

SUMMER 2020 ISSUE

The Link



eldon housing

passionate professional caring

A message from our Chair of the Board of Management

Our Presidents, the Board and I would like to say a big thank you to Elizabeth for developing Eldon into the caring, respected and successful organisation that it is today. What an amazing job she has done.

It has been a pleasure working with Elizabeth and we wish her a very long and happy retirement. Whilst we will all be very sad to say goodbye as Elizabeth retires we would like to say hello and welcome to Tony Molloy who we have appointed as our Chief Executive.



**Eileen Nutting &
Elizabeth Rangé**

A message from Elizabeth Rangé

As I move towards my retirement I have reflected upon my time with Eldon Housing Association.

In 1989 when I was appointed Director of the Association I was requested to give at least 5 years of my time to double the size of the business.

Well 30 years on I have more than met my brief and leave the organisation in a healthy and flourishing position with more opportunities in the offing.

I am very proud to have grown the Association through diversity, partnerships and opportunity with the support from a professional Senior Management Team at Head Office but have some personal ones which I wish to share. These are:-

- The purchase of a prominent site in central Croydon and building of our second Extra Care sheltered scheme, Lindsay Court, without any public grants. It was achieved with a generous donation from the local Quaker Friends through a legacy left to support the older people of Croydon and a commercial loan.
- The recognition and formal approval of the Association's caring support and care services by becoming a Registered Domiciliary Care Agency.
- The creation of a consortium, Caring 4 Croydon, which successfully won the £41 million Private Finance Initiative project

with Croydon Council to build 150 homes for vulnerable older people together with day centres and associated community facilities for which the Association is the contracted Facilities Management sub contractor for the 30 years. The Association, being the required Registered Social Landlord partner received the Extra Care Sheltered Scheme increasing its portfolio by 40 flats.

- Establishing the Association in Sussex as a specialist provider gaining support to build the first social housing Extra Care sheltered scheme in East Grinstead by redeveloping our Lingfield Lodge.

My main driver has always been to look after our current and future tenants by providing good quality housing and caring management services for which we are now renowned.

I am confident that my legacy will continue under the capable hands of my successor Tony Molloy.

Finally I would like to close by thanking all Board Members, stakeholders and partners over the years for their support in enabling me to achieve the Association's charitable aims and objectives being to provide accommodation and services to vulnerable people requiring support to continue living an independent, safe and quality life.

Elizabeth Rangé

A message from Tony Molloy

I became interested in a career in social housing as a way of working with people and being able to help them, housing seemed a great way to achieve this. I started as a temporary housing officer in a Westminster estate office and I could immediately see the positive difference I could make, from that point I knew I would always work in housing.

Over 27 years later and I have worked all over London with different housing associations and local authorities. I have seen the challenges grow but I enjoy more than ever working within housing and making a difference. I have always felt the best way to deliver resident services is with local teams and this focus and passion has only increased over the years.

As someone who grew up and lives locally, I am excited and proud to work for and represent Eldon which has achieved so much. What really attracted me to the position was seeing how successfully Eldon residents and teams work together. Eldon's commitments to empowering residents and focusing on continuing life chances is something which shines through and I really wanted to be part of this exciting journey.

These are very challenging times for any housing organisation particularly those working with vulnerable residents. I know stepping into Elizabeth's shoes, who has spent so many successful years at Eldon, will not be easy. However, I am really looking forward to the challenge and being part of the team that will continue to drive Eldon forward.

Other than housing I am married with two children and two very wayward cats who take up much of my spare time. I am also a keen gardener who supports Crystal Palace Football Club.

These are exciting times for Eldon and its residents as it approaches its milestone of 40 years of service. I am really looking forward to joining the team on 13th July and getting to know you.

