

SUMMER 2019 ISSUE

The Link



eldon housing

passionate professional caring

Your Tenants Services Team

Welcome to the latest edition of The Link, firstly we would like to thank all the tenants who completed the Tenants' Survey and contributed to us having the highest response rate ever – thank you.

All of the results, including your comments, are read by us and we will continue to liaise with tenants to ensure that you get the best housing, care, support and maintenance services possible.

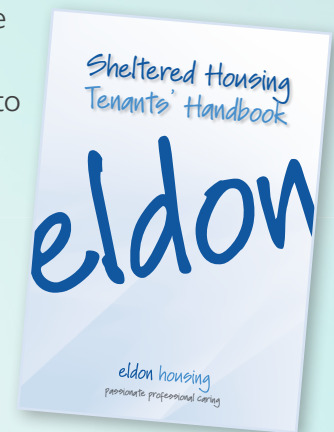
From the surveys we see that communication remains very important to tenants and we would like to take this opportunity to ask tenants to try to attend the Tenant Meetings as these meetings give you the opportunity to have an input into what is happening at your scheme and also to be informed of anything of interest happening within Eldon and the wider community. Posters to advise tenants of meeting dates are on the notice boards.

Another way in which we communicate with our tenants is through this magazine. The first edition of The Link was published in September 2002 and over the years we have encouraged our tenants to contribute to its pages. We would love to hear from tenants who would like to share details of favourite holiday spots, places to visit, hobbies or recipes – if you would like to contribute or have suggestions for future editions please speak to us or contact our Editor, Anne Dickson, at Head Office on 020 8655 6727 adickson@eldonhousing.co.uk.

You may already be aware that we do operate a waiting list for the majority of our sheltered housing schemes, if you know anyone who is considering a move to sheltered housing please ask them to contact us or visit our website www.eldonhousing.co.uk

Finally our Sheltered Housing Tenants' Handbook has been updated and new copies were mailed to all tenants in February. If you did not receive a copy please advise us.

We look forward to seeing you in the coming months.



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ELAINE BEVERIDGE

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Getting to Know You



Anne Reed has lived at Garden Court since August 2011 and is an active member of Wheels for Wellbeing, a charity which enhances disabled people's lives by ensuring that anyone can access the benefits of cycling.

Where were you born and where did you live growing up?

I was born in the family home in streatham vale and lived in Whyteleafe and Kenley growing up.

What were your first and last jobs? Tell us a bit about them.

My first job was at 14 years old in a sweet shop; I got paid pocket money for working weekends and evenings. I had this job for around 2 years.

My final jobs were in a RSPCA charity shop and the parent & 0-5 group held at St Mary Magdalene Church in Addiscombe. I still work in the latter collecting the money when the parents arrive.

What are the 3 greatest memories of your life and why?

My 2nd marriage to Ray in 2009 – he was very ill at the time.

Helping my mother with fostering children from 1965, when I was 5 years old, into the 1980's when I was in my 20's.

Having lots of photographs taken as a child by my father

What is your favourite holiday destination and why?

Spain – for the good weather ! My parents lived there so I went there every year. I also have fond memories of caravanning with my parents before they moved to Spain.

If you were stranded on a desert island what 3 things would you want with you and why?

A large barrel of drinking water.

A pen knife – for D.I.Y and cutting wood.

A photograph of me and my husband Ray.

Thank you to tenants' panel member Ethel Dixon for putting these questions to Anne.

What is the Tenants' Panel?



The Eldon Tenants' Panel provides an independent, customer focused, advisory and consultative role to Eldon Housing Association.

The panel plays a critical role in ensuring that services are delivered to the highest standards, it is tenant lead and carries out its scrutiny role by having access to staff and Board of Management members to request information and challenge performance where appropriate.

The panel is made up of a maximum of 10 Eldon Housing Association tenants who are nominated to the panel by the tenants. The panel meets 3 times a year and the Chairman and Vice Chairman meet with representatives from Eldon Housing's Board of Management a minimum of once a year.

A lot of work completed by the panel can be considered 'housekeeping' and below is a selection of work completed by the panel on behalf of the tenants:

- Promoting the Annual Tenant Satisfaction surveys and reviewing the results
- Editing the scheme specific 'Welcome Brochures'
- Approving the Tenants' Charter
- Endorsing the updated Tenants' Handbook



Peter Thomas
Panel chairman

THE TENANTS' PANEL COMPRISES:

GARDEN COURT
Ethel Dixon

FELLOWS COURT
Heather Gardiner

BARDSLEY COURT
Christine Hall

MARTEN HOUSE
Pauline Peet

LINDSAY COURT
Brian Saunders

JOAN NIGHTINGALE HOUSE
Peter Thomas

CLAREMONT COURT
Princess Williams

Energy Efficiency Awards 2019

We are delighted to confirm that Eldon Housing Association was Highly Commended in the recent Energy Efficiency Awards – Greater London Region.

