

WINTER 2017/2018 ISSUE

The Link



eldon housing
www.eldonhousing.org

As this edition of The Link is being published in December may I wish you a very Merry Christmas and a Happy New Year!

I hope that you enjoy reading the magazine and as ever look forward to receiving any ideas for the 2018 editions which will be published in June and December.

Please contact me on 020 8655 6727 or adickson@eldonhousing.co.uk if you wish to contribute to the magazine.

Anne Dickson – Editor

Changes to our Tenant Services Team

Our interim Housing Manager, Robert Boswell, left us in October and the Association made the decision not to recruit a Housing Manager but to utilise the skills it already has within our Head Office Team.

Sharon Johnson has been with the Association for 7 years and has spent the last 12 months predominately working on tenant rent accounts as part of our Finance Team, prior to that she was our Housing Officer. Sharon has returned to that Housing Officer role and is heading the administrative arm of the Tenant Services Team. Sharon will also be responsible for all matters relating to your Rent and Service Charges such as annual rent increases and arrears matters.

Elaine Beveridge, our Welfare & Support Officer will continue to be the first point of contact for tenants at Bardsley, Claremont,

Fellows and Garden Courts plus Marten House and will continue to visit all of these schemes on at least a weekly basis.

Sally Trapé, who provided administrative support within the Tenant Services Team, has recently retired and we have recruited Natalie Smith as Operations Assistant to replace her.

Our tenants at Joan Nightingale House, Lindsay Court and Westdene will continue to have their House Managers, Linda Pither, Janice Hughes and Hilda Matovu respectively as their first point of contact.

Our 3 House Managers and Facilities Manager will be working more closely with the Tenant Services Team so that the combined skills and knowledge from these different elements of our business can come together to give a solid base for all the services we provide for our tenants.

Sharon Johnson
HOUSING OFFICER

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Sharon works:
Monday - Friday
9.00am - 5.00pm

Elaine Beveridge
**WELFARE & SUPPORT
OFFICER**

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Elaine works:
Monday - Friday
9.00am - 5.00pm

Natalie Smith
**OPERATIONS
ADMINISTRATOR**

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Natalie works:
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11.00am - 4.00pm

Cover photos, from left to right Copyright The Francis Frith Collection. Row 1: Haywards Heath, The Broadway c.1950, Haywards Heath, South Road c.1950, Croydon, Town Hall Gardens c.1950. **Row 2:** Croydon, North End c.1950, Haywards Heath, Commercial Square c.1960, Croydon, Church Street c.1955. **Row 3:** Croydon, Surrey Street 1957, Haywards Heath, The Recreation Ground c.1950, Croydon, The Town Hall 1952.

News from around the schemes

LINDSAY COURT

- Our Summer Fete and raffle raised £284.87 to boost our activities fund.
- Volunteers from Age UK are visiting every month to host exercise classes and whilst they are with us they complete health checks on our tenants and monitor existing conditions supporting the work of our local healthcare professionals.
- Our garden had a makeover during the summer with the installation of raised flower beds and new furniture – we christened this with an Afternoon Tea where we were joined by some tenants from Westdene.
- Ventriloquist Alan Simmons visited us for the first time in July our tenants enjoyed this very different entertainment.



MARTEN HOUSE

- We are small scheme of just 14 flats and our tenants are, in the main, quite active and out and about quite a lot.
- One of our tenants, Vincenzo Avanzato, occasionally cooks us a tasty Italian meal which we enjoy in our cosy communal lounge.
- We are currently planning a Christmas Lunch at the Grade II Listed Coombe Lodge in Shirley Hills – it always looks lovely at Christmas.

BARDSLEY AND CLAREMONT COURTS

- 5 tenants joined tenants from other schemes on the summer trip to Brighton.
- The large Bardsley Court communal lounge continues to play host to coffee mornings on Wednesday and Sunday – with word games added on Wednesdays.
- As The Link goes to print we are planning a Christmas lunch at a local restaurant plus festive entertainment at the schemes.



News from around the schemes

GARDEN COURT

- We continue to have a large group of tenants who regularly get together in our communal lounge for tea, coffee and good catch up.
- Magician Robbie from specialist entertainment agency Care Entertainment visited us in October – what a great evening of fun and laughter with card and drawing tricks and even a white rabbit out of a top hat!!
- As The Link goes to print we are planning a Cream Tea to celebrate our 20th Anniversary on the 18th December.
- We are delighted to have regular visits from local Brownies who come along to sing for us.



