

2020 - 2021

ANNUAL REPORT TO TENANTS

eldon housing

PASSIONATE | PROFESSIONAL | CARING



2020 - 2021

ANNUAL REPORT TO TENANTS

This report sets out our performance, our achievements and our hopes for the service going forward. It is your chance to see how we are doing.



Welcome

FROM OUR CHIEF EXECUTIVE TONY MOLLOY



I am pleased to bring you Eldon's first Annual Report to Tenants, its purpose is to provide you with an understanding of what has been happening at Eldon during the financial year from 1st April 2020 - 31st March 2021 and beyond.

The key theme of the report is tenants' views and ideas matter to Eldon. As an organisation we understand when we listen to our tenants we perform better, and what makes Eldon work is the relationships between staff and tenants.

This report sets out our performance, our achievements and our hopes for the service going forward. It is your chance to see how we are doing. All the statistics shown within this report are for the year to 31st March 2021 unless otherwise stated.

I joined Eldon during July 2020, at this point the dominant challenge for all housing associations was and remains responding to the COVID-19 pandemic. We are so grateful for the efforts and sacrifices tenants and staff have made to safeguard our communities. Since December 2020 the vaccination programme has meant, we can start to see life to return to normal but there is still a way to go. Eldon continues to be an advocate of vaccination programme and safe working practices.

During this time Eldon has remained open for business and so just like any other year you will have received copies of our Link Magazine and the annual Tenant Satisfaction Survey.

Whilst how we work may have had to change the names and faces of the Eldon staff you have come to know has remained consistent.

There have also been developments in the housing world which this report will touch on. Eldon is supportive of these changes as they focus on how services can be delivered safely, fairly, and sustainably to you going forward.

I hope that you find the information contained within this report of interest and if you have any ideas for next year's edition or items you would like to see please let us know.

Tony Molloy

Chief Executive

Our Properties



ALLAN HOUSE

20 RUSSELL HILL
PURLEY
CR8 2JA



BARDSLEY COURT

174/176 SELHURST ROAD
SOUTH NORWOOD
SE15 6LX



CLAREMONT COURT

172 SELHURST ROAD
SOUTH NORWOOD
SE25 6LS



FELLOWS COURT

34 MORLAND ROAD
ADDISCOMBE
CR0 6AZ



GARDEN COURT

23 PARK HILL RISE
CROYDON
CR0 5FJ



JOAN NIGHTINGALE HOUSE

HAYWARDS HEATH
RH16 4AB



LINDSAY
COURT

2 EDEN ROAD
CROYDON
CR0 1FA



LINGFIELD
LODGE

LONDON ROAD
EAST GRINSTEAD
RH19 1PG



MARTEN
HOUSE

1 CAMPDEN ROAD
SOUTH CROYDON
CR2 7EQ



WESTDENE

16 CHATSWORTH ROAD
CROYDON
CR0 1HA



30A

RUSSELL HILL
PURLEY
CR8 2JA



169-171

COOMBE ROAD
CROYDON
CR0 5SQ

Our Performance

TENANT SATISFACTION

Our sheltered and extra care housing tenants were surveyed in May 2021 with 184 surveys issued and 112 returned.

This year our ratings as a Landlord saw a decrease in the Excellent result from 42% to 36% and an increase in the Good from 40% to 50%.

Within the survey tenants were 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:

59% Keeping Tenants Informed

53% Repairs & Maintenance Service

40% Taking Tenants Views Into Account

OUR TARGETS ARE:

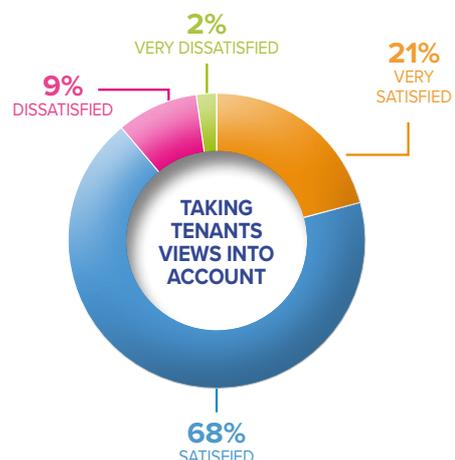
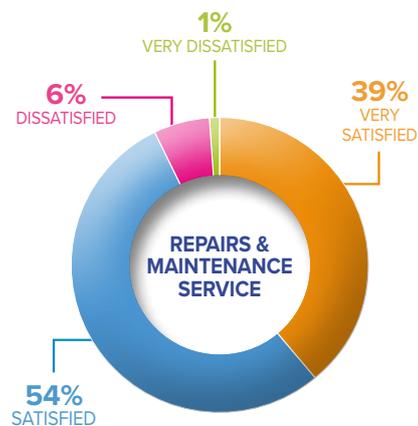
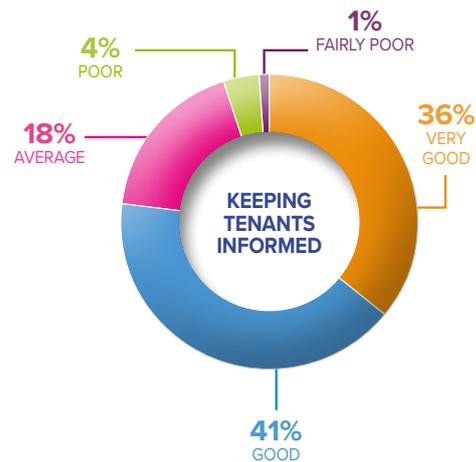
30% Very Satisfied/Very Good

