



passionate professional caring

Hello and welcome to the latest edition of The Link

We normally publish two editions each year in June and December but we have published an additional copy and have taken the opportunity to provide you with details of our annual performance for the year ended 31st March 2020 on pages 6 & 7 and to provide explanatory notes on how your rent and service charges are calculated on page 9.

As ever we welcome any suggestions or contributions for future publications, you can share these with your House Manager or Elaine Beveridge. Our next edition will be published in December.

Anne Dickson – Editor

Message from Tony Molloy Chief Executive

It has been three short months since I joined Eldon, during this time I visited many Eldon's properties and met with so many of you. It is fantastic to hear from you personally about your home and your experience as an Eldon tenant.

I was reassured to hear so many tenants speak positively about the Eldon team. I was particularly surprised so many recognised me from the photo in the last edition of The Link magazine. Sadly, my visits have been restricted because of the pandemic which is frustrating, but your safety is our priority. We will meet once it is safe.

I have visited our latest redevelopment Lingfield Lodge, this scheme is quickly rising from the ground and we expect tenants to start moving in during spring next year. We are excited to provide 48 much appreciated and needed extra care homes.

Next year marks Eldon's 40th anniversary, a true milestone everyone can be proud to be associated with. The Eldon team welcome any early ideas you may have to help us celebrate. These ideas can be about improving outside or indoor communal space, art or music projects, or ways of making technology work for you. We want to hear your views about how we can make the service better.

Soon we will be launching our tenant survey, this is a very important way for Eldon to learn and your chance to tell us what is going well and where we can improve. I would encourage everyone to return their survey and help us improve.

As always I look forward to working with you and thank you for being so welcoming, please remember we want to hear your ideas for where you live.

Tony Molloy



Getting to Know You

Ivy Douglas lives at Claremont Court – thank you to Elaine Beveridge our Welfare & Support Officer for asking the questions.



IVY DOUGLAS

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

I was born and grew up in St Catherine a parish in the south east of Jamaica

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

My first job was working as a child, picking mangos using a scythe in the fields. I would carry the basket of mangos on my head and take to the town to sell and make money for the family to buy sugar and bread.

My last job was working in Coney Hill Hospital in Gloucestershire in the laundry washing sheets in big industrial machines. I used a mangle iron where I would feed the sheets through, this was heavy work but I enjoyed it.

What is your greatest achievement?

My greatest achievements were meeting my lovely husband and having my beautiful daughters – all 5 of them !

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

I would take my Bible which I read every day as this gives me a lot of pleasure and comfort.

I would take photos of my husband and family – looking at the photos would remind me of how lucky I am to be blessed.

I would take my hat – I never go out without a hat, this started when I was a child my mother made sure we did not leave the house without one. I don't feel dressed properly without my hat.

OUR SCHEMES

Life continues to be very different at our schemes, tenants have cautiously started to get out and about a little more with the easing of lockdown and some socially distanced activities have re-commenced.

Bardsley and Claremont Courts

Tenants are starting to go out to visit friends and family and to shop. Some tenants are meeting in the lounges for coffee

Emmanuel has returned with his exercise classes in the lounge.

Lindsay Court

The recent warm weather has meant that tenants have been enjoying the garden and using this space to meet family members, some have been visiting families or the local park. Lorna, the Activities Co-ordinator, has organised her popular word searches in the lounge.

A rota system is in place for tenants to come down to the dining room for lunch.

Joan Nightingale House

The garden and communal lounge are being used on a regular basis for meeting visitors, chatting about crosswords and topics in the newspapers. Tenants have been enjoying their walks once again.

Garden Court

The garden remains popular and is being used for visits from friends and family. Coffee mornings on Mondays and Tuesdays are taking place. Emmanuel has returned to Garden Court with his exercise classes.

Children from Tots' Village Nursery School in Caterham sent some paintings which were displayed in the corridor.



Marten House

As with other schemes the garden has been the place to meet at Marten House. Tenants are also starting to go out to local shops.