JOAN NIGHTINGALE HOUSE

- We have celebrated two special birthdays since the last edition; Marjorie Kinne's in August when she was 107 and Sally Blake's in October when she was 108. Tenants and staff joined these two special ladies for afternoon tea.
- As this edition goes to print we are about to celebrate Sue Alymer's 100th birthday. *Not for the first time we are all saying there is something in the water at Joan Nightingale House – The Editor*
- Tenants Joan Bennett and Peter Thomas have re-started the monthly quiz now that the weather is not so good.
- Our weekend Carers continue to hold afternoon tea and welcome any tenants for a chat over tea and cakes.



FELLOWS COURT

- Regular activities are growing at Fellows Court, we enjoy Knit & Chat sessions and the blankets we knit will be donated to a local hospital.
- The chair based exercises hosted by a volunteer from Age UK are continuing.
- We had a very successful visit from students from Kingsdale Foundation School in October who spent time drawing and painting with our tenants whilst getting to know them over tea and cake.
- We are also getting together to tackle jigsaws plus card marking.
- New tenant, Heather Gardiner, has given up her time to organise additional activities which have proved to be very successful.



WESTDENE

- We had our now annual Cream Tea in our garden on a sunny August afternoon. Tenants and staff enjoyed sandwiches, scones and strawberries with music and drinks following in to the evening.
- Our Summer Fete took place in September with the traditional Tombola and the sale of home made cakes proving to be as popular as ever. We raised an amazing £620.
- In October some of our tenants enjoyed lunch at the local Toby Carvery and in November we returned to Polhill Garden Centre & Shopping Centre for some early Christmas shopping and to stock up with winter plants for our hanging baskets.



Elaine's Updates

It has been a great summer and autumn with our schemes welcoming new entertainers such as a Ventriloquist and a Magician. I am also looking for different entertainment and activities and welcome any ideas from tenants, their families and staff.

The big event during the summer was our annual trip to the coast, this year Brighton on Friday 7th July.

We had 50 people in total on the trip which included tenants, volunteering family members and staff. We now include a separate mobility mini coach which enables tenants to join us who otherwise would have difficulty travelling.

This year the weather was beautifully sunny which meant that tenants could enjoy tea and cakes or fish and chips on the pier plus some shopping. All in all everyone reported back that they had a lovely time.

I will see as many tenants as possible in the weeks leading up to Christmas but I take this opportunity to wish you all a very Merry Christmas and a Happy New Year!

I must close by saying how surprised, delighted and proud I was to receive one of the first Employee Excellence Awards, reported on page 10, and would like to thank everyone who nominated me. I am sure that Karen at Bardsley Court and Jackie at Joan Nightingale House feel just as proud and happy as me.

Elaine Beveridge
Welfare &
Support Officer



Charitable Fundraising

In the summer edition of The Link we announced plans to raise funds for The Alzheimer's Society and that part of that fund raising would be our own sponsored 'Memory Walk' on Wednesday 13th September.

The walk route took in some of Eldon's sheltered housing schemes and 2 of Croydon Council's Nursing Homes/Day Centres where we have staff working.

Elaine Beveridge (Welfare & Support Officer), Anthony Cowley (Cook at Addington Heights), Anne Dickson (Company Secretary), Janice Hughes (House Manager at Lindsay Court), Carol & Peter MacArthur (Carer & Volunteer at Westdene), Hilda Matovu (House Manager at Westdene) and Wayne Russell (Maintenance Officer) all started the walk from our Head Office in Kenley.

First stop on the route after an uphill walk of about an hour was Langley Oaks where we were welcomed with a cup of tea by Cook Sandra Purle, after a short rest we moved on to Garden Court arriving there to a warm round of applause from the tenants gathered in the lounge for coffee.

The tenants at Garden Court had provided tea, coffee, cakes and fruit for us and also organised their own raffle which raised £100.00. Suitably refreshed we moved on to Lindsay Court and arrived whilst tenants were taking coffee, it was great to catch them for a chat before they started their lunch. Cold drinks were provided plus delicious home made rock cakes – we all saw the cakes as guilt free on the day due to our walking the calories off between schemes !!

We were joined at Lindsay Court by Vicky Dunn (Weekend Cook at Westdene), Darren Eade (Head of Finance) and Terry Als (Chef at Heavers Centre). Next stop Westdene where we dodged a downpour just as we arrived to join the tenants for a buffet lunch and what a lunch it was hot and cold food plus great cheesecake and gateau as well as a fresh fruit salad for those wanting the healthy option. Once again we did not think about the calories just refuelling for the afternoon's walking – it was good to take some time to talk to the tenants who had supported us.

A little after 1.00pm and it was time to move on to Fellows Court where we were joined by Jenny Haines (HR Business Partner) and had an opportunity to chat to tenants after they had finished their lunch. Again we had a great reception and took the opportunity to thank the tenants for buying raffle tickets and sponsoring the walkers.

