeing.

Please contact our Customer Services Team on **020 8778 6699** to report any concerns



RPEEPs

– Supporting Residents in an Emergency

A Residential Personal Emergency Evacuation Plan (RPEEP) helps us understand what support may be needed if a resident cannot safely evacuate their home during an emergency, such as a fire.

An RPEEP may be suitable for residents who:

- Have mobility difficulties.
- Use a wheelchair or walking aid.
- Have sensory impairments.
- Have a medical condition that could affect evacuation.
- Need additional support during an emergency.

Understanding individual needs helps us plan effectively, improve safety arrangements and ensure the right support and information are available.

Please get in touch if you live in one of our taller blocks (seven floors or more) or have specific evacuation arrangements for your building, and feel you may need assistance in an emergency. We can talk through your needs and any support that may help. Contact our Customer Services Team on **020 8778 6699**.

No Access = Delays in Keeping Homes Safe

To keep homes safe, we regularly need access to carry out inspections, servicing and repairs. Unfortunately, missed appointments and refused access can delay important safety work, including:

- Damp and mould investigations
- Gas servicing
- Electrical safety inspections
- Fire safety checks
- Essential repairs

“No access” is an increasing challenge across the housing sector. Delays can prevent safety work from being completed, increase risks for residents and, in some cases, affect neighbouring homes.



How you can help

- Keep scheduled appointments where possible.
- Let us know if you need to rearrange.
- Tell us about any support needs that make appointments difficult.
- Respond to calls, letters or messages about access requests.

We understand that life can be busy and unexpected things happen. If you have concerns about letting contractors into your home or need support to attend appointments, please get in touch, we are here to help.

Working Together

Safe homes depend on partnership. By reporting problems early, allowing access for inspections and repairs, and telling us about any support needs through an RPEEP, you can help keep your home, your family and your neighbours safe.

Contact our Customer Services Team on **020 8778 6699**

Beat the Heat: Staying Safe During Hot Weather

Hot weather can be enjoyable, but prolonged periods of high temperatures can affect your health and wellbeing.

Older people, young children, pregnant women and those with existing health conditions may be particularly vulnerable.

From November 2026, excess heat will be included within a future phase of Awaab's Law, recognising that homes should be safe and comfortable all year round.

Stay Safe During Hot Weather

Keep Your Home Cool

- Close curtains or blinds on sunny windows.
- Keep windows closed during the hottest part of the day.
- Open windows in the evening or overnight when temperatures are cooler, if safe to do so.

Keep Yourself Cool

- Drink plenty of water throughout the day.
- Limit excessive caffeine and sugary drinks.
- Eat foods with a high water content, such as fruit and salads.
- Wear loose, lightweight clothing.
- Take cool showers or baths where possible.
- Avoid strenuous activities between 11am and 3pm.

Check on Others

Look out for neighbours, friends and family members who may be more affected by the heat, especially those living alone, older residents and people with health conditions. A quick phone call or visit can make a real difference.

When to Seek Help

Seek medical advice or contact NHS 111 if symptoms of heat exhaustion do not improve after cooling down and drinking fluids. Call 999 immediately if someone becomes confused, loses consciousness, has a seizure or shows signs of heatstroke.

Tell Us About Any Concerns

Hot weather can affect homes differently. If high temperatures in your home are having a significant impact on your health, wellbeing or comfort, please let us know. Understanding residents' experiences helps us provide appropriate advice and support where possible.

Contact our Customer Services Team on **020 8778 6699**

Working Together for Safer Homes

Just as we take damp, mould and cold homes seriously, overheating can also affect residents' health and safety. By taking sensible precautions and sharing any concerns, we can work together to keep homes safe and healthy throughout the year.



Mark Allan, Resident Influence Group Chair gives an update

We have many residents who voluntarily spend time engaging with Hexagon to improve Hexagon's services, and therefore the lives of all of us who live in Hexagon homes.

10 residents form the Resident influence Group (RIG for short), which has the widest role.

The RIG continues to work on our three priorities for 2026: repairs, complaints, and anti social behaviour (ASB). We are taking steps to make residents' voice more effective, including getting training to become more informed on the issues.

Repairs:

This is led by our separate Repairs Group of residents which meets 6 times a year. RIG are working with our team of Resident Inspectors, whose next task is expected to be an in-depth investigation of an aspect of the repairs service.

