

SUMMER 2018 ISSUE

The Link



eldon housing
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Welcome - I hope that you enjoy reading the summer edition of The Link and thank you to everyone who has contributed.

I have been producing The Link since September 2002 and over the years it has changed, and I hope improved, a lot.

I continue to look for new and interesting items for The Link and would be grateful to receive your feedback.

What do you like or dislike about The Link?

Would you like to contribute something to The Link?

What would you like to read about in future editions of The Link?

What would prefer not to read in future editions of The Link?



Please pass any ideas or feedback directly to me, Anne Dickson, on 020 8655 6727 or adickson@eldonhousing.co.uk. Alternatively you can pass your feedback to your House Managers or to Elaine Beveridge.

Annual Tenants Survey

Thank you to everyone who completed the Annual Tenants Survey.

The results will be collated and reported in full to all tenants in September with key results published in the December edition of The Link.

VOICE

YOUR

MATTERS

Tenant's Panel

The panel met on 2nd February at Garden Court and appointed a new Panel member Heather Gardiner. At that meeting the Panel discussed updating the Scheme Welcome brochures which will contain useful information for both new and existing tenants, drafts of these new brochures were passed to Panel members for review.

At their meeting at Marten House on the 18th May the Panel elected Peter Thomas of Joan Nightingale House as Chairman and Brian Saunders of Lindsay Court as Deputy Chairman, Christine Hall from Bardsley Court confirmed that she is happy to continue to take the minutes.

Prior to the meeting Panel members were asked to put forward suggestions for interview questions when recruiting Care, Catering & Domestic staff. The results of this request were collated, discussed and agreed so that questions specifically set by tenants will be included at interviews going forward.

The panel will next meet on Friday 7th September at Westdene at which time it will review the results of the Annual Tenants' Survey.



Peter Thomas,
Panel chairman



Your tenants' panel members are:

BARDSLEY COURT

Christine Hall - Secretary
Sandra Tapping

CLAREMONT COURT

Princess Williams

FELLOWS COURT

Heather Gardiner

GARDEN COURT

Ethel Dixon

JOAN NIGHTINGALE HOUSE

Peter Thomas - Chairman

LINDSAY COURT

Brian Saunders - Deputy Chairman

MARTEN HOUSE

Dave Grierson
Pauline Peet

Garden Court 20th Anniversary

On Monday 18th December 2017 just as the last edition of The Link was going to print the tenants at Garden Court celebrated their 20th Anniversary.

A special 'Ritz Cream Tea' took place in their lounge which was beautifully decorated for Christmas.

Tenant Ethel Dixon excelled herself putting together a magnificent array of sandwiches and cakes with, of course, several pots of tea. Many thanks to her for all her hard work.

In addition to Garden Court tenants, Elizabeth Rangé and Elaine Beveridge attended from Eldon's Head Office and Board of Management Chairman, Eileen Nutting, and Vice President, David Scott, represented the Board.

To commemorate the occasion Eileen Nutting, on behalf of Eldon, presented the Tenants with a framed print. Everyone agreed that with its birds, butterflies and flowers the print perfectly summed up Garden Court.



Celebrating
20 years



Edward Cook RM

Edward Cook (Ted) is a tenant at Fellows Court.

Ted was working as a Baker's Roundsman in London and joined the Royal Marines at 16 years of age on 31st March 1938.

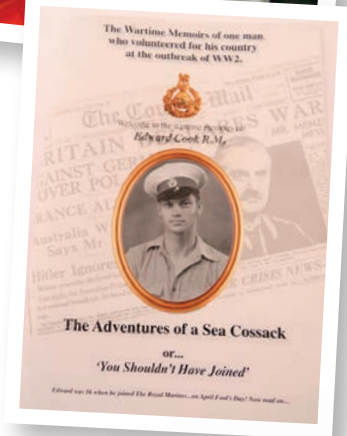
He put to paper some of his memories from his first day at the Royal Marines Depot in Deal on the 1st April 1938 through to his discharge in 1950. He recently showed his notes to a fellow tenant, Heather Gardiner, who thought it would be a good idea to put this into print.

She contacted our Welfare & Support Officer, Elaine Beveridge, who got in touch with a local company, Benchmark Reprographics. Their Managing Director, Jeff Hall, said that it would be a pleasure to produce a booklet free of charge for a local man. The booklet includes Ted's own typed notes and photographs plus some wartime images added by Benchmark Reprographics. This was all carried out without Ted's knowledge but with the help and support of his family.

Ted's memories range from joining HMS Warspite in Alexandria shortly before World War 2 was declared through to Plymouth Devon in 1950. Ted also served on other ships including HMS Durban and HMS Cumberland

He saw action in the Atlantic, Norway, Mediterranean, Pacific and India which is reflected in his medals - the India, Pacific and Atlantic Stars plus the Defence and 1939-1949 Medals.

Ted's memories are an often light hearted look at military service only possible through the eyes of someone who understands the comradery of being in the armed forces.