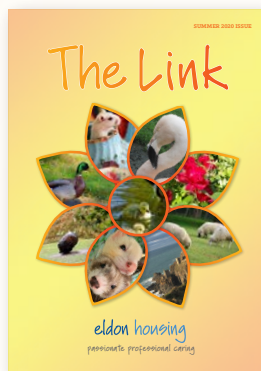


Tony Molloy

Front and back cover images

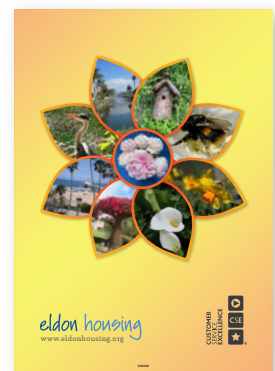
FRONT COVER – CLOCKWISE

- Blanche the Mouse from Our Amazing Animal World
- Flamingo at Wingham Wildlife Park in Kent
- Early blooming roses
- Sheep at Wire Mill in Sussex
- Ferrets from Our Amazing Animal World
- Botallack & Levant Mine Engine Houses, Cornwall
- Giant Acorn in the New Forest
- Duck and Ducklings on Moat Pond, East Grinstead



BACK COVER – CLOCKWISE

- Venice Canal, Los Angeles
- Bee House and Bee in West Sussex
- Springtime Daffodils
- Calla Lillies
- Bougainvillea at The Getty Museum, Los Angeles
- Hamilton Beach, California
- Heron in Carhulton Beeches, Surrey
- Beautiful Peonies



Holiday Memories

My favourite holiday was to Malta in 1985, this was the only holiday I spent abroad with my husband.

I especially liked visiting the lovely churches and we also visited the National War Museum which was very interesting. The Maltese were very friendly and the weather was extremely hot.

We also enjoyed visiting the lovely beaches and swimming in the warm Mediterranean Sea.

Greta Bristow

(Greta has lived at Westdene since 2014)



Back in December tenants at Joan Nightingale House, Lindsay Court and Westdene and staff at Head Office donned their Christmas Jumpers, Hats, Earrings etc etc to raise money for Save the Children's Christmas Jumper Day.

We all had a giggle, had some cake (which is always a good thing!) and raised a total of £329.46 for this very worthwhile cause.

Thank you to everyone who supported this event.



A message from the editor

This edition of The Link is a little different starting out with messages from our retiring Chief Executive, Elizabeth Rangé, and her replacement, Tony Molloy.

Covid 19 put paid to all our plans for the last 3 months meaning I had little to report on within the pages of this magazine. To replace those usual updates I have selected photographs which I hope you will enjoy as much as I have putting the pages together. Stay well and stay safe.

Anne Dickson – Editor

To all our tenants, their families and friends

Thank you for your patience, support and understanding whilst we worked through the weeks of lockdown since the end of March.

We, and the entire Eldon staff team, have always had your safety and wellbeing at the front of our minds and we could not have got to where we are now without your support.

The 'new normal' is the name of the game for now. We want to assure you and your families and friends that we will continue to monitor Government guidelines and implement different ways of working with our tenants that keep you all safe but enable you to spend time in our social spaces with your neighbours, family and friends.

Once again – thank you.

