

The Link



As ever I hope that you enjoy reading this edition of The Link – if you wish to contribute to the December edition please do not hesitate to contact me on
Tel: 020 8655 6727 or adickson@eldonhousing.co.uk

Anne Dickson – Editor

Customer Service Excellence Accreditation

I reported in the December Link Magazine that, as we went to print, the Association had been recommended for a Customer Service Excellence Accreditation - this is a Government standard which replaced the old Charter Mark in 2008.

In January 2017 we received confirmation that we had achieved the required standard and had been awarded a Customer Service Excellence Accreditation.

The standard is made up of 5 Criterion:-

- **Customer Insight**
- **The Culture of the Organisation**
- **Information and Access**
- **Delivery**
- **Timeliness & Quality of Service**

There are 57 elements within those 5 criterion and we were required to provide information/evidence for all 57 elements. This evidence was obtained by reviewing Policies and Procedures and most importantly through reporting on the work that all members of staff carry out every day.

Our assessment visit took place on Thursday 8th December with the Assessor visiting Head Office meeting with staff, our Board of Management Chairman Eileen Nutting, representatives from the Tenants' Panel plus stakeholders such as Croydon Council and Age UK. He also visited Westdene where he met staff, tenants, family members and local medical practitioners. Unfortunately it was not possible or practical for the Assessor to visit all the Association's 10 schemes, Westdene was selected as every service the Association provides is available at this scheme and it is the only Eldon scheme with a dedicated Dementia care area.



Following the visit the Assessor reported that “Eldon sets the bar high when it comes to customer service”

It is great to see the excellent customer service our staff provide through all aspects of the Association's business being formally recognised.

One important new document which arose from our work preparing for the accreditation assessment was the creation and adoption of our Tenants' Charter which was signed by our Chief Executive - Elizabeth Rangé, Board Chairman - Eileen Nutting and the then Tenants' Panel Chairman – Peter Thomas. The Charter was sent to all of our tenants in March 2017 and has been reproduced at the back of this magazine.

We delighted to receive this accreditation and do not intend to stand still - we will continue to look at ways to improve our levels customer service.

Anne Dickson
Company Secretary

Charitable Fundraising

For some time our Senior Management Team based at Head Office have wanted to organise a charitable fund raising event which could bring together the tenants and staff.

They recalled the fundraising which took place in 2011 when 13 staff members completed a sponsored walk from the Head Office in Purley visiting all of the Association's sheltered housing schemes ending up at Bardsley Court. That walk and all of the events that took part at the schemes that day raised over £2,300 for Help for Heroes.

The Senior Management Team recently took part in a Dementia Friends Information Session with some of our Board Members and following that it was suggested that the Association could support The Alzheimer's Society.

Eldon's Employee Forum members were consulted and they all agreed that The Alzheimer's Society was an excellent choice and they were keen to be involved. The Tenants' Panel met on the 31st May and were advised of our idea. They agreed to support fundraising for this charity and noted that this would not impact upon any regular funding raising events which take place at the schemes such as The World's Biggest Coffee Morning, collections for the Christmas charity shoeboxes, Wear it Pink etc.

To start the ball rolling a sponsored 'Memory Walk' will take place on Wednesday 13th September with the walkers visiting the Croydon schemes where it is hoped that events such as Coffee Mornings will take place to enable tenants and staff at the schemes to be involved with the fun and fundraising.

Tenants will be consulted about events to take place at your schemes on the day and posters to promote the fundraising will be placed on scheme notice boards.

We already have staff offering to take part in the Memory Walk plus other offers of support and sponsorship so we are hoping that we can beat the £2,300 raised in 2011.

If you would like to support our fundraising for The Alzheimer's Society please speak to your House Manager, Elaine Beveridge on 07785 616860 or Anne Dickson at Head Office on 020 8655 6727.

In aid of



HEAD OFFICE CHANGE OF ADDRESS

Our Head Office is now based at:-
2nd Floor (North Wing)
Legion House
73 Lower Road
Kenley CR8 5NH

All telephone numbers and e-mail addresses remain unchanged.

News from around the schemes

JOAN NIGHTINGALE HOUSE

- Some tenants get together most afternoons in the lounge for a cuppa and a catch up.
- Our tenants are quite active and go out a lot with friends and relatives.
- We enjoyed a strawberry cream tea on a sunny afternoon in June.