60% Satisfied/Good

10% Dissatisfied/Average

The results showed little or no change against the 2020 results with the 'Good' results for Keeping Tenants Informed being some way below the target.

The results from these elements are:



We scored well with value for money satisfaction in respect of rent and service charges and satisfaction with the overall service.

- 93%** of tenants satisfied with VFM - Rent
- 89%** of tenants satisfied with VFM - Service Charges
- 97%** of tenants satisfied with overall service

REPAIRS & MAINTENANCE

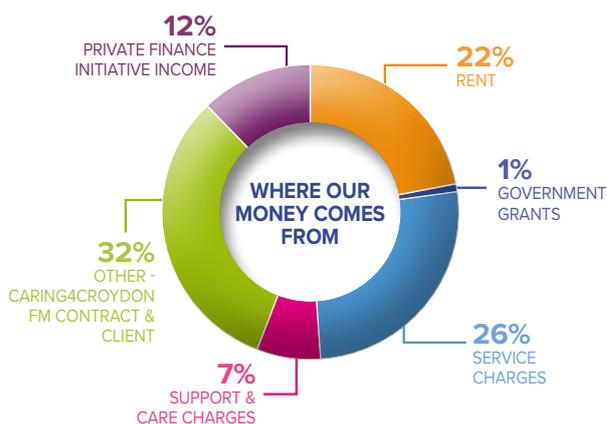
All non-essential maintenance and improvement works were suspended during the height of the Covid-19 lockdown with these works gradually introduced as restrictions eased.

The improvement works included:

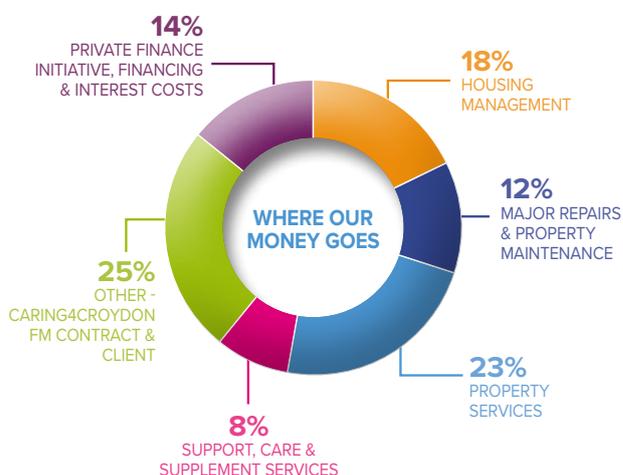
- **Garden Court** – redecoration of communal lounge and corridors.
- **Garden Court** – replacement of all communal lounge furniture.
- **Joan Nightingale House** – communal boiler replacement.
- **Lindsay Court** – kitchen replacement programme continued with the completion of 3 kitchens.
- **Marten House** – kitchen replacement programme commenced with the completion of 3 kitchens.
- **Marten House** – car park resurfaced.
- **Westdene** – car park resurfaced.

Repairs Completed	1017
Responded to within targets	98%
Satisfaction with repairs service	93%

WHERE OUR MONEY COMES FROM



WHERE OUR MONEY GOES



The Private Finance Initiative referred to in the charts above is a project established to provide 3 Residential Care Homes and 1 Day Centre (within Fellows Court) in Croydon and Caring4Croydon is a consortium founded to construct and maintain these buildings.

Eldon is contracted to provide the Facilities Management Services (Cleaning, Catering, Maintenance) to these properties.