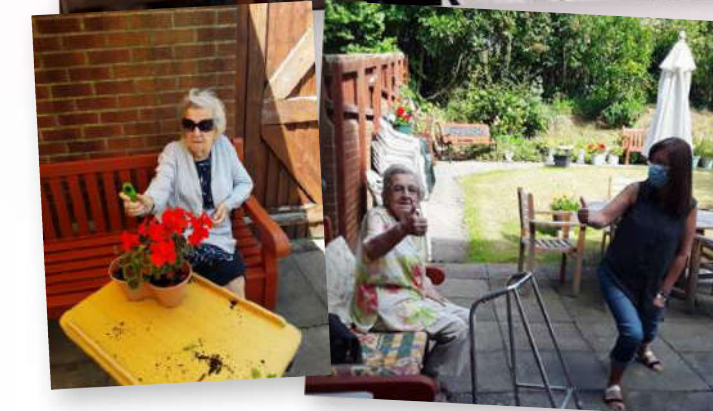
Fellows Court

Tenants are starting to see more of their families with some choosing to go out to the shops. Lunchtimes have been organised to ensure social distancing.

Westdene

The dining room has been extended into the lounge so that more tenants can have lunch together. Lorna has included a quiz as part of her regular activities and some tenants have been knitting.

Some tenants are starting to go out to visit families or on shopping trips.



To all our tenants, their families and friends

The staff team at Eldon will continue to do all they can to ensure the safety and wellbeing of our tenants.

We monitor Public Health England guidelines and will adhere to these guidelines and all legal requirements in order to keep tenants and staff safe. Please follow instructions given at our schemes; sanitise your hands when entering our buildings and always wear a face mask.

Thank you for your support.