Next stop as we headed north through the borough was Bardsley Court where we joined tenants from both Bardsley and Claremont Courts for coffee, cakes and a chat (you will have realised by now that cakes played a large part in the day!!).





Then we were on to the last stop of the day, Heavers Centre, where we arrived around 3.30pm having ran the last 100 metres to dodge the second downpour of the day – someone was smiling on us as we managed to stay dry all day !! Edward Robertson the Cook had organised tea, coffee and pastries which were enjoyed by us all as we sat in comfy chairs and laughed about our day.

We all had a fabulous day and agreed it was a great way to raise money for such a worthy cause – the generous sponsorship of our walkers raised £670.50.

Croydon Council's Nursing Home Addington Heights was a little too far away to form part of our sponsored walk – but it was not left out David Nixon (Head of Operations) and Jackie Holt (Facilities Manager) had an early morning walk from New Addington to Langley Oaks in Selsdon.

Joan Nightingale House in Hayward's Heath did not wish to miss out and held their own coffee morning and cake sale which raised £102.00 in addition to the sale of raffle tickets.

We held a 'mega' raffle with prizes donated by our amazing contractors and local businesses which raised £537.00 plus we received donations on our Just Giving page from many supporters which amounted to £1,085.00. Additional donations, cake sales, raffles and coffee mornings raised a further £299.57 which all came together to give us a grand total of £2,592.07.

The following contractors/suppliers (who regularly visit our schemes) and local businesses supported us by donating raffle prizes or making donations to our Just Giving page:

Amalgamated Lifts

Bagattis Restaurant

Beckford Cleaning Co

Bidfood

ECS Systems

FMI Contracts

HR Dept

J&N Electrical

Kiara

Sea Salt Restaurant

Select Water

James Hennessy

**Building &
Maintenance Ltd**

Ship Shape Products Ltd



These great people plus the many tenants, staff, visitors, friends and family members who supported us meant that we could present the cheque to Sofia Cetta Community Fundraiser for the Alzheimer's Society at a Coffee Morning at Garden Court in October.

Thank you to everyone who supported us.

WE ARE
MACMILLAN.
CANCER SUPPORT

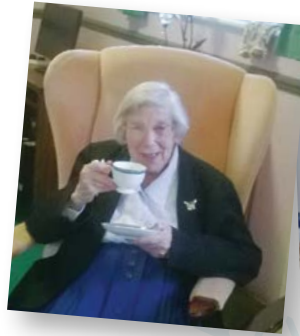


Eldon's tenants are no strangers to this worthwhile cause and this year tenants at Bardsley, Claremont and Garden Court once again held coffee mornings to raise funds.

Garden Court's event took place on Sunday 10th September with around 20 tenants coming together in their lounge to raise £116.00.

Bardsley and Claremont Court tenants held their event in the Bardsley Court lounge on Monday 13th September with around 12 tenants joining in they raised £148.80.

Thanks must go to Ethel Dixon (Garden Court) and Princess Williams (Claremont Court) for giving up their time to organise these events.



wear it
pink

breast cancer
now

On Thursday 12th October a vision in pink arrived at Head Office for a meeting – this vision was Hilda Matovu armed with a pin the 'wear it pink' badge on the poster game and a plan to extract money from the Head Office Team. Several of us had a go – some just donated and dodged the game which did require spinning around and we were not to sure we had the heads for it!! All in all a bit of fun on a busy morning and a nice way to support Westdene's fund raising.



Hilda returned to Westdene where Cook Gifty had baked pink cakes and the tenants had fun with the pink badge game raising £50.00 for this worthwhile cause.



Once again our tenants are supporting this special charity that aims to provide shoeboxes filled with Christmas Gifts of toys, stationery, etc to needy children around the world.

As we go to print 15 boxes had been donated for distribution in time for Christmas.



A huge thank you to every one who has supported these very special charities.

100

Eldon's Great War Heroes

Sharon Furbank daughter of Garden Court tenant, Doreen Lockyer, wanted to remember her Great Uncle - Francis Robert Shrimpton

Francis was born in Long Crendon in Buckinghamshire, a Baker by trade, the youngest of 4 children, and was 23 years old at the start of the Great War.

Unfortunately his family have been unable to obtain his military records as these were some of the many thousands destroyed during bombing in London in 1940.

What they do know is that Francis was a Gunner in the Royal Garrison Artillery, the 342nd Siege Battery which was formed in January 1917 in Weymouth and was equipped with 6inch 26cwt Howitzers. The Battery sailed for France from Southampton on 29th May 1917.

