

WINTER ISSUE 2022-2023

The Link

**AND ANNUAL REPORT
TO TENANTS**

eldon housing

PASSIONATE | PROFESSIONAL | CARING



HELLO

This edition of The Link is slightly different as we have included our Annual Report to Tenants for the year 1st April 2021-31st March 2022 (pages 8-15).

This is our opportunity to provide key information on our performance in those 12 months. If you have any questions, or require additional information, please speak to either your House Manager, Elaine Beveridge (Welfare & Support Officer) or Sharon Johnson (Housing Manager).

I hope you enjoy reading this magazine and if you would like to contribute to a future edition please contact me or speak to a member of staff.

Anne Dickson - Business Support Partner

☎ 020 8655 6727

✉ adickson@eldonhousing.co.uk

A MESSAGE FROM

HONY PREMLAL

CHAIR OF ELDON'S BOARD



I am delighted to announce we have appointed Susan Faridi as our permanent Chief Executive. Susan will take over in mid-February from Paul Davies, our Interim Chief Executive.

Susan demonstrated outstanding customer care in line with Eldon's values. Both the Board and I are delighted to welcome Susan to Eldon, and we are looking forward to working with her.

Susan held a number of positions in the housing sector before taking on her new position, including Chief Executive of The Finchley Charities (a sheltered housing provider).

I want to take this opportunity to thank Paul Davies, our Interim Chief Executive, for supporting Eldon Housing during this period of change.

I hope that you are keeping safe and well and coping with the effects of the pandemic and the rising cost of living. We have secured a Hardship Fund for our tenants if you have experienced any financial difficulty, please speak to a member of our staff.

On behalf of the Board I wish a happy festive season and a Happy New Year to you all.

Stay safe and healthy.

Best wishes

Hony Premlal

CHAIR OF ELDON'S BOARD

A MESSAGE FROM

SUSAN FARIDI

CHIEF EXECUTIVE



I am delighted to be joining Eldon Housing Association as your new Chief Executive and excited to continue Eldon's good work and lead the organisation to be the provider of choice for our residents and customers.

My strong social values aligns with the focus and ethos of Eldon, and I look forward to joining a dedicated board and staff team, working with them in the next stage of Eldon's journey.

Our staff are fundamental in delivering services; therefore I am committed to ensure all staff are supported and provided with the right resources to deliver excellent services to our residents and customers.

My purpose is to make a real positive difference and contribution, leading Eldon to achieve its strategic objectives, its vision, mission and values with our residents and customers at the heart of what we do. Eldon's strategy lays out for our staff, and potential staff, what they can expect from Eldon, and we are proud to share this. I am looking forward to working with the board and staff to deliver this.

Continuing to improve customer satisfaction is a key strategic objective and I look forward to working with everyone to sustainably accelerate this.

Meeting staff, residents, contractors, stakeholders and friends of Eldon will be one of my first priorities to ensure I get to know Eldon well from the start.

As we are all aware, there are challenges ahead with the cost of living crisis, Brexit and increasing costs both for the organisation, individuals and communities but Eldon is in a strong position, and we will continue working hard to ensure we deliver good quality services. The need for safe, comfortable and affordable homes is as important as ever.

I will be joining Eldon on 13th February 2023. It does seem far away, but it will soon be here!

Wishing you a safe and happy festive season.

Susan Faridi

**CHIEF EXECUTIVE
ELDON HOUSING ASSOCIATION**

Memories from Our Centenarians



Eldon has 2 tenants who are over 100 years of age, Irene Hall (101) and Olive Ward (102), we thought that we would ask them to tell us a little about their long lives.

As we go to print we have welcomed our 3rd centenarian with Winnie Neal (102) moving into Lindsay Court, we welcome her and hope that she will be very happy in her new home.

Irene Hall Lindsay Court



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

I was born in Brixton in April 1921 and lived in Streatham growing up. We moved around a lot especially to where the rent was cheaper.

What are your memories of your childhood and growing up a 100 years ago?

My Mother was left with 7 children when my Father died. I did, however, have a happy childhood.

What were your first and last jobs?

At 14 years of age I worked for Leichner in their offices, they were a company famous for their stage makeup.

I also worked for the Education Book Company working on their accounts. I retired in my 60's but continued to help my Daughter with promotion work in stores until I was 83 years old.

When and where did you get married?

I got married in 1944 in Surrey.

What are the 3 greatest memories of your life so far?

I have lots of memories of families growing up.

Do you have any children, grandchildren or great-grandchildren?

I have 2 daughters, 6 grandchildren and 6 great grandchildren.