Karen - Bardsley & Claremont Courts

Tina & all the Team - Fellows Court

Linda - Garden Court

**Linda, Jodie & all the Team -
Joan Nightingale House**

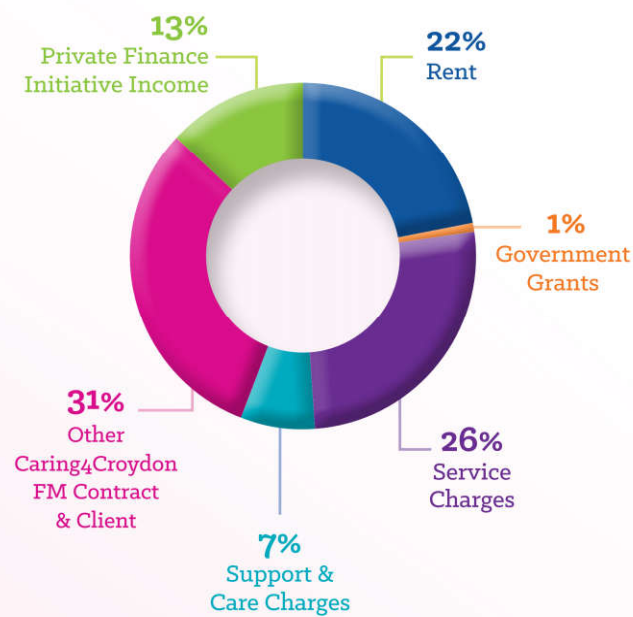
Janice & all the Team - Lindsay Court

Hilda & all the Team - Westdene

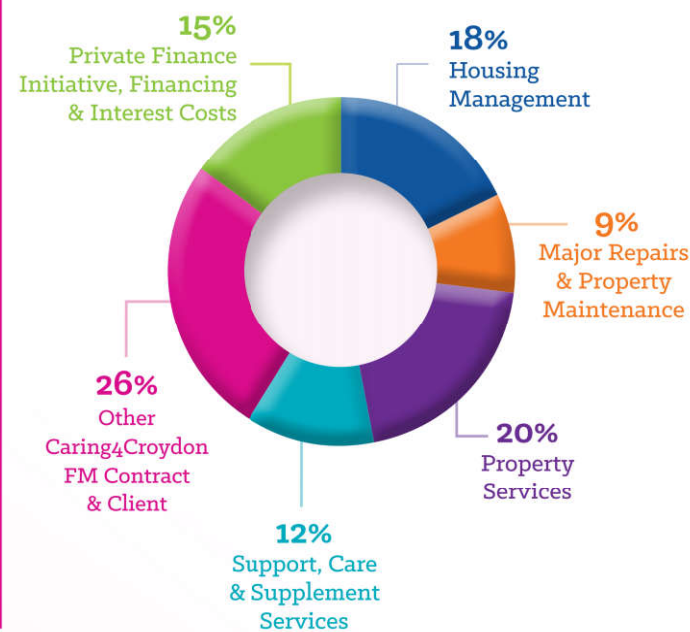
Elaine & Sharon - Head Office

Annual Report To Tenants

Where our money comes from



Where our money goes



Complaints and Compliments



Number of Formal Complaints **1**
Compared to **3** in the previous year

Number of Compliments **11**
Compared to **9** in the previous

Reports to our Help Desk



Number of reports **1066** with **1042**
completed within target times.

Compared with **1336** reports and
1309 completed within target
times in the previous year.

Our Performance

These key performance statistics are benchmarked against Acuity, a smaller housing providers benchmarking group, and Housemark which provides the national median.

	Eldon	Acuity	Housemark
% of repairs completed within target	97%	97%	Not available
Average re-let time – ordinary sheltered (days)	43	18	34
% of tenants satisfied with VFM - Rent	86%	96%	88%
% of tenants satisfied with VFM - Service Charges	87%	91%	79%
% of tenants satisfied with overall service	97%	93%	88%
% of tenants satisfied landlord listens to their views and acts	88%	84%	71%

Average Weekly Rents

Sheltered

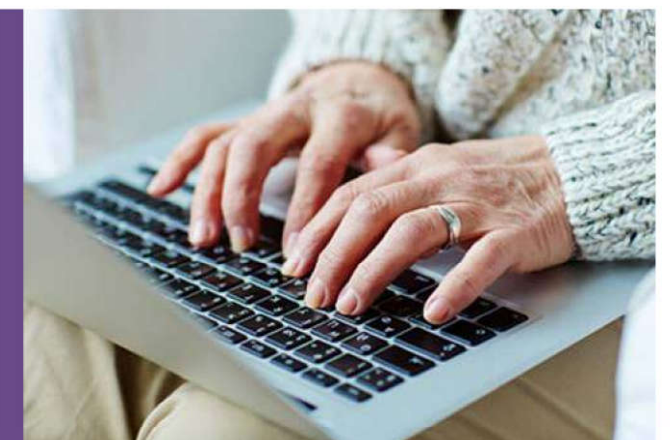
Studio	£ 94.49
1 – bedroom	£108.13
2 – bedroom	£131.65

Flexible/Extra Care

Studio	£97.39
1 – bedroom	£123.29
2 – bedroom	£ 141.48



All of our Sheltered and Extra Care housing tenants now have access to the internet via our Wi-Fi installations



HOLIDAY MEMORIES

Rita Winnifrith, who has lived at Garden Court since 2018, remembers a holiday to Iceland in July 2015.

When I retired, I decided to treat myself and book some exciting holidays.

One of my most memorable holidays was to Iceland. I stayed in The Reykjavik Hotel; the local people made me feel so welcome.

My holiday was an organised coach trip with a group, I met some lovely and interesting people.

We visited the Boiling Springs in Hverageroi where we boiled eggs on a rod and a piece of string, it was lots of fun and fascinating. I found the Hot Springs so interesting; we were advised to keep our distance whilst watching the hot springs bubble - very exciting.



I managed to bathe in the Blue Lagoon, a hot spring spa located in a lava field near Grindavik. It is renowned for its healing power and apparently very good for your skin. Locals often use the spa to heal skin problems because of the minerals in the water.

