



Haig Housing Trust Impact Report 2024



Providing quality homes to improve the lives of
veterans and their families in housing need



A few words from Tim Stockings, Chief Executive, Haig Housing Trust

As one of the UK's oldest charities, Haig Housing Trust is committed to supporting veterans and their families with a place to call home. Right now, we have over 4,000 residents living in our homes – almost a quarter of them are children. For them, stable housing is more than just a roof over their heads. It's a foundation for growth, learning and stability.

Haig Housing is looking to an exciting future with ambitious plans.

We anticipate the need to **invest £50 million** in the next five years to improve our homes and to be able to offer a variety of housing solutions to meet a broader range of veterans' needs. We need to improve the sustainability of our older homes making them warmer and more energy efficient. In addition, many of our homes will benefit from kitchen and bathroom refurbishments.

We are so much more than a housing provider. We care and are there for our tenants by providing dedicated housing managers who support the welfare of our beneficiaries and signpost where there may be needs beyond Haig's commitments. Residents have green spaces, an annual decorating allowance, grants for community projects and opportunities to come together with neighbours. Our 24/7 support line service also ensures Haig tenants can take comfort in knowing that any concerns in the home will be addressed with urgency.

As a charitable trust we further support those living in our homes by charging a charitable rent which is, on average, 30% lower than market rates.

Supported by our new Patron HRH The Princess Royal, we look forward to a successful future and I'd like to thank Haig Housing's friends and supporters, without whom our work would be harder.



Her Royal Highness, The Princess Royal has graciously consented to become our new Royal Patron, in succession to her mother, the Late Queen Elizabeth II.

The Princess Royal's dedication to veterans and their families is well known and we are extremely privileged that she is now our Patron.

Tim Stockings
Chief Executive, Haig Housing Trust



What we do

From the aftermath of the First World War to the present day Haig Housing Trust has supported veterans and we continue to help those in housing need.

Today, Haig Housing helps eligible veterans whether they are transitioning into civilian life or are simply in need of a helping hand. We offer homes to around 90 families each year in communities across the UK. Our properties are a mix of family-sized and smaller homes, flats and maisonettes on small, well-managed estates.

We have over 80 communities varying in size from as few as four properties to our largest estate in Morden, Southwest London, with over 340 homes.

Many of our homes were built during the housing boom years during the 1930s, 1950s and 1960s. The most recent development in Morden was opened by the

Trust's late Patron, Queen Elizabeth II, in 2019, creating eco-friendly homes designed for the future.

Haig Housing is proud to have served the British veteran community for almost a century.

Our heritage evolves from the Douglas Haig Memorial Homes established in 1928 with HRH The Prince of Wales, later King Edward VIII as the first Patron of the charity.

Please consider making a donation to support veterans in housing need
www.haighousing.org.uk/donate



Timeline



1910s - 1920s

1916

Housing Association for Officers' Families (HAOF) is set up by Mrs Willie James to house wounded officers returning from the Great War and widows of officers who lost their lives

1928

Field Marshal Earl Haig's death prompted a move to commemorate and recognise his ten years of hard work and commitment on behalf of those who fought and the widows and dependents of those who were killed. It was thought that provision of housing would be a fitting memorial rather than to raise 'another piece of statuary'. The housing trust set up was named **Douglas Haig Memorial Homes**

1928/9

Inception of Douglas Haig Memorial Homes at the Guildhall under the Royal Patronage of HRH The Prince of Wales who served with him in war and worked with him in peace

1930s

The building programme for the first Douglas Haig Memorial Homes started in the early 1930s



1936

King George VI assumes Patronage of Haig Housing Trust

1940s - 1950s

1944

The Royal Artillery paid £302,000 from voluntary contributions to build 164 Royal Artillery Memorial Homes in 18 locations across the UK

1946

Following the example set by the Royal Artillery, the Royal Engineers' Benevolent Fund agreed to pay for 34 houses

Late 1940's / early 1950's

Douglas Haig Memorial Homes embarked on a vigorous building programme addressing the need for decent housing for those who fought in the Second World War

1952

Princess Elizabeth visits the newly built Jersey estate

1953

Queen Elizabeth II inherits Patronage of Douglas Haig Memorial Homes



1960s - 1990s

1988

'Fit for the next 30 years'. Project Restore, the first formal fundraising programme since 1928, aimed to raise £11M to install central heating and to bring insulation, wiring and plumbing up to date and to upgrade bathrooms and kitchens – many of which were still in the original style of the 1930s