This award is recognition of the work the Association is completing to improve its schemes such as replacement windows at Bardsley Court and a programme of installing energy efficient lighting at all of our schemes.



Annual Tenants' Survey 2018

190 questionnaires were distributed this year with 128 returned giving a response percentage of 67% which is a substantial increase on the 58% returned in 2018.

We are delighted with the response from tenants; this was the highest response rate since the current survey format commenced in 2012 – the previous highest being 64% in 2015.

This year our ratings as a Landlord saw an increase in the Excellent result from 33% to 37% - the full breakdown is shown on the right.

74% of the questions saw an increase in the positive results compared with 54% in 2018. In some cases the increase was only a small percentage but these results show that the Association continues to make improvements in tenant satisfaction.

Tenants are asked to select what 3 elements of the Association's services they consider to be the most important from 9 elements provided.

The top scoring elements were:

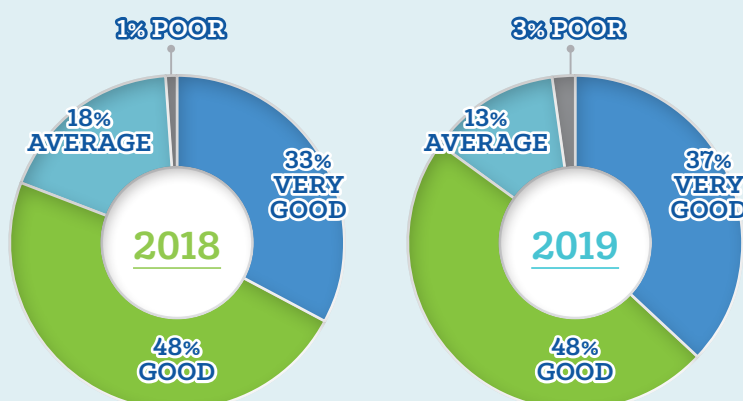
Repairs & Maintenance Service	55%
Keeping Tenants Informed	54%
The Alarm Call System	35%

We do not ask a question regarding satisfaction with the Alarm Call System, the results from the other 2 highest scoring elements are shown on the right.

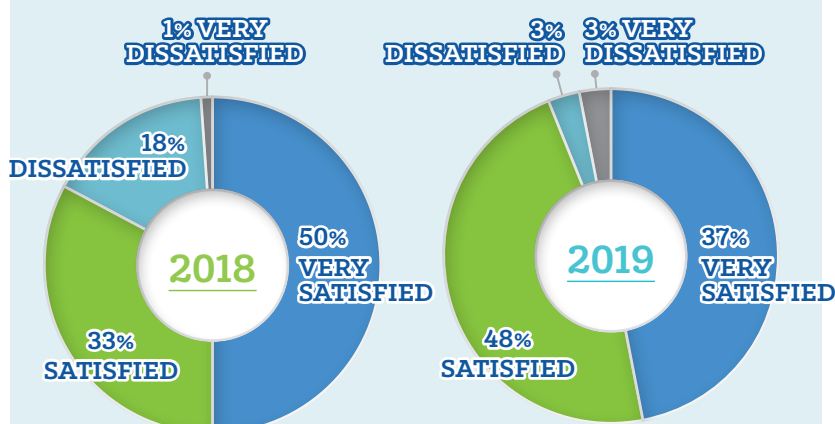
All tenants will receive a copy of the specific results for their scheme; these results will be discussed at both Tenant and Staff Meetings. The Tenants' Panel will also be reviewing the overall results.

Thank you to everyone who completed a survey.

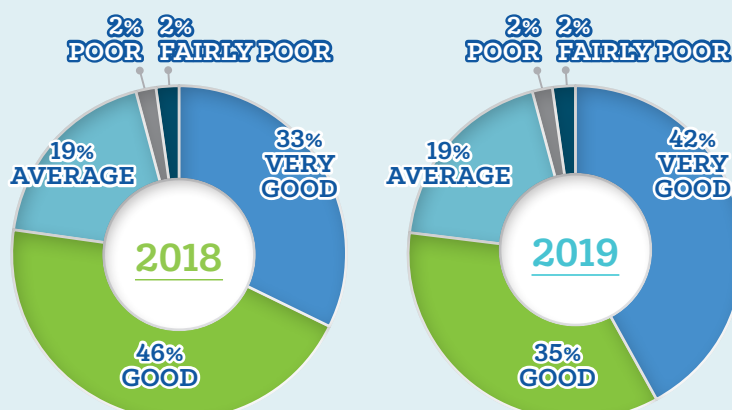
RATING AS LANDLORD



REPAIRS & MAINTENANCE SERVICE



KEEPING TENANTS INFORMED



Activities at Our Schemes

In addition the usual Hot Cross Buns and cake at Easter Tenants held quizzes and best hat contests.