Karen - Bardsley & Claremont Courts

Tina & all the Team - Fellows Court

Linda - Garden Court

Janice & all the Team - Lindsay Court

Linda, Jodie & all the Team -

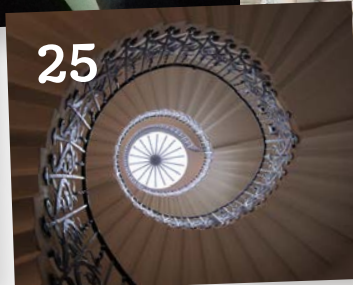
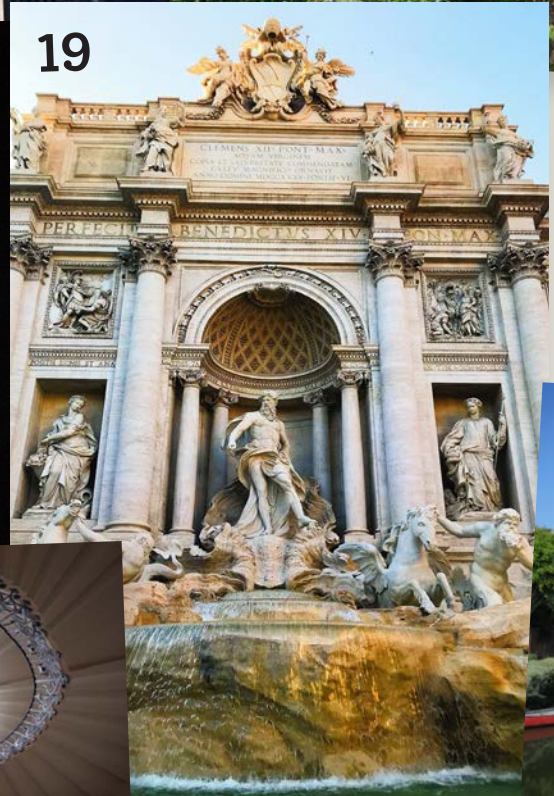
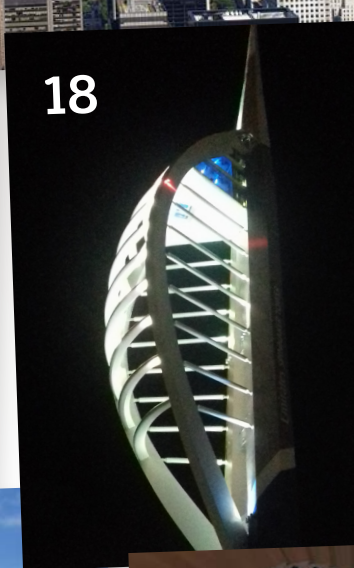
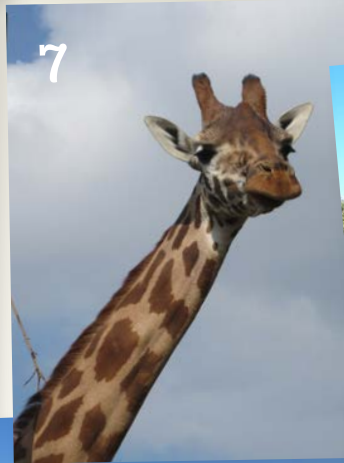
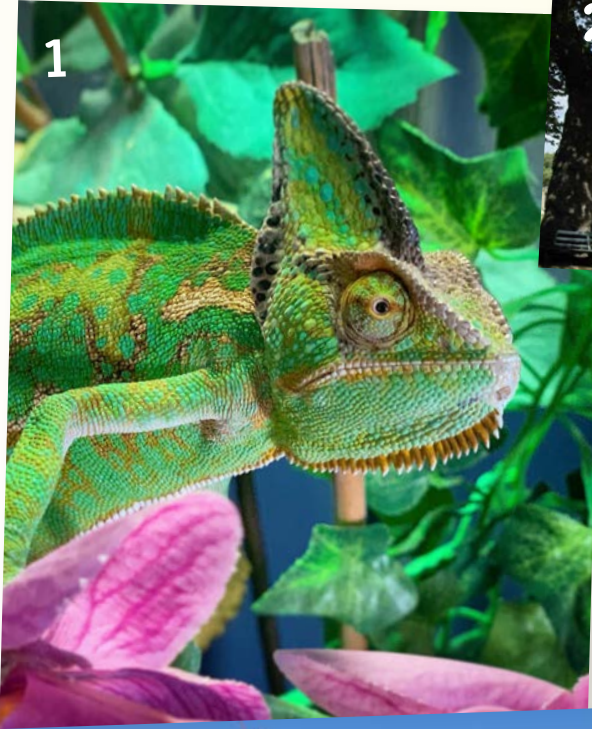
Joan Nightingale House