Complaints:

The Resident Inspector's investigation of resident satisfaction with the complaints process was presented by the Chair of RIG to a Hexagon Board awayday. This is an example of the commitment that Hexagon has to hearing the voice of residents at the highest levels of governance in Hexagon. Almost all of the Resident Inspectors' 22 recommendations have been accepted.

Anti social behaviour (ASB):

How Hexagon deals with ASB is being reviewed by an external consultant, and several members of RIG will be contributing to that review in the near future.



The Chairs of RIG and Repairs Group recently met with Sheron Carter, Hexagon's Chief Executive, and Simon Fanshawe, Chair of the Board. These meetings happen twice a year, and provide a briefing on current issues, and an opportunity to influence plans.

Finally, we have just had confirmation that the Engaged Residents Expenses and Recognition Policy is now (finally!) approved, after long and careful consideration. It is excellent news that we now again have ways of recognising the valuable time that our residents put in.

If you are interested to join us in making a difference, find out more at hexagon.org.uk/get-involved/

Contact our Resident Engagement at GetInvolved@hexagon.org.uk or call 020 8778 6699.

We need you – Policies and strategies at Hexagon

We need residents to influence our policies and the long-term strategic decisions we make.

By getting involved you can help make sure resident voices shape our services and future plans.

Our Resident Influence Group have given us a list of policies and strategies they think residents will be most interested in.

Upcoming policies we need help with include Property Improvement, Resident Alterations, Customer Service and Vulnerable Residents.



Sheryl Martin,
Community Investment
and Engagement
Manager is running
the policy and strategy
engagement project

What does it involve?

We would let you know when we have a new policy for consultation – this would normally be 3–4 times per year

There are then 2 options:

Watch a video from the policy owner talking about what is in the policy then complete a simple questionnaire to tell us your thoughts and ideas. You can do this in your own time.

Attend an online or in person focus group to find out more about the policy and share your ideas and comments

What's in it for you?

Did you know we provide refreshments at in person meetings and reimburse travel and childcare expenses (with a registered provider). We also give high street shopping vouchers as a thank you for your time.

If policies isn't your cup of tea we have plenty of other ways to get involved with our services.

Find out more at hexagon.org.uk/get-involved/policy-consultation/

Contact our Resident Engagement team at GetInvolved@hexagon.org.uk or call 020 8778 6699 .

Annual Estate Grading Day

In May 2026, our volunteer Estate Graders, Bianca and Denise, spent two busy days visiting and inspecting a selection of our estates as part of the annual Estate Grading programme.

Estate Graders are resident volunteers who help us independently assess the condition of our estates each year. During the inspections, graders review the cleanliness, maintenance and overall appearance of communal areas, including things such as cleaning standards, grounds maintenance, lighting, emergency exits, refuse areas and general upkeep. Their feedback provides valuable insight into how our estates are viewed from a resident perspective and helps us identify areas where improvements are needed.

Bianca and Denise were joined by members of our Resident Voice & Engagement (RaVE) Team, Leo and Amanda, who helped facilitate the grading days and support the inspection process.

Over the two days, the team visited Park Court, Orchard Mews, Nova House, Akintaro House, 36–46 Tariff Crescent, 190 Rye Lane, Claude Monet Court, 140 Devonshire Road, Fairway House, and James & Maxim Court. Thankfully, the weather was kind to us, which made for an enjoyable and productive couple of days out on our estates!

All but one of the estates graded received a satisfactory silver grading, with one estate receiving a bronze. Detailed action plans have now been developed for every estate visited. These plans identify the issues raised by the Estate Graders and will be taken forward by our operational teams to ensure improvements are delivered.

We would like to say a huge thank you to Bianca and Denise for giving up their time to support this important piece of work. Resident involvement plays a vital role in helping us improve our services and maintain high standards across our communities.

Interested in becoming an Estate Grader?

We are always keen to hear from residents who would like to get involved and help shape our services. If you are interested in becoming an Estate Grader next year, please contact the Resident Voice & Engagement (RaVE) team at:

GetInvolved@hexagon.org.uk
or call **020 8778 6699**.