NATIONAL HOUSING FEDERATION'S TOGETHER WITH TENANTS CHARTER



At Eldon we understand our tenants are all individual people with different ideas, views and aspirations and everyone has a voice.

Person-to-person contact, the annual tenant satisfaction survey, the complaints procedure, and the nominations we receive from tenants for our Employee Excellence Awards all help to shape our service.

Because your voice matters Eldon has joined the National Housing Federation's campaign to strengthen the relationships between housing associations and tenants. Eldon are one of over 130 landlords who have joined this campaign.

The Together with Tenants Charter sets out six commitments:

- **Relationships** - being open, honest and transparent
- **Communication** - giving clear, timely and relevant information
- **Voice & influence** - seeking your views and using the feedback
- **Accountability** - giving you the information and tools to hold us to account
- **Quality** - providing safe, well-maintained homes
- **When things go wrong** - ensuring effective handling of complaints

The Charter compliments Eldon's existing Tenants' Charter, but importantly reflects our commitment to providing you with the best service possible.

TENANTS' CHARTER

WE WILL:

- maintain your home, keeping this and all communal areas in good repair, and will complete repairs within our target response times.
- support you in maintaining your tenancy through our Care & Support services or by signposting you to appropriate service providers.
- respect you treating you with courtesy at all times ensuring all our staff are polite, professional and trained to provide a high standard of service.
- deal with enquiries quickly and efficiently replying to voicemail messages within 2 working days and responding to correspondence within 10 working days and when writing to you we will always use plain English.
- regularly consult with you to ensure we are providing the services that meet your needs and have your views taken into account when making decisions that relate to your home or the care & services provided.
- keep you informed through Tenant Meetings, our Tenants' Panel, The Link magazine, newsletters and one-to-one meetings.



eldon Tenants' Panel

Over the last 18 months the pandemic has affected everyone, but we know our tenants have been particularly impacted. As we see life hopefully returning to normal, we are looking to re-establish and reinvigorate Eldon's Tenants' Panel.

During late summer we wrote to all tenants asking if they wanted to find out more about the work of Tenants' Panel with a view to possibly joining the panel and to find out if they would like to join the occasional focus group.

Following valuable feedback we have contacted tenants who are interested in becoming members of the Panel. We are arranging a meeting to discuss the 4 most important elements of the tenancies which tenants selected in the recent Satisfaction Survey – they are:

- **Being kept informed**
- **Repairs and Maintenance**
- **Taking tenants views into account**
- **Quality of your home**

We understand not all tenants will want to be involved, but we want all tenants to understand they have a voice, and their views and ideas matter.

If you are interested in finding out more, please contact:

Sharon Johnson
Housing Manager

020 8655 6724 or

sjohnson@eldonhousing.co.uk



Our Response to Covid-19



Eldon responded with speed and agility to the crisis and successfully maintained all of our services throughout the pandemic. We have continually monitored current information and at all times have followed the government's guidelines and adhered to legal requirements.

Our cleaning regimes were upgraded to enhance the protection against the virus and where possible staff movement between our schemes was restricted in order to reduce the potential of spreading the virus.

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WHAT COVID-19 HAS TAUGHT THE TENANTS SERVICES TEAM

"You do not miss something until it is gone", is a famous phrase but for Housing Manager, Sharon Johnson, and Welfare & Support Officer, Elaine Beveridge, they both agreed Covid-19 restrictions meant tenant face to face contact, a mainstay of their job, had dramatically stopped almost overnight.

Not being able to visit people in their homes or schemes, having to use masks and maintain all the safety restrictions changed everything and not for the better. Both agreed that despite the pandemic they wanted to see life remain as normal as possible for our tenants.

It was clear the big advantage Eldon has during these difficult times is we know our tenants and so whilst face to face contact stopped phone contact did not and this proved invaluable.

Whilst Sharon and Elaine both took advantage of technology to work remotely they were aware not all our tenants could or wanted to embrace technology in the same way.

The approach was simple if tenants were confident and wanted to connect using technology that was great, but they were equally happy to use the tried and tested telephone. This meant our conversations never stopped.

Elaine explained "it became clear to keep people safe many tenants would be forced to make dramatic and often painful changes to their way of life to protect themselves and their neighbours, we knew this would be very difficult and really appreciated the sacrifices people made".

Both agreed that whilst the past year was tough there were some positives, it was special to watch everyone pull together to look after each other. The news of the vaccine and its rollout was also fantastic as this signalled to everyone that things could start to return to normal one day. Sharon explained "it was sad speaking to people you would normally see and then realise you had not seen them for months; the vaccine offers us the best route back to normality".