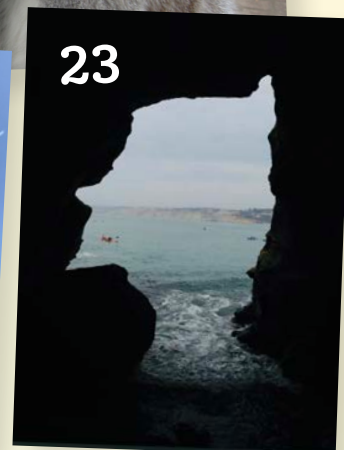
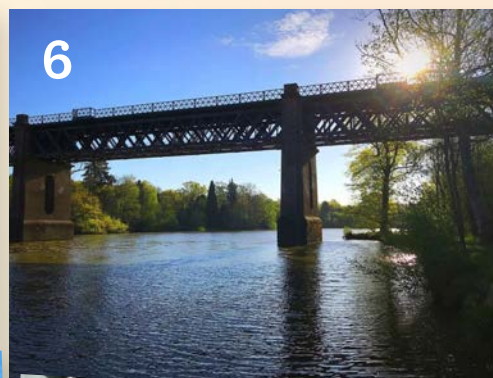
Hilda & all the Team - Westdene

Elaine & Sharon - Head Office

All your images named!

- | | | |
|--|---|---|
| 1 Feleipe the Chameleon -Our Amazing Animal World | 10 Mermaid Beach, Folkestone | 20 Cheeky Squirrel |
| 2 Buckingham Palace | 11 Holiday Lodge in the New Forest, Hampshire | 21 Willow the Cheetah, Big Cat Sanctuary, Smarden, Kent |
| 3 Canadian Mountains | 12 New York skyline & Central Park | 22 Love from the Red Arrows |
| 4 Charlestown, Cornwall – where Poldark was filmed | 13 Nice, France | 23 Sunny Jim Cave, La Jolla, San Diego, California |
| 5 Hamster - Our Amazing Animal World | 14 Sleeping Otters at Wingham Wildlife Park, Kent | 24 Tower Bridge |
| 6 East Grinstead & Dormans Viaduct, West Sussex | 15 Anthony Gormley 'Another Time' statue at the Harbour Arm, Folkestone | 25 Tulip Staircase, Queens House, Greenwich |
| 7 Giraffe at Port Lympne Wildlife Park, Kent | 16 Ring Tailed Lemur at Wingham Wildlife Park, Kent | 26 Venice Canal, Los Angeles, California |
| 8 Battle of Flowers Parade, Guernsey | 17 Sagrada Familia, Barcelona | 27 Spitfire during VE Celebrations in West Sussex |
| 9 Leeds Castle, Kent | 18 Spinnaker Tower, Portsmouth | 28 Pebbles painted by residents at Sunrise Care in Purley |
| | 19 Trevi Fountain, Rome | |





Getting to Know You

Pauline lives at Marten House and our Editor, Anne Dickson, caught up with her via e-mail.



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

I was born and brought up in a small village called Rhodesia not in South Africa but in Nottinghamshire, it was a mining village so all the men worked either down the mine or on the surface, my dad was a fitter so repaired the machines.

My brother and I had a happy childhood living close to grandparents, aunts, uncles, cousins, and free to roam the fields and woods with friends, my school was just across the road from our house and on cold winter mornings Mum used to bring me a hot drink of cocoa over to the gate at playtime.

We always celebrated Mayday at school when a May Queen was chosen and crowned, also there was dancing around the Maypole. I was the May Queen in my last year there.

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

My first place of work was in retail at a family run small store in Worksop, our nearest town a couple of miles away. It sold household linens, bedding, towels, curtains and curtain material. I eventually moved to another family run store selling ladies wear, underwear, knitwear, hats, gloves etc. I hated selling hats but we did get an extra 3d for everyone we sold. I left there when I married; my husband was in the forces so we moved around the UK a lot also with a posting in Germany, by this time with 4 children in tow.

My last place of work funnily enough was with Eldon, as the then 'Warden' at Marten House living in on the job !!! It was a lovely place to work and saw me through to retirement.

What is your greatest achievement?

I suppose my greatest achievement was in bringing up my children, sometimes in difficult circumstances. Now I'm proud to say they have all become wonderful loving hard working adults, three of them living in Canada and America and one close by, all with families of their own, I have flown back and forth to visit them many times on my own so I think that is an achievement too.

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

I thought long and hard about being alone on an island I do like people, but suppose a phone or iPad would be of no use because of the lack of Internet. Maybe a large box of matches to light a fire and, as I would be no good at catching any wild life or fish to prepare and eat, a crate of Heinz soup, baked beans etc would suffice.