Back to the surprise !

Ted's birthday is the 24th May and it was decided that the special booklet would be presented to him as part of his birthday celebrations. A representative from SSAFA (the Armed Forces Charity) joined Ted's Son and tenants to share in the surprise and celebrate Ted's birthday.

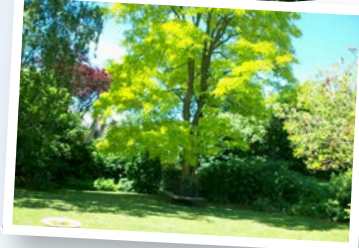
Ted was genuinely taken aback and touched by this gesture and joked that it looked interesting and he must read it !

All in all this was a most thoughtful gift which would not have been possible without Heather showing the notes to Elaine and her call to Benchmark Reprographics and their generosity in producing this.

News from around the schemes

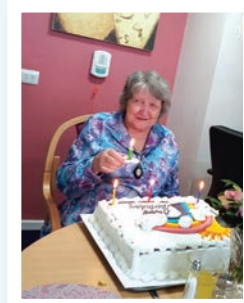
MARTEN HOUSE

- Tenants catch up in the lounge on a regular basis
- The secluded mature garden and sunny terrace remain as popular as ever.
- Tenants remain active going out and about as much as possible – particularly during the summer months.



WESTDENE

- We have celebrated two special birthdays Joan George aged 98 and Irmgard Martin who was 90 and received a surprise visit from her Sister & Niece from Germany.
- Tenants visited Polhil Garden Centre in April – always popular.
- Entertainment has come from the Silver Bells Choir, an organisation called Everyone Matters who play classical based music and you've guessed it our old friends Twin Tub.
- Our late spring planting of our pots took place as usual; this provides our tenants with a lot of satisfaction when they see the flowers bloom.



GARDEN COURT

- Singing duo Twin Tub visited in May entertaining around 20 tenants and we are planning another visit from the every popular Ukulaviators (as the name suggested they are a group of ukulele players) .
- We have Art activities on Mondays, Knit & Natter on Tuesdays and Board Games/Jigsaws on Wednesdays plus Coffee Mornings twice a week.
- We visited Teapot Island near Maidstone in June – which as the name suggests has the largest collection of teapots in the UK
- Our Summer Fete and Cream Tea will take place on 14th July.
- The team from Age UK's Healthier Lifestyle Hub are becoming regular visitors.



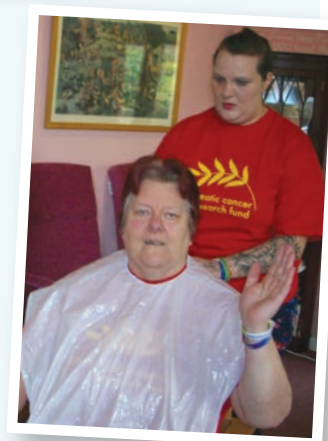
FELLOWS COURT

- Tenants have been visiting their neighbouring school, Chaffinch Brook Lower School to spend time with the children in their classrooms - they all said what a great time they had.
- Blankets knitted by tenants have been passed to a veterinary surgery.
- The popularity of entertainers Twin Tub has reached Fellows Court as they visited recently.
- We are hoping to hold a Fish & Chips supper very soon.



BARDSLEY & CLAREMONT COURTS

- Tenants celebrated the wedding of Prince Harry & Meghan Markle in the lounge at Bardsley Court
- Congratulations to Sandra Tapping who raised £540.00 for the Pancreatic Cancer Research Fund by having her head shaved.
- Tenants meet for coffee on Wednesday mornings.
- Tabletop sales continue to raise funds for scheme activities.



JOAN NIGHTINGALE HOUSE

- We recently held a Chocolate Quiz (yes a quiz all about chocolate with the bonus of tasting the different chocolates mentioned in the quiz what joy !!)
- Several tenants came together to watch the wedding of Prince Harry and Meghan Markle we enjoyed cupcakes and toasted the happy couple with Sherry and tea.
- Our tenant Sylvia Richardson knits squares which form blankets that are donated to the homeless in Brighton. A great way to use up odd balls of wool.
- Mature Trading Co visited in April – they sell clothes, slippers and accessories.



News from around the schemes

LINDSAY COURT

- A visit from the famous Northwood Morris Men on one of their rehearsal evenings at the end of 2017 was a lot of fun - they returned to entertain guests at our Summer Fete in June.
- Visits from Activities Co-ordinator Lorna remain popular.
- Age UK's Healthier Lifestyles Hub are visiting on a regular basis - they arrange chair based exercises with the tenants, take blood pressure and provide advice on healthy eating – their visits have been very well received.
- We continue to support SENSE (a national charity supporting people with complex communication needs) by donating unwanted items for sale in their charity shops, plus supporting the annual Shoe Box appeal for Operation Christmas Child.