What has been your favourite holiday destination and why?

Rome in Italy – it's a beautiful place.

What hobbies have you enjoyed in the past or still enjoy now?

I used to enjoy crosswords and puzzle books and still enjoy the word games played in the Lindsay Court lounge and also reading and listening to music.

Finally, is there anything else you would like to share with readers about your life over the past 100 + years?

My husband passed away in 1989 and I moved to live with my Daughter in Hong Kong for 5 months where I did some modelling for a magazine and taught in a school, as I had experience of being a Teaching Assistant in an English school when my Daughter was young.

I feel lucky to be alive at 101 years of age.

Olive Ward

Garden Court



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

I was born in Kilburn St Julian's Road in 1920. I lived with my mum, brother and two sisters.

What are your memories of your childhood and growing up a 100 years ago?

We lived in a flat above the stables where the horses who pulled the coal carts were kept.

I used to go into the stables and take care of my favourite shire horse, I would brush him daily. He was a beautiful black horse.

My father was a cab driver, I used to help him clean the brass lights on the cab, I was paid two bob which was a lot of money in those days.

We played lots of board games in the evening as a family, ludo and noughts and crosses, it was fun happy times.

I passed my scholarship but could not take it up as we moved as a family to Ipswich.

What were your first and last jobs?

My first job when I was 14, was working for WS Cowell who were a British Printing Company, they played a significant role in the history of printing in Ipswich. My role was to distribute the paper to the relevant printing departments.

My last job was working for Marks and Spencer in Ipswich on the shoe counter as it was known then, for three years until I got married at eighteen. I do remember I sold a lot of shoes. I was paid five shillings a week. I enjoyed both my jobs and was fortunate to have good employers who looked after the staff.

When and where did you get married?

We got married in Ipswich in 1939 when I was 18.

What are the 3 greatest memories of your life so far?

Being evacuated to Northampton to live with a family, Mr and Mrs Johnstone, they were lovely and looked after me well.

My 100th birthday when I was surprised by family coming from Canada and Holland.

When I moved from my family home where I brought up my family and moved into Garden Court, I was the first tenant to move in. Garden Court was still in the process of being built. I have been happy living here ever since.

Do you have any children, grandchildren or great-grandchildren?

I have one set of twins, a boy and a girl, and another boy and girl. I have four grandchildren and six great grandchildren.

What has been your favourite holiday destination and why?

I went to northern Italy on a coach trip with family and cousins for a girly holiday where we had the best time ever. A holiday I will never forget.

What hobbies have you enjoyed in the past or still enjoy now?

I used to enjoy, sewing, baking, and playing cards at weekends when I was a young mother. We would get together with our neighbours and spend the evening playing cards, happy memories.

I don't have any hobbies now. I do socialise with other tenants on occasions, but I now enjoy my time with family.

Finally, is there anything else you would like to share with readers about your life over the past 100 + years?

I have had a good life and seen many changes throughout my life, it's been full of happiness.

I met my husband to be at a dance hall where we fell in love, we married when I was eighteen and had our honeymoon in Felixstowe. I gave up working and spent my life bringing up my beautiful family.

The rest is history.

Scheme Life

After the Platinum Jubilee parties back in June, which were reported on in our Summer issue of The Link, life at our schemes continued to get back to normal. It has been a slow process of tenants feeling confident enough to get out and about and to spend time with old friends as well as getting to know any new neighbours.

The long hot summer meant that days were taken at a slow pace as everyone got to know one another again.

At Joan Nightingale House in September the tenants organised a small buffet lunch with food donated by them. They raised £140.00 for The World's Biggest Coffee Morning for Macmillan Cancer Support through a raffle and selling items such as notelets and hand gels. Sadly there are no photos as there was some issues with the tenant's phone on the day.

WORLD'S BIGGEST
**COFFEE
MORNING**
MACMILLAN
CANCER SUPPORT



October saw Westdene celebrating Black History month with a special lunch of Jerk-Chicken, plantain with rice and peas followed by Jamaican pudding. Afro-beats music and some dancing finished off the day.



The tenants at Lingfield Lodge got into the Halloween spirit.



Fellows Court tenants enjoyed a Fish & Chips supper in November with music provided by tenant Lloyd Parkes.



As the magazine went to print tenants at Garden Court visited Polhill Garden Centre in Sevenoaks which has become an annual tradition at this time of year.

