

Could you be one in a hundred this year?

LionHeart helped around 3,500 members and their dependants during 2009. This equates to over 1 in 100 members or their families who will approach us for some kind of help.

LionHeart is dedicated to helping 24 hours a day, 7 days a week, with confidential advice and information, befriending, counselling, and financial help. We work closely with other charities and statutory bodies to deliver cost-effective solutions, most commonly in cases of bereavement, long-term ill-health and disability, unemployment, coping as a single parent or as a carer for a sick or disabled family member, and those experiencing difficulties in retirement.

There were 617 recorded cases in 2009, including 41 non-UK cases. Help and advice was offered to 565 people making new enquires who benefited greatly from our advice, giving many the peace of mind that they were seeking. Others were referred to sources of help to find ways of re-

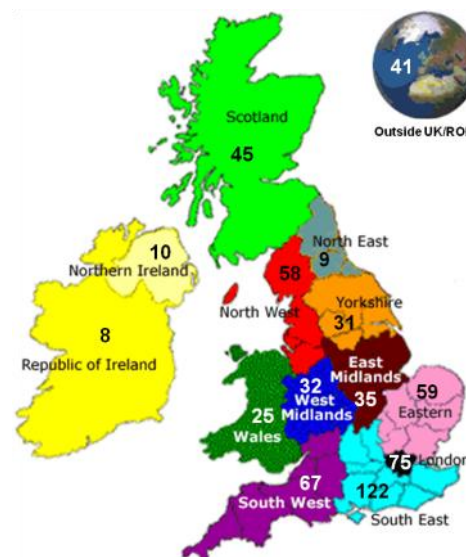
solving their problem.

65% beneficiaries are of working age, and have faced ill-health, disability, emotional or unemployment often at the peak of their careers when they still have heavy financial and family responsibilities.

In stark contrast to the common belief that most people seeking help are elderly, only 5% of beneficiaries sought help due to difficulties in retirement. More than 9% of current beneficiaries are aged 35 or under.

Over 200 volunteers, including trustees of the charity, drawn from the RICS membership in the UK, Republic of Ireland, and overseas, commit around 22,000 hours each year to visiting and befriending people in need, fund raising, and governance of the charity.

LionHeart is a charitable company which is neither funded or managed by RICS and relies heavily on the



continuing generous donations of members and firms engaged in the property industry to fund our services.

Last year LionHeart spent £661,666 in grants and loans. When added to advice and counselling this brings the cost of supporting members to around £1 million every year.

If you need help during 2010, or would like to offer your support or make a donation, please visit www.lionheart.org.uk or call 0845 6039057 for more information

Property Management Awards

180 guests were welcomed by Basil and Sybil Fawltly (was it really them?) at a champagne reception at the Grange City Hotel, London on 7 December for the second annual Property Management Awards organised

by News on the Block. Awards were made to a range of firms involved in the management of residential flats, including Chainbow - London Property Management Company of The Year; SLS solicitors - Professional Services Award; and CHC Land (of Nottingham) - Newcomer of The Year Award.

A charity collection, including a donation of £300 from News on the Block, raised £1154 to be shared equally between LionHeart, The Chase Hospice Care for Children which helps life-limited young people suffering from a range of conditions, and Worthing and Littlehampton MIND which works to help and support people with mental health problems towards achieving recovery. The event was sponsored by Deacon and SLC solicitors.

The Awards ceremony was hosted by Garry Richardson, BBC Sports presenter and a table magician astounded guests with his sleight of hand. Recipients of the awards were selected by a panel including Georgina Hibberd, Associate Director, RICS Residential Professional Group.

For more information about News on the Block and the awards call Vikki Morlang on 0845 618 7746 or email vikki@newsontheblock.com.



LionHeart Chief Executive Mike Carter and Elena Jelley of The Chase Hospice for Children

Welcome baby Rayna



Congratulations to Brin Corotana, LionHeart's Welfare Administrator and her family on the birth of their baby girl, Rayna, on 18 December 2009.



Left-right: Brin, Rayna, Suraya and Suki

Please keep donating old phones

Many thanks for your continuing donations of mobile phones and PDAs for recycling, which have now raised over £1,100 for the charity.