Improving Our Homes for Today and for the Future

Working together to create safe, comfortable and sustainable homes

Our homes are at the heart of everything we do. Everyone deserves to live in a home that is safe, warm, comfortable, and well maintained.

The Stock Improvement Team is responsible for planning and delivering programmes that help protect and improve our homes, ensuring they continue to meet the needs of residents today and into the future.

Over the coming year, we will develop and deliver our planned improvement programmes. The focus is on maintaining the quality of our homes, improving energy efficiency, and making sure investment is used where it is needed most.

Our approach is simple: **plan ahead, invest wisely, and work together with residents to improve our homes and communities.**



Lysa Nicely,
our Head of Property
and Building
Safety oversees
the Improvement
Programme

Why we invest in our homes

Looking after our homes through planned investment helps us to:

- ◆ Keep homes safe, well maintained and accessible
- ◆ Reduce the need for unexpected repairs
- ◆ Improve comfort and energy efficiency
- ◆ Protect the long-term quality of our homes
- ◆ Deliver better value for money for residents and leaseholders

By planning improvements carefully, we can identify where work is needed and deliver it at the right time, rather than waiting until problems occur.

Helping us understand what our homes need

To plan future improvement programmes effectively, we need to have accurate information about the condition of our homes.

From August 2026, we will begin a programme of surveys and inspections. These include:

Stock Condition Surveys

These surveys help us understand the condition and age of key parts of our homes, such as roofs, windows, kitchens, bathrooms, heating systems, and other components.



Retrofit Surveys

These surveys help us identify opportunities to improve energy efficiency, reduce heat loss, and support our longer-term sustainability and net zero carbon ambitions.

These surveys are an important part of planning our future investment programmes. They help us make informed decisions, prioritise works fairly, and ensure that available funding is used where it will have the greatest benefit for residents.

Your help makes a difference

We need residents to allow our teams and appointed contractors access to carry out surveys and inspections when requested.

We understand that inviting someone into your home can be inconvenient, but your cooperation is essential. Without accurate information about the condition and energy performance of our homes, it is much harder for us to plan improvements.

We will always provide information in advance and work with you to arrange appointments at suitable times wherever possible. Please speak to us if you have any concerns about allowing access and we will work with you to overcome these.

Planning improvements for the year ahead

Our planned improvement programmes will continue to focus on areas that make the biggest difference to residents, including:

◆ Improving the fabric of our homes

This may include investment in roofs, windows, external walls, communal areas, and other elements that protect our homes and improve their condition.

◆ Renewing key components

Over time, kitchens, bathrooms, heating systems, and electrical components need replacement. Planned programmes help ensure these remain safe, functional, and suitable for residents.

◆ Supporting greener, more energy-efficient homes

Our decarbonisation and retrofit programmes will continue to explore ways to improve energy efficiency, reduce energy demand, and make homes warmer and more comfortable.

◆ Keeping residents informed

We know residents want to understand what improvements are planned, when they will happen, and how decisions are made.

Once our annual programmes and budgets are confirmed, we will share further details with residents.

◆ Working together for better homes

Improving our homes is a long-term commitment. It needs careful planning, responsible investment, and partnership between our teams and residents.

By working together we can make sure our homes continue to be safe, sustainable, and enjoyable places to live.

Thank you to all residents for your continued support as we begin this important programme of surveys and future improvements.

Help us to tackle tenancy fraud

Every social housing home matters. When tenancy fraud occurs, it means people in genuine need of an affordable home could be waiting longer for somewhere to live.

At Hexagon, we're committed to making sure our homes are occupied by the people they were allocated to. That's why we take tenancy fraud seriously and investigate all reports we receive.

What is tenancy fraud?

Tenancy takes a number of forms, including:

- A resident no longer living in the property as their only or main home.
- Illegally subletting all or part of a property without permission.
- Providing false information to obtain a tenancy.
- Fraudulent applications for a mutual exchange or assignment.
- Someone attempting to take over a tenancy when they are not legally entitled to do so.

Illegal subletting is a criminal offence and can result in legal action, including eviction, prosecution, repayment of any profits made through the fraud and, in the most serious cases, imprisonment.

How Hexagon tackles tenancy fraud

Our Neighbourhood Officers carry out regular tenancy audits and investigate every report of suspected tenancy fraud. We work closely with local authorities and other partner agencies and provide specialist training to staff so they know what to look out for.