The Croydon Social Prescribing Team offer a 12 week programme designed to encourage exercise, fitness, wellbeing and mindfulness. The team have visited Bardsley Court, Fellows Court, Lindsay Court and Westdene. The photograph is Emanuel from the Team visiting Lindsay Court.

Trinity School Pupils Visiting Fellows Court

Tenants' Panel member, Heather Gardiner organised a visit by students from Trinity School's Lower Sixth in March. This was part of the students regular work in the community designed to develop their understanding of the challenges that exist in Croydon's wider community and do something to help.

Feedback from Trinity School was positive with reports that spending time with the tenants was the hardest task for the students and the most successful and rewarding with the students engaging and interacting with our tenants. At the school's request they made a return visit in June.



Westdene tenants and staff have been organising their summer planting.

Dates For Your Diaries

Lindsay Court - Summer Fete

Sunday 18th August 2.00pm-4.30pm
Northwood Morris Men will be performing at 3.00pm

Westdene - Summer Fete

Saturday 7th September
2.00pm – 5.00pm



Our Amazing Animal World

Mark & Jerry and their menagerie of rescue animals continue to be very popular with return visits to Fellows Court and Lindsay Court. They have now included Westdene tenants amongst their many fans.



At Garden Court the 'veg bed' is coming along very well and the tenants recently enjoyed musical entertainment from Jazz & Blues singer Jessica de Giudici.



The ever popular musical entertainers 'Twin Tub' made a return visit to Lindsay Court.

Charitable Fund Raising

Fund Raising continues to be an important part of life at the schemes. Events have already been planned for this year's World's Biggest Coffee Morning in aid of Macmillan Cancer Support with coffee mornings taking place at Bardsley Court, Lindsay Court and Westdene.

For this first time this year we will be taking part in the Christmas Jumper Day in aid of Save The Children. The 'official' day is Friday 13th December; some schemes will be holding events on that day with others choosing a different day in December to tie in with other Christmas events. Either way there will be no excuse not to wear your Christmas Jumper, Shirt, Hat, Gloves or whatever Christmassy item of clothing you have at some point during December. We will keep you posted on events at your scheme nearer the date.

Australian Musings!

I've been lucky to go on holiday to Australia four times in the 16 years between 1990 and 2006, always ensuring that England were touring to compete in the Ashes. Sadly, I never saw a victorious England team and the last occasion saw us whitewashed 5-0, a most embarrassing affair!



Friends of mine for many years emigrated to the Antipodes in 1989 and I was determined to keep in contact with them. My most vivid memories are of that first visit 18 months after they left England. I arrived in Sydney early morning to be greeted by a heatwave with an orange sky causing a brilliant view of the Harbour Bridge. In contrast to my last visit, when it rained for many days, the whole five week trip stayed hot and I didn't miss a wet and cold England.



I had many days out, including a day trip by coach to the vineyards of the Hunter Valley. Lunch was served in a basement surrounded by wine containers that only just quenched our thirst. A stay of several days in the Blue Mountains, so called because of the mists created by the eucalyptus leaves in the heat, created some relief

from temperatures near the coast that approached 40 Centigrade.

One week was spent in Melbourne which has a climate that can vary from cold winters to hot summers. Seeing ice warning road signs in their summer is quite amusing. During the time of my visit it was so dry that the city suburbs were being invaded by poisonous snakes trying to find shade and water.

Each of my visits has been memorable, and it is with much regret that my health precludes me from going again.

"I arrived in Sydney early morning to be greeted by a heatwave with an orange sky causing a brilliant view of the Harbour Bridge"

The picture is of me and my friend Andrea in the Hunter Valley after an enjoyable day wine tasting. Those of you who know me may not recognise me as I have hair, it has colour other than grey and, not least, my racing snake physique.

Thank you to Phil, who lives at Garden Court, for sharing his memories of Australia.



Tenants' Recipes

BRAN & FRUIT LOAF

This recipe is a firm favourite with me and so easy to make and has no fat.