EMPLOYEE EXCELLENCE AWARDS



EMPLOYEE
EXCELLENCE
★ AWARDS ★

4 Employee Excellence Awards have been presented between April – October, they were for:



Julie Colville - Premises Officer at Lingfield Lodge since August 2022

Julie received her nomination for her support in the lead up to the official opening of Lingfield Lodge, whether this was through providing information or making herself available to help she always had a smile – Julie is a credit to Lingfield Lodge and Eldon.



Festus Ibidapo - Domestic based at Langley Oaks (Croydon Council Nursing Home) since September 2020

Festus was nominated whilst providing cover at Addington Heights (Croydon Council Nursing Home) – he worked extremely hard, was polite, helpful and friendly to everyone. The Care staff reported that he was a great worker and a pleasure to have in the home.



Joana Kormi - Chef at Heavers Centre since April 2022

Joana received her nomination for being kind, warm, generous and flexible, always being friendly and smiling dealing with all requests quickly and efficiently, plus her cooking is divine!



Michelle Stevenson - Laundry Domestic at Lingfield Lodge since August 2022

Michelle received her nomination for the care and consideration she showed to a tenant who was getting anxious on the day of the official opening of Lingfield Lodge. Michelle invited the tenant to help with arranging the flowers for the tables which helped the tenant to overcome the anxiety and to join other tenants in the lounge for the opening celebrations in the afternoon.

If you, or any of your visitors, are aware of a member of Eldon's staff going above and beyond and would like to nominate them for an award you can complete a nomination form and place this in the blue 'ballot box' in your scheme's lounge or reception area. You can also e-mail a nomination to credout@eldonhousing.co.uk

Damp, Mould & Condensation

Our Tenants' safety is our top priority. At this time of year, damp, mould and condensation can not only become more common but also impact your health.

Damp can cause mould on walls, furniture and furnishings. Damp housing encourages the growth of mould, and some mould is caused by condensation.

There are remedies and many preventative measures that can be taken and in order to advise and support

our tenants a member of the Housing or Facilities Management Teams will be visiting all flats to survey for damp and mould in December and January.

If damp or mould does appear, or you have any concerns about damp, mould and condensation please contact Eldon's Helpdesk on **0800 434 6298**.

Further information on preventing condensation can be found in your tenants handbook.

WE ARE COMMITTED TO DELIVERING A HIGH-QUALITY SERVICE AND HAVE ADOPTED THE FOLLOWING:

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, our Annual Report to Tenants publication, newsletters and one-to-one meetings.

OUR VISION

To be the best provider of affordable housing and services within our area of operation.

OUR MISSION

Providing accessible and sustainable housing, supported by flexible and reliable services.

OUR VALUES

Passionate, professional and operating with integrity

Caring about customers, staff and business

Respectful – listening and approachable

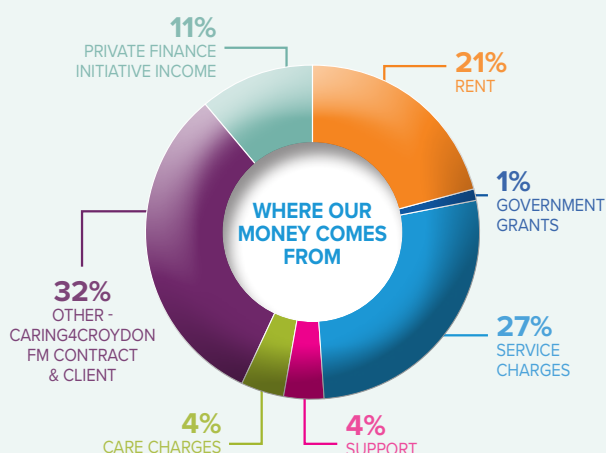
Innovative – always working to improve

Our Performance

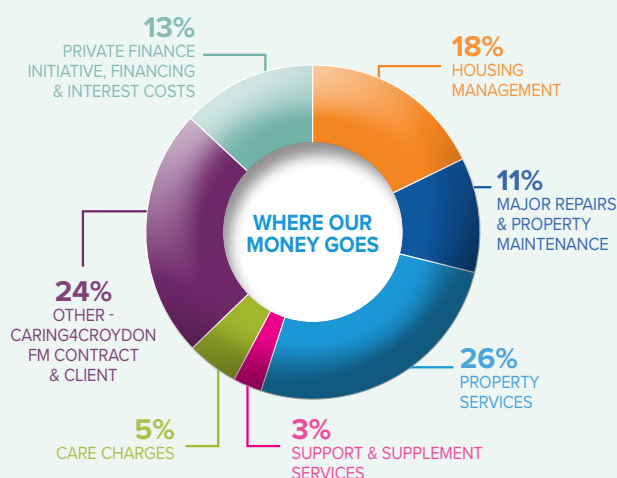
The following pages set out Eldon's performance in the year to 31st March 2022 and includes statistics on tenant satisfaction, repairs and maintenance, complaints and compliments.