Sharon explained "we learnt from the pandemic that our tenants were resilient and together we would get through this crisis. My role has changed, and I now work in one of our schemes this helps me to understand the service from a tenant's perspective".



Sharon Johnson
Housing Manager



Elaine Beveridge
Welfare & Support Officer

Complaints & Compliments



OUR NEW COMPLAINTS POLICY

Try as we might, sometimes things can go wrong, and our new Complaints policy will help us put things right as quickly as possible.

The new policy ensures complaints are dealt with positively, fairly and in a timely manner and that we learn lessons. Complaints can now be made via a complaint form, in writing / email or verbally.

Minor Complaints or Service Requests may be quickly resolved by raising the issue with a member of staff, these should be responded to within 3 working days. If you are not satisfied with the outcome, your complaint will be escalated to Stage 1 of our formal Complaint procedures.

At Eldon we have a 2-stage complaint process.

A **STAGE 1** response is a detailed investigation to a complaint by a manager. They will call you once they receive your complaint in order to gather additional details and agree on a timescale for responding. Timescales will depend on how complex your complaint is but will not exceed 10 working days unless there are exceptional circumstances, or a later date is agreed if the case relies on third party information.

We will do everything we can to resolve your complaint at this stage but if you are dissatisfied you can escalate your case to Stage 2 of the complaints process. To do this, you must explain which part of your original complaint has not been adequately addressed, why you are still dissatisfied and what actions you are seeking to resolve your complaint.

A **STAGE 2** review is carried out by a senior manager who will assess whether the original complaint has been fairly and thoroughly investigated and consider the reason you are still dissatisfied. The senior manager will

contact you within 3 working days from the date your complaint is referred. We aim to complete Stage 2 reviews within 20 working days unless there are exceptional circumstances

If you are unhappy with the final decision you can refer the matter to:

Housing Ombudsman Service
PO Box 152, Liverpool L33 7WQ

Tel: **0300 111 3000**

E-mail: info@housing-ombudsman.org.uk

Web: www.housing-ombudsman.org.uk

If you have a complaint about care services provided by Eldon and are unhappy with our final decision you can refer the matter to:

The Local Government and Social Care Ombudsman
PO Box 4771, Coventry, CV4 0EH

Tel: **0300 061 0614**

Web: www.lgo.org.uk

The full Complaints Policy and Procedure can be viewed on our website www.eldonhousing.org/ publications or you can ask a member of staff who will arrange for a copy to be sent to you, a copy is also displayed on the noticeboards at the sheltered/extra care housing schemes.

Under our original Complaints process we received 5 formal complaints in the year to 31st March 2021 all were investigated and resolved within agreed timeframes.

COMPLIMENTS

We received 16 compliments in the 12 months to 31st March 2021 – thank you to everyone who took the time to recognise outstanding service from team members.

You can share compliments with any staff member, write to our Head Office (the address is on the back cover of this report), or e-mail: info@eldonhousing.co.uk

USEFUL CONTACTS

Help Desk

(emergencies & repair reporting)

☎ 0800 434 6298

📧 helpdesk@eldonhousing.co.uk

Housing Ombudsman Service

☎ 0300 111 3000

📧 info@housing-ombudsman.org.uk

🌐 www.housing-ombudsman.org.uk

Housing Manager

Sharon Johnson

☎ 020 8655 6724

📧 sjohnson@eldonhousing.co.uk

Money Advice Service

☎ 0800 138 7777

🌐 www.moneyhelper.org.uk

Welfare & Support Officer

Elaine Beveridge

☎ 07785 616860

📧 ebeveridge@eldonhousing.co.uk

National Debt Line

☎ 0808 808 4000

🌐 www.nationaldebtline.org

Pension Credit

☎ 0800 99 1234

🌐 www.gov.uk/pension-credit

Advice on loan sharks

Stop Loan Sharks

☎ 0300 555 2222

🌐 www.stoploansharks.co.uk

Shelter

☎ 0808 800 4444

🌐 www.england-shelter.org.uk

Age UK Croydon

☎ 020 8686 0066

🌐 www.ageuk.org.uk/croydon

📧 aukc@ageukcroydon.org.uk

Universal Credit Helpline

☎ 0800 328 5644

🌐 www.gov.uk/universal-credit

Age UK West Sussex and Brighton

☎ 01903 731 800

🌐 www.ageuk.org.uk/westsussex-brightonhove

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020 8668 9861 | info@eldonhousing.co.uk | www.eldonhousing.org