We still need more old mobile phones or PDAs so please send your donations to LionHeart Recycling Scheme, FREEPOST MID20007, Coventry CV4 8BR. The LionHeart freepost facility is only available for UK donors, but if you wish to help from outside the UK you may be able to trade in your old phones through a local recycling scheme (see Google), then send your donations direct to LionHeart.

For more details visit lionheart.org.uk or call LionHeart on 0845 6039057.

Help for Haiti

Following the tragic earthquake in Haiti on 12 January, LionHeart has been liaising with RICS to ensure help is being provided to members where possible. The earthquake hit about 10 miles southwest of Port-au-Prince, the densely-populated Haitian capital, causing massive damage to property and loss of life.

John Tracey-White, BuildAction Project Surveyor for the RICS Commission on Major Disaster Management says "After the Asian Tsunami RICS set up a Disaster Management Commission, chaired by RICS ex-President David Tuffin, and comprising a group of experts (mostly Chartered Surveyors) experienced in various aspects related to the role of the built environment professionals in the disaster management process, particularly planning for disaster preparedness and for reconstruction."

The Commission's mission is "To bring the skills and knowledge of RICS members to the assistance of communities, so that they may strengthen their capacity to mitigate the effects of natural and man-made disasters where these affect the built environment and ensure that opportunities to 'build back better' are seized." Nowhere is immune to natural disasters, but it is the world's poorest communities that are worst affected, so the Commission has a particular focus on assisting vulnerable communities in developing countries.

John says "We are co-raising a team of suitably qualified/competent volunteers and acting as a focal point to get things organised with the UN. We are in the process of doing just that. We are in touch both with UN agencies, the World Bank and with our partners in Haiti. We are waiting to hear what skills they might lack and how we might provide volunteer assistance. Obviously, the most appropriate help should come from our volunteer members in the USA and the Caribbean, who have a great deal of experience in coping with a wide range of natural disasters, including hurricanes, floods and earthquakes that regularly beset the region."

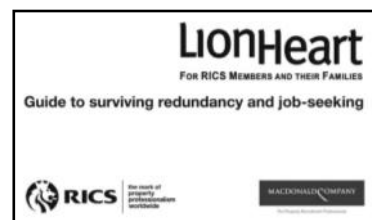
For an update on the current situation in Haiti visit www.rics.org/disastermanagement or for details of the BuildAction programme for volunteers email info@buildaction.org or call John Tracey-White on +44 (0)20 7334 3814 or email jtracey-white@rics.org.

If you know of any members affected by the Haiti disaster who may need support, email help@lionheart.org.uk or call +44 (0)2476 466696



Have you been made redundant?

41% of our beneficiaries sought help for unemployment-related issues in 2009. Our free Guide to Job-Seeking and Unemployment has received over 8,600 (Jan 10) hits on the LionHeart website and over 2,000 people (Dec 09) have downloaded the PDF from our LionHeart website or received a copy by post so far. To download your free copy visit www.lionheart.org.uk or call 0845 6039057.



Visit www.lionheart.org.uk to download our free guide to redundancy and job-seeking or call us for advice on 0845 6039057.

RICS North West Merseyside & Cheshire Construction & Property dinner

The RICS North West Annual Merseyside & Cheshire Construction & Property Dinner took place in October 2009 at the Britannia Adelphi Hotel in Liverpool. Over 350 property professionals gathered to enjoy a 4 course gala dinner and entertainment from Paul Fletcher MBE, Chief Executive of the recently promoted Burnley Football Club. The charity raffle raised £2320, shared between LionHeart and North West Air Ambulance. The 2010 event is planned to take place on 08 October. For more information contact Cindy Corless-Drake, Events Administrator, RICS North West, Tel 01925 853843 or email ccorless-drake@rics.org

Thank you for your festive support

Each year LionHeart provides Christmas hampers, monetary gifts to children of beneficiaries, and additional grants to families in most need. Hampers and gifts at Christmas are always appreciated by recipients. Such kindness lifts the spirits of those who have experienced emotional and financial difficulties during the year, and remind them that others care and are thinking of them at Christmas time. LionHeart sent 165 hampers, 96 cash gifts to children and families in 2009 at a cost of almost £26,000.