INGREDIENTS

- 100 grams Self-Raising Flour
- 150 grams of Caster Sugar
- 100 grams of All-Bran
- 175 grams Mixed Dried Fruit
- 300 ml of Semi Skimmed Milk

METHOD

- Put the All-Bran, fruit and sugar into a bowl together with the milk.
- Leave to soak for an hour or two until the mixture becomes like pulp, then mix in the flour and pour into a 2lb well greased loaf tin.
- Cook on 180 degrees for an hour.



I also like to sometimes add a teaspoon of cinnamon or mixed spice, it is also known as (runaway cake) with reference to the ingredients !!!!

Pauline Peet from Marten House

BASQUE LAMB STEW

INGREDIENTS

- 3½ lbs. lamb shoulder, cut into 2 inch pieces
- 6 cloves of garlic, crushed and peeled
- 1 sprig fresh rosemary, about 1 tablespoon chopped
- 2 tbsp extra-virgin olive oil
- 1 large onion, peeled and chopped
- 2 tbsp sweet paprika Feel free to substitute some or all of the paprika with smoked paprika.
- 1 10-ounce can roasted red bell peppers, cut into 1/2 inch strips
- 1 large ripe tomato, peeled, seeded and chopped
- 2 tbsp chopped fresh parsley & 1 bay leaf
- ½ cup dry white wine, 1 cup dry, full-bodied red wine & 1 cup chicken stock
- Salt & Freshly ground black pepper



METHOD

- Combine the lamb, half of the garlic cloves, rosemary and white wine in a medium bowl. Leave to marinate for 2 to 3 hours.
- Drain the meat, discard the marinade and pat dry with paper towels. Mince the remaining garlic cloves and set aside.
- Heat olive oil in a large, heavy-bottomed pan with lid, over medium-high heat. Working in batches, brown the meat on all sides, about 10 minutes per batch. Salt the meat as it browns.
- Remove the meat from the pan and add the chopped onion to the pan. Cook until the onions are soft (about 5 minutes), add the garlic and cook for another minute.
- Return the meat to the pan with the onions and garlic. Stir in paprika, roasted peppers, tomatoes, parsley, bay leaf, and red wine. Bring to a boil, reduce heat to medium and simmer uncovered for 15 minutes, allowing the liquids to reduce a bit.
- Add the chicken stock, bring to a boil, reduce heat to low and simmer, covered, stirring occasionally, until meat is very tender, 2 to 2½ hours, add freshly ground black pepper and more salt to taste.
- Serve with rustic bread. If you want, try garnishing with fresh mint leaves (though I have no idea how "Basque" that is, it just tastes good.)

Princess Williams from Claremont Court

Local Garden Centres

Tenants do enjoy trips to garden centres and we do have some excellent centres on our doorsteps. All of these centres sell great gifts as well as plants and have very popular cafés.

CAMELIA BOTNAR GARDEN CENTRE

Littleworth Lane, Cowfold, West Sussex RH13 8NA

KNIGHTS GARDEN CENTRES

Limpsfield Road, Chelsham, CR6 9DZ
& Woldingham Road, Woldingham, CR3 7LA

NOTCUTTS GARDEN PRIDE GARDEN CENTRE

Common Lane, Ditchling, Hassocks BN6 8TN

WOODCOTE GREEN GARDEN CENTRE

Woodmansterne Lane, Wallington, SM6 0SU

Do you have a favourite place that you like to visit?, would you like to tell the readers of The Link about it? - this could be a historic house and gardens, museum, restaurant, beach etc. Please contact Anne Dickson on **020 8655 6727** adickson@eldonhousing.co.uk, Elaine Beveridge or your House Manager and we can arrange for an article to be included in the next edition of The Link.



Bulky Waste Collection

Your Local Council offers a removal service for larger items as follows:-

CROYDON COUNCIL:

3 free collections per flat per year additional visits are charged at £25 1-3 items and £35 for 4-6 items. To book online (www.croydon.gov.uk) you will need to create an account or alternatively telephone **020 8726 6200** (select option 4).

MID SUSSEX DISTRICT COUNCIL:

Small Items £10.00 (electrical £13), Large Items £20 (electrical £25), multiple items £50 fixed charge. You can apply online (midsussex.gov.uk) or alternatively telephone **01444 477440**.

If you need assistance to make a booking please speak to your House Manager or Elaine Beveridge.

Can we please ask that you do not put any bulky waste outside until the week that your collection is taking place. This is to avoid build up of unsightly waste in car park areas and to discourage un-authorised dumping of unwanted items.

Please also remember that local charities will accept unwanted furniture in good condition which saves items going to landfill.