Elaine's Updates

As we go to print I am in the midst of organising our annual trip to the coast – this year Hastings on Friday 6th July. Cruisers Coaches have been booked once again as tenants and staff always compliment their drivers on their helpfulness and consideration for passengers. Fingers crossed for a fun day!

I continue to ensure that posters for anything from entertainment and outings to security reminders (such as reported scams in the area) are placed on the scheme notice boards and I encourage tenants to look at these boards on a regular basis.

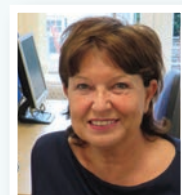
Can I take this opportunity to inform tenants that if you have any concerns regarding a fraud or attempted fraud you can call the **Action Fraud Line on 0300 123 204**.

Finally – two things

One: please remember that I am available Monday – Friday 9.00am – 5.00pm to assist you if you have concerns about anything - including assisting you to access Benefits you may be entitled to. You can call me on **07785 616860** or pop down to see me when I am visiting your scheme.

Two: a big thank you to Premises Officers, Karen (at Bardsley & Claremont Courts), Linda (at Garden Court) and Sharon (at Fellows Court) for their continued support particularly with scheme activities.

Elaine Beveridge
Welfare &
Support Officer



Film Club

The last few months have seen the start of an Eldon Film Club with staff at Westdene creating a **FRIDAY FILM CLUB** and Lindsay Court introducing monthly Sunday afternoon film showings.

Tenants at these schemes have enjoyed a variety of DVD's from classics such as *Guest Who's Coming to Dinner* to future classics such as the 2017 hit musical *The Greatest Showman* with the live action *Beauty & the Beast*, *Theory of Everything*, *Second Best Exotic Marigold Hotel*, *The Devil Wears Prada* and *Me Before You* included for good measure.

If you would like to start a Film Club at your scheme please contact Anne Dickson at Head Office on **020 8655 6727**, she can provide you with the list of DVD's available and can print posters to publicise the event.



Making Payments By Telephone

We now have a system to take payments over the telephone.

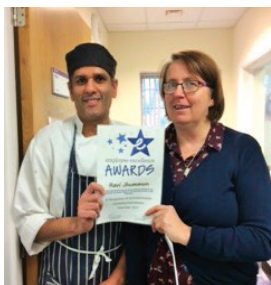
Some of our long-standing tenants make rent/service charge payments by cheque or cash and going forward you can, if you prefer, make these payments direct to our offices.

Please contact Sharon Johnson on **020 8655 6724** Monday – Friday 9.00am-5.00pm to make a payment or to obtain further information.



The quarterly Employee Excellence Awards were introduced in August 2017 and continue to go from strength to strength with a total of 119 nominations for 36 members of staff made in the December 2017 and March 2018 quarters. Nominations continue to be received from tenants, their families, our partners plus our own staff team.

The winners in December were Ravi Jhummun and Omar Mohamed and in March Hilda Matovu and Jean Parslow.



Ravi Jhummun

Ravi is the Chef at Langley Oaks where he has worked since the scheme was first opened in 2008. He received the Award for his dedication to his job and always helping his colleagues and taking time to talk to the residents who are always happy to see him.



Omar Mohamed

Omar is the Weekend Premises Officer at Heavers and has worked for Eldon for nearly 10 years. He received the award for always being hard working and helpful; keeping everywhere clean and tidy and no matter when you contact him he is always happy to help with a smile on his face and a positive attitude.



Hilda Matovu

Hilda Matovu is Home Manager at Westdene and is in her 21st year working with Eldon. She received the Award for visiting a tenant in Hospital on her day off and setting up a WhatsApp call between the tenant and her next of kin in Australia. The opportunity for a long chat was much appreciated by the tenant and her Niece.



Jean Parslow

Jean Parslow joined the team at Westdene in May 2017 as a Carer. She received the Award for the companionship, natural friendliness and attention to detail in her care for the tenant who nominated her.

As we go to print the nominations for the June quarter are under review; we will advise you of the winners of this and the October quarter in our December edition of The Link.

Please remember that you can nominate a member of staff for going the extra mile at any time, the small blue 'ballot' boxes are emptied regularly and the nominations reviewed quarterly by the Employee Forum and the Senior Management Team.

Useful Head Office Contacts

Elaine Beveridge - Welfare & Support Officer

☎ 07785 616860

✉ ebeveridge@eldonhousing.co.uk

🕒 Monday – Friday 9.00am – 5.00pm

Sharon Johnson - Housing Officer

☎ 020 8655 6724

✉ sjohnson@eldonhousing.co.uk

🕒 Monday - Friday 9.00am – 5.00pm

Natalie Smith - Operations Administrator

☎ 020 8655 6721

✉ nsmith@eldonhousing.co.uk

🕒 Monday – Friday 11.00am – 4.00pm

Maintenance Help Desk

☎ 0800 434 6298

This help desk operates 24hours a day 7 days a week.

Outside of office hours (Monday – Friday 9.00am-5.00pm) you should only report maintenance emergencies

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CLAREMONT COURT

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