“ Today I received a wonderful food hamper packed both with some of my favourite everyday items (which I have missed in recent months) and several luxuries that have been beyond my budget for a long time, that I can now look forward to really savouring in the coming weeks. It has given me a massive boost today and a smile to match.

It means so much and makes such a difference to me to have some variety in my food—something more than the basic essentials I have had to get used to recently. This gift has truly given me a happiness that will be regularly renewed by the food I will now enjoy.

LionHeart has been a tremendous help to me, both financially and on several occasions by bringing happiness through relatively simple acts like a timely birthday greeting, and has repeatedly demonstrated to me a genuine care for those it serves. ”

Cliff

Our appeal for sponsorship of Gifts and Hampers in 2009 raised £3,769. Generous Donors included RICS President Max Crofts, Mr M Bacon, Mr S W Carlin & Mrs L Carlin, Cluttons, Conrad Phoenix Charitable Trust, Construction Dispute Resolution, P A Daventry, N G E Driver, John English Associates, Equity Estates GB Ltd, Mr P Gready, S Harrison, C E & M P Horbacki, G Hyett Esq & Mrs E Hyett, P C & S A Jeffery, Mrs J E Jerden, CQM & JS Johnson, B A Judd & Co Ltd, Langlely Taylor LLP, Litton Properties, Mr D T McCarthy, J W Pillinger, Brian & Patricia Scream, Underwoods LLP, Stephen Wallbridge, Mr D A Webb, Michael Westgarth-Taylor & Co.

East Midlands events

RICS East Midlands held events and raised funds for LionHeart, including RICS matrices Nottinghamshire 7 Deadly Sins Ball on 13 November 2009 which raised £452.20. RICS matrices Leicestershire, Northants and Rutland Charitable Golf Event and Chairman's Reception raised £56.76. Thank you to everyone who supported these events.

LionHeart will be holding raffles at forthcoming CPD Days: East Midlands (Leicester Marriott Hotel, 26 March) and Eastern Region (Petwood Hotel, Woodall Spa, 9 June). For more information about future RICS East Midlands events please contact Melanie Westall, RICS East Midlands, The Kiln, Mather Road, Newark, Nottinghamshire NG24 1FB. Tel 0207 695 1600 or email mwestall@rics.org.

It is easy to donate with Justgiving

Donating and raising funds with Justgiving online is easy, so people can raise more money than they ever thought possible.

Justgiving payments are 100% secure and more than 8 million people have used Justgiving to donate more than £450 million to charities since the service began in 1999. In return for a 5% administration fee on donations and a monthly subscription fee of £15 Justgiving automatically reclaims Gift Aid on donations made by UK taxpayers who make declaration, and provides LionHeart with the proceeds and detailed reports on all money donated. Please be aware that there may be a time lag between money being donated and income being updated.

LionHeart can provide ideas for raising funds and even provide staff or volunteers to attend your local meetings to talk more about LionHeart. If you would like to know more about raising funds for LionHeart contact cwall@lionheart.org.uk or call 0845 6039057 or to set up a Justgiving account for your event visit www.justgiving.com/lionheart.

justgiving
fundraising made easy

Lands End/John O' Groats cycle & climb

Malcolm Stuart FRICS IRRV (FLJ Ltd in Leeds) is teaming up with colleagues who ran across Portugal last year for a charity bike ride from Lands End to John O'Groats, but with a difference. They will climb Ben Nevis, Scafell and Mount Snowdon along the way. Their target is to raise £100,000 and the proceeds will be shared - 30% to Martin House Children's Hospice, 30% to St. Leonard's Hospice York, 20% to Janes Appeal, 15% Lance Armstrong Foundation, and 5% to LionHeart.

For more details contact Malcolm Stuart on 01132 431133 or email malcolm.stuart@fljtd.co.uk

Royal Wimbledon golf day

The Annual Corporate Challenge match of the Chartered Surveyors Golfing Society was held on the 10 September 2009 at Royal Wimbledon Golf Club. An enjoyable day saw Hillcourts team of Clive Fisher, Paul Deakin, John Keenan and David Simpson emerge as winners, with Richard Echelby's Latchmere Properties run-

ners up. The event raised £300 for LionHeart.