Could you spot the signs?

You don't need proof to raise a concern. Some signs that may indicate tenancy fraud include:

- The resident is rarely seen at the property.
- Different people appear to be living at the property.
- The property is being advertised for rent online.
- Neighbours believe the resident lives elsewhere.

If something doesn't seem right, we'd like you to let us know.

How to report suspected tenancy fraud

If you suspect tenancy fraud, please contact us. You can do this anonymously if you prefer.

- **Customer Services: 020 8778 6699**
- **Email: tenancyfraud@hexagon.org.uk**

Every report is treated seriously and investigated. By reporting suspected tenancy fraud, you're helping ensure that social housing is used fairly and that homes are available for those who genuinely need them.

Residents get moneywise

8 residents attended our Moneywise workshop in July, delivered by Moneycircuit Ltd; a London-based financial education enterprise.

The **free 2-hour interactive financial wellbeing workshop**, helped residents explore how to manage their money with more confidence, including smart spending tools, high interest bank accounts and the psychology behind everyday financial decisions.

The workshop included fun mini games and a prize draw where residents won gift vouchers. Residents attending also had the opportunity to speak with our Money Support Advisors to access further support. 3 residents have been referred to Pocket Power to get help with reducing the cost of their household bills and 1 resident has an appointment with a Money Support Advisor to get help with resolving a benefits issue.

Feedback from residents about the workshop has been very positive, comments include:

I feel more confident in managing my money habits

I feel more confident about financial planning

I learned that saving a little can go a long way

We are hoping to organise another workshop in October. You can email moneysupport@hexagon.org.uk or complete our self-referral form <https://bit.ly/cit-self-referral-form> to express your interest in attending.

Please note we will need at least 16 residents to express an interest in attending for the workshop to go ahead.



A whole household approach



Our Money Support Advisor, Whitney has been working with a resident for several months, regularly visiting her at home to provide money support.

Over time, the resident's son saw the support Whitney was providing to his mum, and although he was shy, he became more comfortable and started talking to Whitney about his own situation. He was looking for work and needed help with an application because he was not very confident using online systems. Whitney supported him with the online application process including uploading the documents and ID required.

Over the following months, he attended interviews and was successful in securing the job. When Whitney last visited, the resident's son took the time to thank her and said that he did not think he would have got the job without her support.

Whitney is continuing to support the resident with updating their Council Tax and Housing Benefit due to the change in her son's circumstances.

A great example of how we can support the whole family!



Employability day for residents

Our Partnerships

We know that times can be tough and the Community Investment Team with our partners, are here to support you.

Southwark Citizens Advice

We are excited to announce, that for a limited time, we have a partnership with Southwark Citizens Advice to give 30 residents access to advice and support with any debt and benefit issues they may be experiencing.

This service is helping us to reduce waiting times for appointments. Residents from any borough can access this support.

Pocket Power

We are still working with Pocket Power, an inclusive phone service, which helps social housing residents save money on bills through:

- Helping them apply for social tariffs
- Helping them to switch to cheaper utility and broadband deals
- Helping to wipe energy debt (where funding is available)
- Helping them to apply for grants and energy vouchers

83 residents have attended appointments with Pocket Power and have been helped to save £16,736 in total.

You can email moneysupport@hexagon.org.uk or complete our self-referral form <https://bit.ly/cit-self-referral-form> to request an appointment with Southwark Citizens Advice and/or Pocket Power.



Taking repairs calls in house

In February 2026 the Repair calls returned to Hexagon because we want to provide a better level of customer service.

In the world of our Contact Centre, that's **25,476** calls we've had from 2nd February until the end of June. When we compare this to the number of calls we had in the same period last year, (17,650 calls) that's a **44.34%** increase in volume.

We've been working hard to get to the calls as quickly as we can but fully appreciate there have been some longer call waiting times which can be incredibly frustrating for residents. Behind the scenes we've been analysing call peak times, call drivers and pinch points. Repairs calls tend to be longer and more involved than other enquiries as we need to work with our repair's contractor.

We are also seeing a significant increase in emails from residents relating to repairs

and follow on works. If your query is urgent it's better to call us on **020 8778 6699** so that we can respond immediately to any emergencies.