BARDSLEY & CLAREMONT COURT

- We celebrated Easter with Coffee and Hot Cross Buns plus a fun Quiz and Raffle.
- Our Wednesday and Sunday coffee mornings continue with word games added on Wednesdays.
- We welcomed Accordionist Martina Schwarz in April for our St George's Day celebrations where we enjoyed good music and a buffet tea.



GARDEN COURT

- Our Easter events included a Treasure Hunt, Quiz, Raffle and afternoon tea.
- We held our own version of 'Tea at the Ritz' in April which was very popular.
- June saw the return of the very popular Ukulaviators.
- We have been enjoying our peaceful garden during the good weather.

LINDSAY COURT

- The ever popular Twin Tub visited us in June – we always thoroughly enjoy their visits and finish the afternoon off with tea and home made cake.
- Some of us joined tenants from Westdene on a trip to Polhill Garden Centre & Shopping Village near Sevenoaks
- We have just taken delivery of new garden furniture which we hope we will get plenty of use out of during the summer months.
- Our new raised flower beds have been installed and we are looking forward to these being planted up bringing welcome colour to our garden.



WESTDENE

- We had an Easter Bonnet making day in March with the finished articles being worn on Easter Monday.
- Our trip to Polhill Garden Centre & Shopping Village in May was as popular as ever.
- We returned to McDermott's in Forestdale in May to enjoy their award winning Fish & Chips.
- We have had visits from Christine's Choir and Silver Bells both events were thoroughly enjoyable and we hope to welcome them again very soon.



MARTEN HOUSE

- Our mature garden continues to be a haven for birds and butterflies and is enjoyed by tenants
- We have welcomed 3 new tenants at Marten House in the last few months.
- Some of us will be joining tenants for other schemes on the summer trip to Brighton.
- Our patio has been great place to sit during the warm weather with the awning pulled open to give us some shade.

FELLOWS COURT

- We held a belated St Georges Day celebration on 26th April with tea, cakes and entertainment from Accordionist Martina Schwarz
- In June Ventriloquist Alan Simmons entertained us and we were joined by tenants from Bardsley and Claremont Courts
- Chair based exercises hosted by a volunteer from Age UK started in July and it is hoped that this will become a regular activity



eldon Tenants' Panel

The Panel met on 31st May at Lindsay Court, Robert Boswell (Housing Manager) attended this meeting for the first time.

I was elected the new Chairman of the Panel with Sandra Tapping of Bardsley Court as Vice Chairman.

The Panel reviewed the schedule of Capital Expenditure and Cyclical Maintenance works for schemes for the year to March 2018. These works include replacement ground floor windows in Bardsley Court, new communal area carpets in Garden Court and Marten House, new garden furniture in Lindsay Court and the commencement of 3 bathroom upgrades in Marten House.

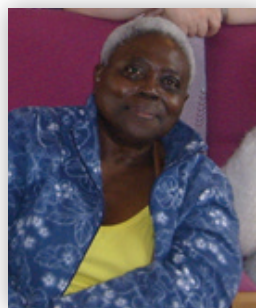
We noted that the results from the Annual Tenant's Survey were being collated and that we

would be advised of the results as soon as these were available.

The Association's desire to support a charity with fund raising events was discussed and the Panel welcomed the suggestion to support The Alzheimer's Society and noted that this would not

impact upon existing fund raising activities at individual schemes.

We agreed that our next meeting will take place at Garden Court after the Association's Annual General Meeting in September.



Princess Williams – Chairman

The Tenants' Panel members are:

GARDEN COURT	Miss Ethel Dixon
BARDSLEY COURT	Miss Christine Hall and Mrs Sandra Tapping
MARTEN HOUSE	Mr Dave Grierson and Mrs Pauline Peet
LINDSAY COURT	Mr Brian Saunders
JOAN NIGHTINGALE HOUSE	Mr Peter Thomas
CLAREMONT COURT	Ms Princess Williams

Messages from the Housing Manager



Hello to you.

I took over from Carleen Williamson in February 2017, initially on a 3 month contract which has now been extended for a further six months, so I will be in post until at least early November.