Insect repellent, sun cream and can I have a sleeping bag please. I know many more items than 3 but so hard to choose, and what about my knitting!!!

The 'New Normal'

As the lockdown starts to ease tenants have been enjoying the good weather in their gardens taking the opportunity meet up with their families and neighbours whilst remembering to socially distance.

Images 5 & 8-11 show tenants at Westdene, with 1-3,6 & 7 taken in the garden at Joan Nightingale House and finally 4 shows a tenant meeting up with her family at Lindsay Court.



Staff Members' Pets

We thought it might be nice for you to have a look at some of the pets that fill the lives of our staff when they are not at the schemes or Head Office.



- 1: Jack Russells: Trixie & Ralph: Jodie at JNH
- 2: Millie: Janice at Lindsay Ct
- 3: Malika : Hilda at Westdene
- 4: Shih Tzu – Teddy: Julie at Lindsay Court
- 5: Cockapoo – Bailey : Jenny at Head Office
- 6: Patsy - Carol at Westdene
- 7: Frenchie – Roxy: Janice's Daughters
8. Boxer – George: Anne at Head Office Sister's
9. Impy : Julie at Lindsay Ct
10. Staffy – Bully: Sharon at Head Office
11. Harley : Kerime at Head Office
12. Leo: Kerime at Head Office

Thank you to the contributors for this page. I would also like to thank everyone who provided photographs for the front and back covers and pages 6 & 7. They are:

Kirsty Bassett, Clive Buttle, Joe Marshall, Sophie Morley, Eileen Nutting, Our Amazing Animal World (Mark & Jerry) and Nikki Warren, plus a few images from my own albums.

Staying safe at home, on the phone, on line

AT HOME

Never buzz anyone into the building that is not visiting you. If you are being bothered by cold callers buzzing your flat please advise a member of Eldon's staff. Please ensure that the main front door closes after you have entered or left.

Never hold the door open for any visitors – politely ask them to buzz the person they are visiting to gain access. This ensures that tenants give access to visitors they wish to see and contractors are given access by staff members only or by Central Control after obtaining authorisation.

If you receive a letter saying you have won money, a holiday or some other prize and you have not entered a competition then you cannot have won anything and it is a scam. Never respond to these letters, if you are unsure please show the letter to a member of Eldon's staff – they will advise you.

ON THE PHONE

Never feel embarrassed about saying no or hanging up.

Never give your bank accounts details, debit or credit card details, passwords or pin numbers to anyone who calls you even if the caller says they are your Bank, the Police, the Council, Tax Office, Pay Pal etc

(They would never ask you to provide this information nor will they ask you to pass your credit/debit card to a courier)

ON LINE

If an e-mail does not look right do not reply to it – once you reply even if it is to say no the scammers know they have contacted a live e-mail address and will continue to contact you.

Some e-mails claiming to be from your Bank or similar organisations will direct you to a fake website which asks you to enter your bank details – never follow links to websites.



You can always call your bank if you have received an e-mail which you are unsure if this has come from them, if you have on-line banking you can check messages in your 'message box' once you have safely logged on to your on-line banking account.

HOW YOU CAN TELL IF A WEBSITE IS SECURE

Only ever put your card details into secure websites. Be on the look-out for the following signs to know you are shopping safely. Remember, this only means the site is secure, not that the seller is honest.

Padlock symbol – There should be a padlock in the address bar next to the website address.

Website address – This should start with https://. The S stands for secure

Green address bar – On certain browsers and websites the address bar will turn green.

Valid certificate – If you click the padlock symbol or just to the left of the address bar, you should see information on the site certificate. This should tell you who has registered the site. If you get a warning about a certificate, avoid the website.

TAKE YOUR TIME

Fraudsters often mark e-mails urgent or try to rush you on the telephone so that you don't have the time to work out they're trying to scam you - always take the time to check details properly.



eldon housing
www.eldonhousing.org

CUSTOMER
SERVICE
EXCELLENCE