We're looking at improvement such as a call back functions and the role AI can play in call automation to help improve the service we provide.

Remember you can now use our MyHexagon app to report repairs. If you haven't already registered you can do so here: myhexagon.org.uk

If you are having difficulties with registering or logging into MyHexagon please contact our Customer Services team on **020 8778 6699**

Our call handling feedback for June significantly improved

83.9%

Adviser Attitude

77.7%

Customer Care Received

77.7%

Overall Satisfaction

MyHexagon

REPAIRS
REPORTING



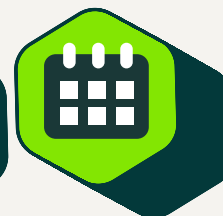
VIEW
STATEMENTS



MAKE A
PAYMENT



KEEP UP
TO DATE



**REGISTER NOW: SCAN THE QR CODE
OR VISIT [MYHEXAGON.ORG.UK](https://myhexagon.org.uk)**



New Hexagon homes in Greenwich and Lewisham

Our new homes at White Post Street in Lewisham and Blackwall Lane in Greenwich launch in August. Both new build developments provide majority shared ownership homes alongside a few outright sale homes at White Post, and some affordable rent homes at Blackwall Lane.

White Post Street is perfectly positioned for those looking to enjoy the energy of South London while benefiting from a thoughtfully designed new home. With bright open-plan interiors to high-quality finishes, every apartment has been designed to maximise space, comfort and everyday living. Homes will be ready to move into in September.

Blackwall Lane is an exciting collection of contemporary one, two and three-bedroom Shared Ownership apartments in the heart of Greenwich, combining open-plan living spaces, contemporary kitchens, generous bedrooms and carefully selected finishes. Homes at Blackwall Lane will be ready to move into in Autumn.

Know Someone Looking for Their Next Home?

If you have friends, family members or colleagues who have been talking about buying their first home, moving closer to London, or simply searching for somewhere new, now is the perfect time to tell them about White Post Street and Blackwall Lane.

A personal recommendation could help someone discover a home they've been searching for.

Recommend a friend or family member to purchase a new home with Hexagon and you could both receive a reward through our Recommend a Friend scheme. Contact our Sales Team on sales@hexagon.org.uk for full details and eligibility criteria.



**New homes
on Blackwall
Lane**

Celebrating the communities that make us stronger

At Hexagon, we are proud to serve residents from a rich variety of backgrounds, cultures, faiths and experiences.

This diversity is one of our greatest strengths, helping to create vibrant neighbourhoods where people can learn from one another, build connections and feel a sense of belonging.

Celebrating the different communities within our neighbourhoods is about more than recognising cultural traditions and special occasions. It is an opportunity to

promote understanding, inclusion and respect, while highlighting the many ways our residents contribute to the life of our communities.

In this edition of Home News, we shine a spotlight on some of our diverse communities. We hope you enjoy learning more about the people, stories and traditions that help make our communities unique.

September

All month • **East and South East Asian Heritage Month**
Celebrating East and South East Asian communities

11–13 Sept • **Rosh Hashanah**
Jewish New Year

14 Sept • **Ganesh Chaturthi**
Hindu festival

14–20 Sept • **National Inclusion Week**
Workplace inclusion

20–21 Sept • **Yom Kippur**
Jewish Day of Atonement

23 Sept • **Bi Visibility Day**
LGBTQ+ awareness

October

All month • **Black History Month (UK)**
Celebrating Black history and achievements

8 Oct • **Dyslexia Awareness Day**
Neurodiversity

10 Oct • **World Mental Health Day**
Mental wellbeing

11–18 Oct • **National Hate Crime Awareness Week**
Tackling hate crime

21 Oct • **International Pronouns Day**
Gender identity and inclusion

November

8 Nov • **Diwali**
Hindu, Sikh and Jain festival

13–19 Nov • **Trans Awareness Week**
Transgender inclusion

16–20 Nov • **Anti-Bullying Week**
Respect and inclusion

19 Nov • **UK Disability History Month begins**
Disability inclusion

19 Nov • **International Men's Day**
Men's wellbeing

20 Nov • **Transgender Day of Remembrance**
Remembering trans lives lost

25 Nov • **International Day for the Elimination of Violence Against Women / White Ribbon Day**
Ending violence against women and girls