Our Employee Excellence Awards are your opportunity to nominate a member of Eldon staff who has gone that extra mile. These are awarded quarterly and you can complete a nomination form at any time and place in this in the small blue 'ballot' box at your scheme, or you can e-mail your nomination to credout@eldonhousing.co.uk

The winner in the September - November quarter was:



Janice Hughes

Janice has worked for Eldon Housing for over 12 years and during that time has dedicated her work to providing excellent care and support services to our tenants, earning herself an excellent reputation amongst her peers and partners. Janice received her award for multiple nominations where she has gone the extra mile

The Winner in December - February Quarter was:



Bernadette Lewis

Bernadette has worked for the Association since May 2014 as a Carer at Westdene. She received her award for her observational skills in identifying a lump on a tenant which led to the tenant receiving the treatment she needed.

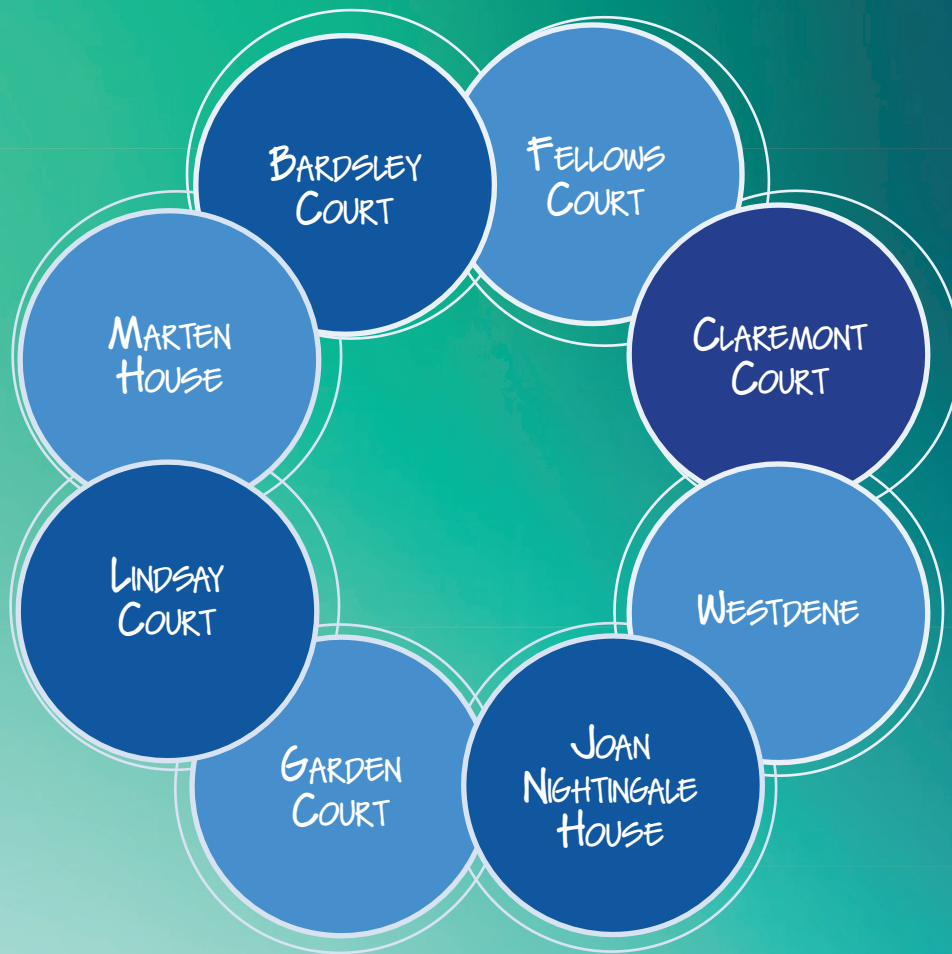
Are you aware of a member of Eldon's staff team excelling in their work?

Tenants and their families can nominate any staff member for an Employee Excellence Award by completing a nomination form which can be found with the small blue 'ballot' box either in your scheme's reception area or communal lounge. The nomination form can then be placed in the blue 'ballot' box which is emptied quarterly.

You can also nominate a member of staff via e-mail, please send your nomination to our HR Officer, Charlotte Redout, at credout@eldonhousing.co.uk. You can nominate as many members of staff as you wish.

The nominations are initially reviewed and shortlisted by our Employee Forum and the shortlisted nominations are then passed to our Senior Management Team who makes the final selection.

The winning employees receive a Certificate and £25.00 gift voucher and are announced in this magazine, our staff newsletter and Eldon's Annual report.



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www.eldonhousing.org

CUSTOMER
SERVICE
EXCELLENCE