1995

HAOF and Douglas Haig Memorial Homes officially merge to form Haig Homes

The 21st Century

2011

Launch of 'Coming Home' fundraising campaign. Since 2008 it became increasingly apparent that there was a need for specially adapted housing for Service and ex-Service people with serious, life-changing injuries and disabilities resulting from active service in the Gulf Wars, Iraq, Afghanistan and civilian accidents

2011

Haig Homes is one of the Service charities involved with the 'The Tower of London Remembers' – the installation of 888,246 ceramic poppies, each representing a British or Colonial life lost in the First World War



2013

Douglas Haig Memorial Homes, HAOF and several smaller Regimental Associations' properties and small Service charity houses were combined to form **Haig Housing Trust**

2018

'The Long Walk Home' – a 100-mile pilgrimage walk from the Menin Gate in Ypres to the Cenotaph in Whitehall to commemorate the Centenary of the ending of the Great War. Veterans, serving personnel, reservists, supporters and staff took part

2019

Queen Elizabeth II visits Haig Housing's Morden estate to open a new development of 68 homes

2022

Haig Housing residents hold community events to celebrate the Platinum Jubilee. Later the same year, the Haig Housing Trust standard is lowered at the funeral of Queen Elizabeth II

2024

Her Royal Highness The Princess Royal becomes Patron of Haig Housing Trust



Haig Housing in Numbers

Our beneficiaries



4,000

beneficiaries in 1,518 homes across the UK from small communities of 6 homes to the largest with 345 properties



1,000+

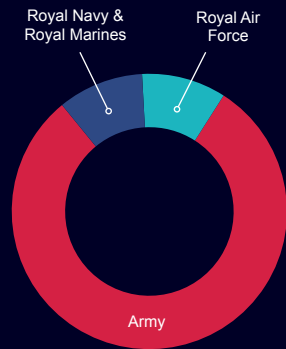
enquiries about housing, signposting where appropriate



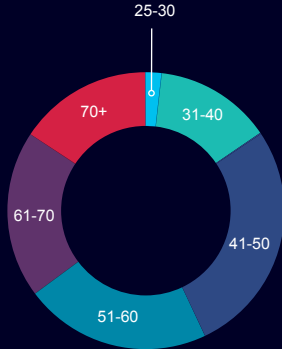
86

new beneficiaries welcomed to the Haig Housing community in 2023/24

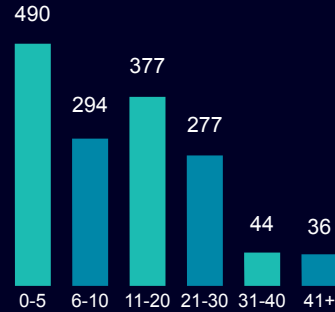
Service



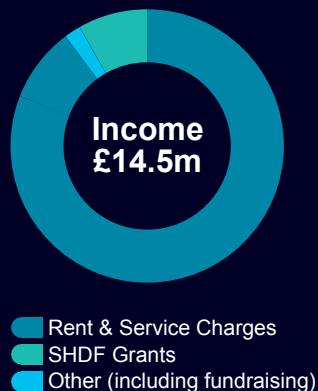
Age



Tenure (years)



Our income

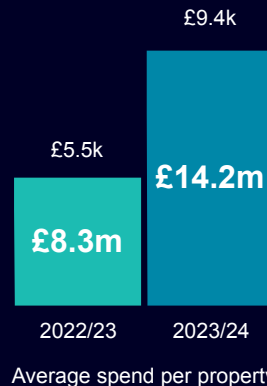


Our expenditure

74% of our properties were built pre-1959

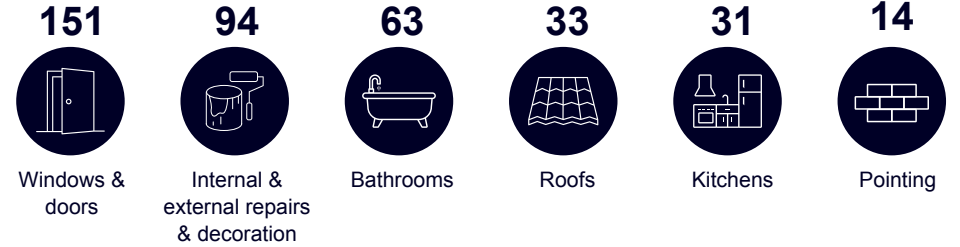
Over £50 Million

Planned expenditure across Repairs & Maintenance, Planned Works and Sustainability over the next 5 years (April 2024-29)