This year the corporate challenge will be held on 9 September, again at Royal Wimbledon. The competition is played at 2.30pm to enable competitors a chance to work in the morning. Each year a donation is made to Lion-

Heart and company or partnership teams can comprise either staff or guests. New teams are welcome. If you are interested please contact Colin Searle at colinsearle@hotmail.co.uk.



RICS Matrics Chairman's anniversary

In March, RICS matrics Chairman, Mark Humphries, is to undertake a Chairman's Anniversary Challenge to celebrate the 120th Anniversary of RICS matrics. Mark will be travelling from John O'Groats to Land's End within 120 hours, predominantly via rail, whilst visiting each RICS region on the way and undertaking a challenge set by members in each region. There is also a second part to this challenge. 10 people in each region will raise £120 through a sponsored activity which will go towards a total pot to raise money for both LionHeart and The Stroke Association. Justgiving pages for both charities have been set up at: www.justgiving.com/ricsmatrics2010challengeionheart and www.justgiving.com/ricsmatrics2010challengestrokeassociation.



Mark's challenge will start on Monday 22 March 2010 and end on Saturday 27 March. All RICS matrics regions and local groups have been informed and have begun planning their challenge for Mark, which in the interests of entertainment are to be kept from him until he arrives in the region. For further information about the Chairman's Anniversary Challenge, please contact Andrew Muckle, RICS matrics & UK Operations Co-ordinator Tel: 020 7334 3743 or email amuckle@rics.org.

Yorkshire and Humber Construction dinner

The Yorkshire and Humber Construction Dinner 2009 took place on the 27 November at The Queens Hotel in Leeds. 300 property professionals from across the region enjoyed a 3 course gala dinner and were entertained by former world champion snooker player "Mr Maximum" Willie Thorne. The Dinner raised £2,700, for LionHeart and Martins House, Children's Hospice in Leeds. For further details contact Jenny Dyson—call 01924 229304 or email jdyson@rics.org.

Dates for your diary

2010

- 25 Feb Leeds Crypt Factor, LUFC
 - 3 Mar Five Counties Conference Swan theatre, High Wycombe
 - 18 Mar RICS South APC Surgery - includes a donation to LionHeart
 - 26 Mar RICS East Midlands CPD Day Leicester Marriott Hotel
 - 20-28 Mar Haute Route Alps Challenge by Matthew McKaig
 - 22-27 Mar John O'Groats to Land's End challenge by RICS matrics Chairman Mark Humphries
 - May (TBC) 3rd Morecambe Bay Walk
 - 15 May Matrics Cumbria Clay Pigeon Competition, Crabtree Farm, Lupton, Cumbria
 - 9 Jun RICS East CPD Day Petwood Hotel, Woodall Spa
 - 11 Jun Society of Chartered Surveyors Golf Outing, Woodbrook
 - 24 Jun Shropshire Golf Challenge
 - 11 or 25 Jun (TBC) 18th London Clay Pigeon Competition
 - 4 Sep Annual Suffolk Challenge Shotley Peninsula
 - 9 Sep Annual corporate golf challenge at Royal Wimbledon
 - Sep (TBC) East Mids RICS v RIBA golf at Stanton On Wolds Golf Course
 - 23 Sep RICS North of England Golf Rudding Park, Harrogate
 - 10 Nov London Property Quiz Grange City Hotel, St Pauls
- ### 2011
- 21-29 Jul English Channel Swim by Hannah Noble

Help us guide you through the difficult times...

Everyone is affected by the recession, but some more than others. LionHeart has seen an increase in people seeking help at a time when charitable income has decreased.

Please include a £15 donation to LionHeart, less than 5p a day, when paying your RICS subscription, or if your subscription is paid by your employer send your donation to the address below. Alternatively you can download a banker's order form from our website - www.lionheart.org.uk

...by donating £15

LionHeart
FOR RICS MEMBERS AND THEIR FAMILIES



LionHeart

Registered Office: Surveyor Court,
Westwood Way, Coventry CV4 8BF
Tel: 0845 6039057 or
+44 (0)24 7646 6696
Fax: +44 (0)24 76474701
Email: info@lionheart.org.uk
Web: www.lionheart.org.uk