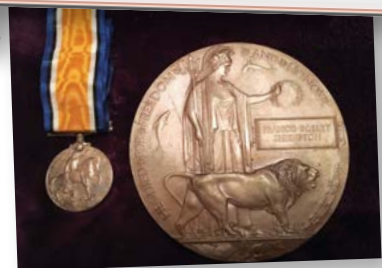
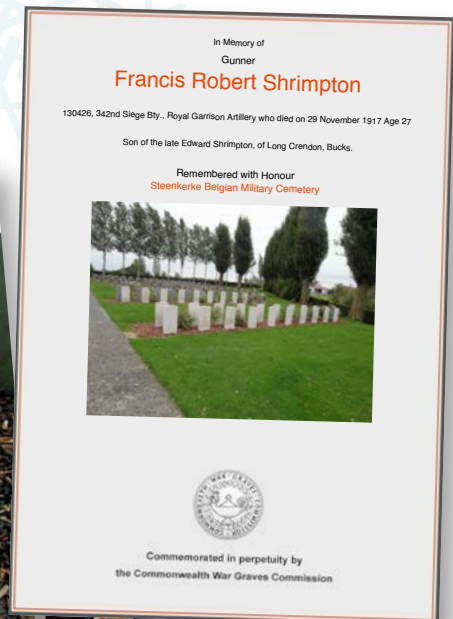
Siege batteries moved frequently between different Heavy Artillery Groups sometimes staying with a group for just a few days making it very difficult to trace his movements.

Sadly Francis was killed in action in France on 29th



November 1917, the cause and exact location of his death are unknown. He is buried in the Steenkerke Belgium Military Cemetery a small cemetery which is around 18 miles north of Ypres. Sharon and her family have visited his grave and have his memorial plaque, commonly known as a Death Penny, which was issued to the families of all British and Empire service personnel killed in action in WW1

Sharon and her family continue to research Francis Shrimpton's history and never want his name to be forgotten



and on 27th September 2014 Uncle Frank's name was read out in the Roll of Honour at the Tower of London which took place daily whilst those amazing ceramic poppies were in place. Sharon took her 12 year old daughter along to hear the Beefeater read out his name and to listen to the playing of The Last Post which ensured that another generation will remember him.

Thank you to Sharon for sharing her Uncle Frank's story.



The first Employee Excellence Award nominations were collected from the schemes in August. We received an amazing 96 nominations for 26 members of staff from tenants, family members, partners and staff.

Thank you to everyone who took the time to complete a nomination form.

Our Employee Forum, which comprises members of staff representing all aspects of our business, and our Senior Management Team reviewed all the nominations and the following staff members were chosen:

Elaine Beveridge - WELFARE & SUPPORT OFFICER



Elaine works with tenants at our ordinary sheltered housing schemes. The nominations recorded how supportive, helpful, friendly and professional she is, taking time to listen.

Karen Millard - PREMISES OFFICER



Karen is based at Bardsley & Claremont Courts. The nominations recorded that there is nothing she would not do for the tenants to ensure their safety, she is patient, cheerful, nothing is too much trouble and she is a tower of strength.

Jackie Cachia - SENIOR CARE & SUPPORT WORKER



Jackie is based at Joan Nightingale House. The nominations recorded how helpful and understanding she is and that she had gone the extra mile making arrangements for a tenant to go on holiday by arranging for a District Nurse to visit the hotel, organising medication and packing the tenant's bag to ensure she had everything she needed.

As you can see from the photographs they all received Certificates, presented by their Line Managers, which had been signed by the Chairman and Chief Executive plus a £25.00 Love to Shop voucher.

Every member of staff nominated received a certificate by way of acknowledgement of their nomination.

We plan to present these awards in March, June, September and December and as this edition of The Link goes to print we are notifying the winner(s) for December.

We appreciate that some schemes have only one permanent member of staff or perhaps just visiting staff but we do have other schemes with in excess of 20 staff and in order to give everyone the opportunity to nominate if they wish we plan to continue with these awards on a quarterly basis. The ballot boxes and nomination forms will therefore remain readily available to tenants, their friends and families plus all other users of our buildings all year round.

There is no requirement for you to nominate a member of staff every quarter but we would like to ensure that you continue to have the means to do so if you wish.



eldon Tenants' Panel

The Panel have not met since May but will be meeting next in early February. Reports on discussions at this meeting will be posted on your noticeboards.

In the meantime if you have any matters that you would like the Panel to discuss at their next meeting please speak any of the Panel members.

The Tenants' Panel members are:

BARDSLEY COURT	Christine Hall (Secretary) Sandra Tapping (Vice Chairman)
CLAREMONT COURT	Princess Williams (Chairman)
GARDEN COURT	Ethel Dixon
JOAN NIGHTINGALE HOUSE	Peter Thomas
LINDSAY COURT	Brian Saunders
MARTEN HOUSE	Dave Grierson Pauline Peet



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BARDSLEY COURT

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