Improvements

Last year we updated **386** homes with



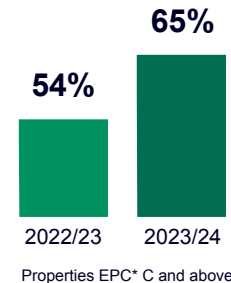
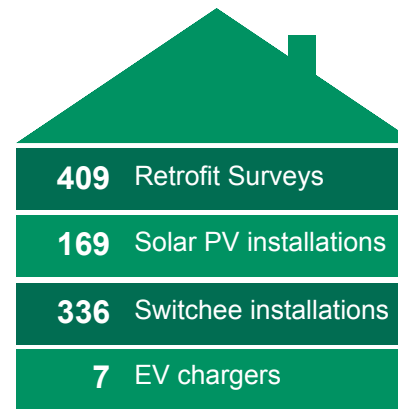
Sustainability

£10 Million

project for 700 homes (2-year project April 2023-25) including £2.6M from the Social Housing Decarbonisation Fund Wave 2.1 (SHDF W2.1)

£90,000

worth of resident savings (based on Energy Saving Trust estimate of household saving using solar pv)



Carbon Saved



tonnes per home*
*(average over 177 properties)

Total 234.2 tonnes

Beneficiary support

Repairs & Maintenance	Phone calls >8,000	Emails >10,000	Repair orders >6,000	Tenant satisfaction* 89%
Financial help	£94.5k Help given to beneficiaries for decorating, furnishing and gardens			

*Haig Housing internal satisfaction survey



Home

Most of us take our homes for granted. Without a home, finding a job is very difficult, and it's not possible to vote or to be part of a community.

It's more than just a house, it's stability, security and dignity.



Sustainability

We aim to create warmer and more energy efficient homes and to make it more affordable for our beneficiaries to heat their homes.

We are doing this through a combination of retrofit, insulation, solar pv, new doors and windows and repairs to brickwork.

“

I have always been humbled and felt lucky to be fortunate enough to be given a Haig property since I left the Army in 2019 after 23 years of service. My family and I love our Haig home and have invested heavily into it using my own funds and military pension. This week saw the start of our new solar panel installation. I have no doubt in my mind that this will dramatically decrease our energy costs during these difficult times.

I simply wanted to take the opportunity to thank everyone at Haig involved in this project and express how deeply grateful I am for the hard work that has gone in to make this happen.

Please pass on my gratitude to all involved. It is absolutely wonderful to be appreciated and looked after, as a veteran, by a truly first class organisation.

Thank you Haig.”

Jon, Haig Housing tenant



“

Without an address, I felt invisible, constantly battling for the basic needs that most people take for granted.”

Carly, a survivor of domestic violence.

“

I can sleep safe knowing we finally have somewhere to live, a place of my own for myself and my children – I'm very grateful to Haig and all those who helped get me to this stage.”

Amanda, Haig provided her and her children with a 3-bed flat with garden which they can now call home.



“

7 years ago I was medically discharged from the Army, life was tipped upside down and with a family of 4 children, me and the wife really fell on to hard and difficult times. After speaking with Haig, and their support we were extremely grateful that they were able to support me and my family with a home!

During a dark time they provided us with some sunshine, and we will forever be grateful. Now we have been able to become financially stable, it is time for us to move on and allow those that need the support we once needed the opportunity to re-build and hopefully gain a happy ending like ourselves.”

Philip and Jan, former Haig tenants.

“

It's as close to living in the barracks as you can get. Everyone around you knows what it's like to transition from behind the wire to civilian life and that gives such a sense of comfort” ourselves.”

Darren, Haig tenant.



Gifts in Wills and in Memory

Leave a gift in your Will

After taking care of your family and friends, even leaving a small gift in your Will could make a huge impact on how we continue to support our veterans.

We are not associated with any particular Will-writing provider so you can explore available options. There is a free service from Bequeathed (www.bequeathed.org/).

You may contact your current solicitor if you consider adding Haig Housing to an existing Will.