I have visited most of the schemes and have met a good number of tenants, but obviously some tenants reading this will not have met me yet. Hopefully that might change before November.

I am only working part-time on Mondays, Tuesdays and Wednesdays having semi-retired in September 2016. I have over thirty years experience of working in housing across various types of tenancies and tenant groups, so bring a vast amount of knowledge and experience which I am utilising in my role with Eldon Housing Association.

I am looking forward to working very closely with Linda Pither (Joan Nightingale House), Hilda Matovu (Westdene), Janice Hughes (Lindsay Court) and Elaine Beveridge (Welfare & Support Officer) in continuing to deliver a very high standard of service.

I have been impressed with the professionalism and dedication of the staff employed by Eldon Housing Association working daily in a very demanding and complex environment.

My role is a little different to the one that Carleen carried out and continues to evolve - some of you will note that my job title has changed. At this moment the key roles are mainly income driven with a particular responsibility for void turnaround and lettings plus negotiations with Croydon Council on care costs and the services delivered by Eldon.

Robert Boswell, Housing Manager

Since the fire at Grenfell Tower we have contacted all of our House Managers / Premises Officers and reminded them of the importance of checking that fire escape routes are kept clear and fire doors kept closed and that all tenants are aware of the Fire Actions. Tenants can assist us by not wedging fire doors open or blocking fire escapes with personal belongings.

It should be noted that none of the Association's buildings have cladding, all of our Fire Risk Assessments are up to date and any actions identified are completed immediately.

All of our schemes have been designed to support the stay put policy which is effective when buildings have modern fire alarm systems and appropriate compartmentation. All of our flats have heat and smoke detectors linked to the main fire panel and at the schemes without 24hr staff cover the alarm system is remotely monitored.

We have always carried out regular fire drills, safety checks and continue to look at ways of improving fire safety by upgrading systems and will continue to hold regular fire safety talks with our tenants.

Annual Tenants' Survey 2017



Our Annual Tenants' Survey took place in May with 193 questionnaires distributed and 117 returned compared with 199 distributed in 2016 which resulted in 110 returned. This gave a response rate of 61% an increase on the 55% in 2016 which was positive. The Tenant's Panel target percentage for survey returns was 60% which we just achieved and it is hoped that this increase in the number of surveys return will continue.

Our ratings as Landlord have dropped this year with our 'Excellent' rating reducing from 30% in 2016 to 25% and 'Good' from 55% down to 54%.

The targets agreed with the Tenants' Panel predominately look for a 30% Very Good / Very

Satisfied result and 60% Good / Satisfied results and in many areas the target was achieved particularly with the Very Good / Very Satisfied for Care, Catering, Domestic, Laundry and Maintenance Services.

The Tenants' Panel will receive the results for each scheme together with the overall results and will discuss these at their next meeting in September. In the meantime the results for your scheme, together with details of any action taken, will be provided in time for your next Tenants Meeting.

Tenants are asked to select what 3 elements of the Association's service they consider to be the most important from 9 elements provided. The top 4 continue to be the following:-

	2017%		Target %	2016%	
Keeping Tenants Informed	Very Good	32	30 60	Very Good	33
	Good	40		Good	41
Taking Tenant's Views Into Account	Very Satisfied	19	30 60	Very Satisfied	21
	Satisfied	55		Satisfied	63
Repairs & Maintenance	Very Satisfied	26	30 60	Very Satisfied	24
	Satisfied	50		Satisfied	52
Overall Support Services	Very Satisfied	28	30 60	Very Satisfied	18
	Satisfied	46		Satisfied	54

We saw an increase in satisfaction levels for our Support Services with Keeping Tenants Informed and Repairs & Maintenance remaining virtually unchanged. The disappointing result was Taking Tenant's Views into Account where the satisfaction levels are down due to a slight increase in no answers and dissatisfied tenants.

Thank you to the 117 tenants who completed the survey.

Elaine's Updates

It has been another busy few months at our schemes

I am now organising entertainment and activities for the tenants at Fellows Court and the feedback to date has been positive. I would like to take this opportunity to thank Premises Manager Mike Smith for his support which ensures that the activities run smoothly.