I had a great experience on the Amphibian Boat Tour to the Jokulsarlon Glacier Lagoon which borders the Vatnajokull National Park in south eastern Iceland. Getting up close to the icebergs was the chance of a lifetime.

Overall, I had a wonderful holiday, one of many I will never forget.



How your rent and service charges are set and calculated

Rent and Service Charges are payable to cover the cost of providing, managing and maintaining your home.

Rent and Services charges are reviewed once every 52 weeks usually in April. In line with Government guidelines the rent part of your weekly charge is set by taking your existing rent and increasing this by the Consumer Price Index (CPI) from the previous September, which was 1.7%, plus a Government regulation which allows for an additional increase of 1%, e.g. your existing rent + 1.7% + 1% = your new rent.

The Service Charges are an additional payment towards the cost of providing, managing and maintaining the communal areas and essential services with your building. These charges are estimated at the beginning of the year based on costs from the previous year.

Typical examples of what is included in your service charges are the provision and maintenance of:-

- alarm pull cord systems
- communal areas and social spaces such as corridors/stairways and lounges
- door entry systems
- equipment including service contracts
- fire protection technology
- furniture in social spaces
- gardens and outside spaces
- lifts
- utilities in communal areas and social spaces



The charges also include a 15% management charge which is for the administration of services and is standard across all housing associations.

A Service Charge schedule is included in your annual rent review pack which lists all of the services provided at your scheme to clearly detail what is included in your charge.

Rent and Service Charges are fully eligible for Housing Benefit, if you require assistance to apply for Housing Benefit please speak to your House Manager or Elaine Beveridge, Welfare & Support Officer.

The Tenant Supplement Charge is a contribution towards the heat, electricity and water costs in your flat and the Personal Supplement is for on-site staff, laundry and food costs if applicable at your scheme. These supplement charges are not eligible for Housing Benefit and are paid from your own finances.

If you have any queries about your Rent or Service Charges please contact Sharon Johnson, Housing Manager, on **020 8655 6724** or sjohnson@eldonhousing.co.uk.

Our new development – Lingfield Lodge

Some of you will recall that Lingfield Lodge became part of the Eldon 'family' when this scheme transferred from the ownership of East Grinstead Housing Society in January 2015.



The original building comprised a large house with several extensions and was considered to no longer be fit for purpose due to its outdated accommodation, multiple social spaces and varying levels.

Tenants gradually moved out, with some relocating to Joan Nightingale House, and, after delays which saw the resident protected bat population 'rehoused', the original buildings were demolished.

Work commenced on the new 48 flat Extra Care scheme in the summer of 2019 and, as Tony Molloy referred to in his message on page 2, is scheduled for completion in the spring of 2021.



employee excellence AWARDS



As you know we regularly report on the winners of our Employee Excellence Awards within the pages of The Link.

Sadly, like so many other activities, the selection of these award winners has been put on hold as a result of the Covid 19 pandemic. The review of the nominees will be reinstated in the coming weeks and we will report on our latest winners in the December edition of The Link.

It is never too late to nominate a member of staff, you or your friends or family can complete a nomination form which can be found either in your lounge or ground floor corridor and post this in the small blue 'ballot box' which is located with the supply of nomination forms.

Nominations can also be sent via e-mail to our HR Officer, Charlotte Redout, at credout@eldonhousing.co.uk

Annual Tenant Satisfaction Survey

Our Annual Tenant Satisfaction Survey usually takes place in May but was delayed due to the Covid 19 lockdown. We are now moving forward with the survey referred to by Tony Molloy on page 2.

Your views are important to us – please complete your survey forms and place these in the white 'ballot boxes' in your lounges by FRIDAY 16th OCTOBER.

The results will be published and available to all tenants in December.

HAVE

YOUR

SAY!



eldon housing
www.eldonhousing.org

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SERVICE
EXCELLENCE



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