Remembering a loved one

When a loved one passes, we are often comforted by their legacy and the impact they have had on others.

You may wish to invite friends and family to make a donation to Haig Housing in their memory.

www.haighousing.org.uk/gifts-in-wills



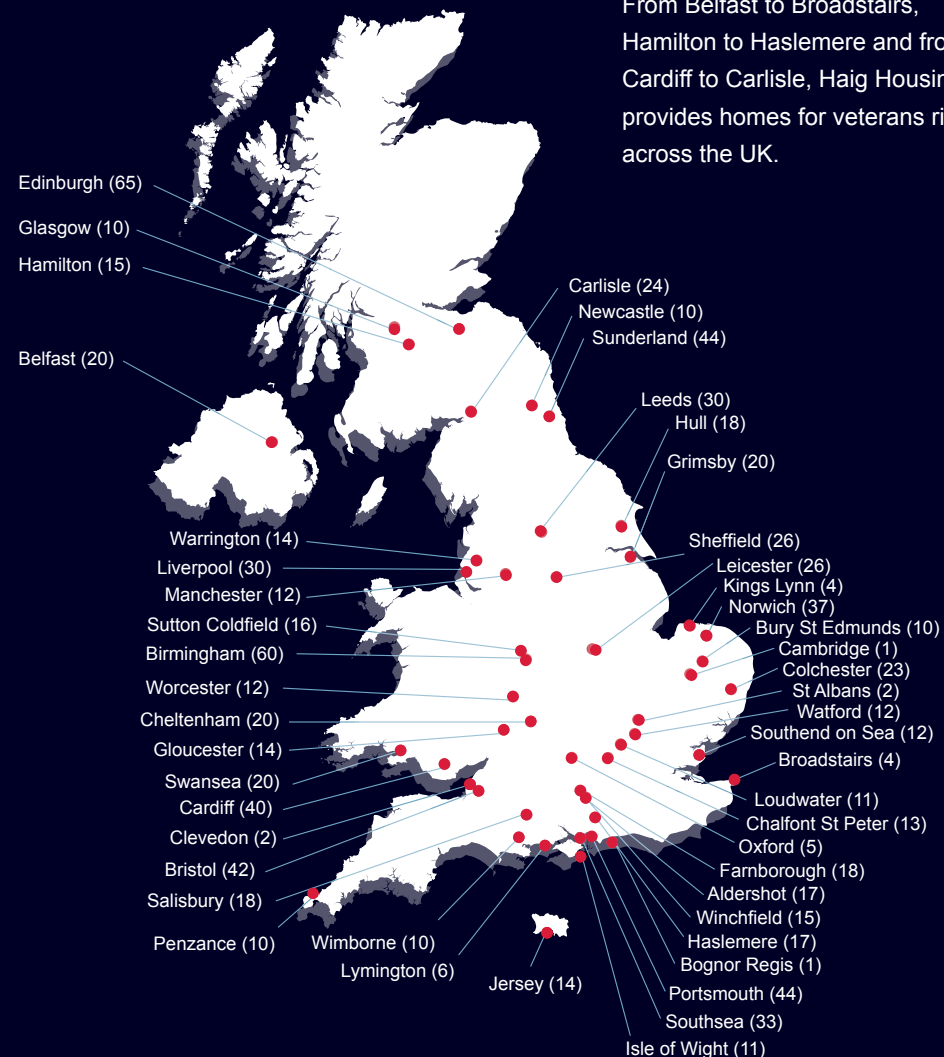
You may wish to set up a free online tribute dedicated to your loved one where you can direct donations to Haig Housing

www.muchloved.com/CreateMemorial



The Future

From Belfast to Broadstairs, Hamilton to Haslemere and from Cardiff to Carlisle, Haig Housing provides homes for veterans right across the UK.



London & Surrounding Areas



Looking to the future, we have ambitious plans to provide more homes through new developments and redefining tenancies.



**Providing quality homes to improve
the lives of veterans and their
families in need**



www.haighousing.org.uk
fundraising@haighousing.org.uk

HAIG 
HOUSING 
HOMES FOR THE **VETERAN** COMMUNITY

Haig Housing Trust is a Charitable Limited Company Registered address: Mountbarrow House, 12 Elizabeth Street, London, SW1W 9RB
Registered in England and Wales No.6593129 Charity Commission Registration No.1125556 Scottish Charity Registration No.SC040058