You will see from the 'News from around the Schemes' on pages 2-4 that we have welcomed new entertainers in the form of a Ventriloquist and Accordionist who have been well received. I recommended both entertainers to the House Managers at Lindsay Court and Westdene and I understand that bookings at Lindsay Court have been made.

Our summer outing, this year to Brighton, is taking place as we go to print, I will therefore report on this in the next edition of The Link.

I am on Croydon Trading Standards mailing list and receive regular updates of current scams which I report to tenants; there are no new scams to report at the present time. Tenants should however continue to be vigilant never giving bank account details to anyone telephoning or visiting them and be careful when responding to leaflets/flyers received.

I continue to provide support and advice to tenants with the intention of promoting independence and contributing to their overall wellbeing.



Elaine Beveridge
Welfare & Support Officer



MORNING GLORY

It's early in the morning, but there's a magic in the air
You can feel it in the quiet stillness, you can feel it everywhere
The trees are softly whispering their message to impart
And the stream below glides gently on as it has right from start

Whilst on the bank a fisherman all alone tries his luck – it's his lucky patch
Little he knows a heron is waiting on a branch high above to dive for his catch
The sun shines so brightly adds to the scene, all looks so peaceful so serene
As the farmer steps into the light dog at his side - he's just so happy living his dream

Soon the peace will be shattered as the old mill starts up to a clatter
Baby lambs will appear tails in the air as them gambol and chatter
The old horse in the meadow looks up with a smile on his face
He's watching the little ones as they try to keep up the pace

The village looks so happy and gay filled with sweet laughter and a good joke
For all are content, the animals know in good hands they be and so do the folk
So we'll go on our way cheered and inspired with memories to cherish as we say
How lovely it's been and thank you to God for a wonderful start to our day.

Edith M Lonsdale (Aged 92) - Garden Court



In the Summer 2014 edition of The Link we launched Eldon's Great War Heroes to give tenants, staff and our Board members the opportunity to share their family's World War 1 experiences.

We do have one more story to tell which will be included in the December 2017 edition of The Link.

If you would like to share your ancestor's Great War experiences please contact our Editor, **Anne Dickson**, on **020 8655 6727** or **adickson@eldonhousing.co.uk**.

Every Man Remembered

In order to try to keep alive the memory of every fallen hero of World War 1 the Royal British Legion is working with the Commonwealth War Graves Commission. This partnership has resulted in the creation of a website www.everymanremembered.org where you can create a dedication to one of the 1.1 million Commonwealth servicemen and women who lost their lives during World War 1.

You can commemorate a family member or person known to you or alternatively chose the serviceman or woman randomly selected on the website. If you are commemorating a person known to you a poppy can be placed on an interactive map where they died, or where they were born, or another meaningful place – perhaps where they are buried. You have the opportunity to write a personal dedication and also add photographs or life stories.

Anyone visiting www.everymanremembered.org can explore the interactive map and when clicking on a poppy can read the dedications and background information on that particular serviceman or woman. They provide a fascinating and often poignant insight into the lives of these brave men and women.



Tenant's Charter

We are committed to delivering a high quality service and have adopted the following:-



We will:-

- maintain your home, keeping this and all communal areas in good repair, and will complete repairs within our target response times.
- support you in maintaining your tenancy through our Care & Support services or by signposting you to appropriate service providers.
- respect you treating you with courtesy at all times ensuring all our staff are polite, professional and trained to provide a high standard of service.
- deal with enquiries quickly and efficiently replying to voicemail messages within 2 working days and responding to correspondence within 10 working days and when writing to you we will always use plain English.
- regularly consult with you to ensure we are providing the services that meet your needs and have your views taken into account when making decisions that relate to your home or the care & services provided.
- keep you informed through Tenant Meetings, our Tenants' Panel, The Link magazine, newsletters and one-to-one meetings.

Eileen Nutting, Chairman Board of Management

Elizabeth Rangé, Chief Executive

Peter Thomas, Chairman Tenants' Panel

E. Nutting

E. Rangé

P. Thomas

eldon housing

www.eldonhousing.org

BARDSLEY COURT

CLAREMONT COURT

FELLOWS COURT

GARDEN COURT

JOAN NIGHTINGALE HOUSE

LINDSAY COURT

MARTEN HOUSE

WESTDENE