December

Throughout month • **UK Disability History Month continues**
Disability awareness

1 Dec • **World AIDS Day**
HIV awareness

3 Dec • **International Day of Persons with Disabilities**
Disability inclusion

10 Dec • **Human Rights Day**
Equality and human rights

25 Dec • **Christmas Day**
Christian festival

26 Dec–1 Jan • **Kwanzaa**
Celebration of African heritage

Autumn on our estates

As summer comes to an end, our grounds maintenance teams begin preparing our estates for the autumn and winter months. While you'll still see plenty of green spaces, you'll also notice some seasonal changes in the work being carried out.

One of the biggest tasks during autumn is leaf clearance. Falling leaves can quickly build up on paths, roads and communal areas during windy weather. Our contractors carry out leaf clearance throughout the season, prioritising busy pathways, entrances and other areas where wet leaves could become slippery.

As temperatures begin to fall grass growth slows, so the grass is cut less regularly. Our contractors continue with seasonal tasks such as hedge trimming, shrub maintenance and preparing planting areas for the winter months, helping to keep our estates looking their best all year round.

Autumn is also an important season for local wildlife. Many birds, insects and small mammals rely on berries, seeds and natural habitats to prepare for the colder months. Where it is safe and suitable, some areas may be managed with biodiversity in mind, helping to support wildlife while maintaining clean and welcoming estates for residents.

Residents have an important role to play in caring for our neighbourhoods. You can help by:

- ◆ disposing of litter responsibly
- ◆ picking up after your dog
- ◆ keeping communal areas free from personal belongings or obstructions
- ◆ reporting any concerns, such as damaged trees, trip hazards or areas that may need attention

If you notice a grounds maintenance issue that needs our attention, please let us know by contacting our Customer Services Team on 020 8778 6699. Your reports help us identify problems quickly and ensure they can be passed to our Grounds Maintenance contractor for investigation.

Thank you for helping us keep our estates looking their best this autumn.



Rent payments up to and over the festive period

We know it's early to talk about Christmas!! But the festive season can be a challenging time because of the pressure to spend money you may not have.

It's important during this time to keep on top of your priority bills such as rent, council tax and other utilities.

Please remember to keep making your rent payments so that you do not get into rent arrears. If you're already in arrears, please don't put your home at risk by missing more payments.

The quickest and easiest way to pay your rent is to use MyHexagon. You can make a payment, check your balance and report new repairs. If you've not yet registered you can so here: myhexagon.org.uk

If you're on Universal Credit and getting the housing costs element, you can ask at any time from the beginning of your claim for direct rent payments to be made to Hexagon, by

- calling the UC helpline on **0800 328 5644**
- asking in your online UC journal or at a jobcentre appointment

How we can help you

We can:

- ◆ help you to start planning for the festive period by supporting you to complete a budget using a Better Off Calculator
- ◆ refer you to our partners Pocket Power to access support on reducing household bills and energy vouchers and Southwark Citizens Advice to get help with any benefit issues or managing debt.
- ◆ book you onto our Moneywise workshop to learn money saving tips and advice.

Email moneysupport@hexagon.org.uk if you need support.

Or complete our self-referral form

<https://bit.ly/cit-self-referral-form>.



Lost keys

As a resident, you are responsible for lock and key replacements if you lose your keys, get locked out, or cause damage to the lock and door.

The cost of this can vary, for example middle of the night emergencies are very expensive. If you have any difficulties, we may be able to arrange for a locksmith to do the work for you, but we will charge you the full cost. Changing a standard door lock usually costs between £80 and £180 fitted, depending heavily on the lock type and urgency. Standard cylinder replacements average around £100, while emergency call-outs or high-security upgrades increase the price.

To try and avoid the cost of calling a locksmith out to attend your home, you should consider getting a spare set cut that can be left with family, friends or someone else you trust. Basic house keys can cost anything between £12 – £17 each to be cut, and you can sometimes get offers if more than one key is being cut at the same time.

If you share a front door with other residents, it is against fire regulations to fit certain types of locks. You must always consult us before changing a lock or fitting a new lock on a shared front door.



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
"ንክብርተርጉመልኩም ከሉግዜ ሕጉሳት 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