We hope that you find the information of interest and if you have any questions please speak to your House Manager, Welfare & Support Officer – **Elaine Beveridge** or Housing Manager – **Sharon Johnson**.

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 4 Day Centres (1 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.

REPAIRS AND MAINTENANCE



Our Performance

TENANT SATISFACTION

Our sheltered and extra care housing tenants were surveyed in August 2022, with the exception of Lingfield Lodge tenants as the majority had recently moved in to this new scheme. Thank you to all tenants who completed this survey.

187 surveys were issued and 99 returned, this was a disappointingly low response, dropping from 61% in 2021 to 53% this year.

We will be discussing the survey with all of our tenants over the coming months in order to establish ways in which we can support our tenants to increase the number of responses. Your opinion is important to us, and we value all feedback, using this as part of the continuous improvement of the services we provide.

OUR TARGETS ARE:

30% Very Satisfied/Very Good

60% Satisfied/Good

10% Dissatisfied/Average

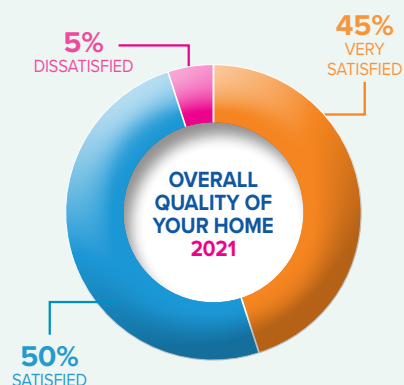
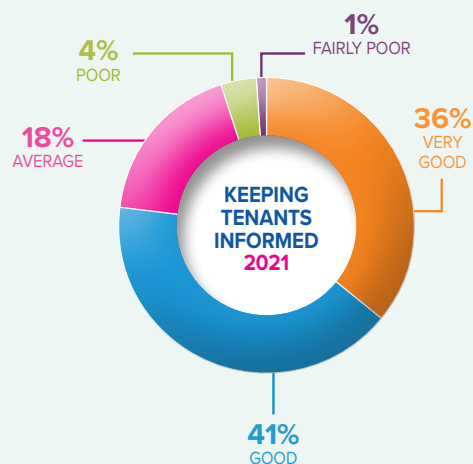
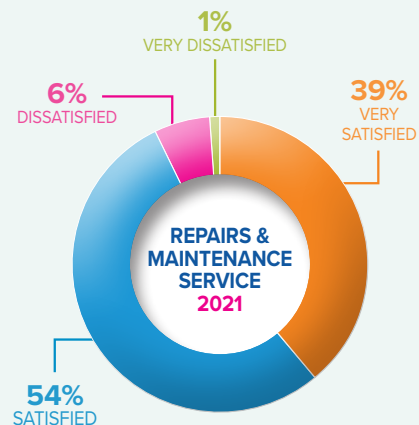
This year our ratings as a Landlord saw a decrease in the Excellent result from 36% to 29% and an increase in the Good from 50% to 57%. These results are down on 2021 and are slightly below our targets.

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.

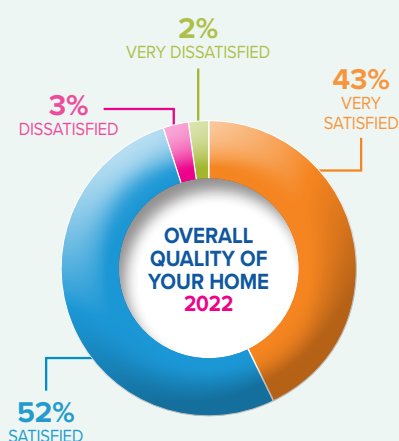
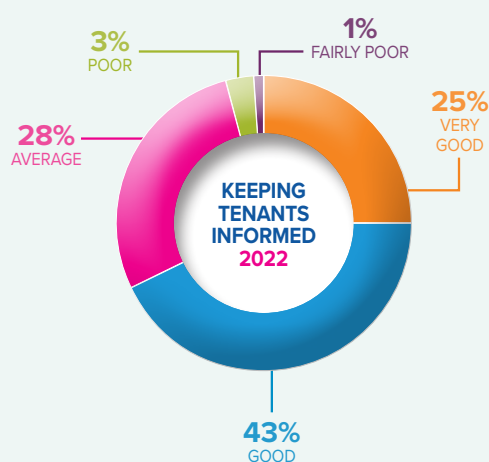
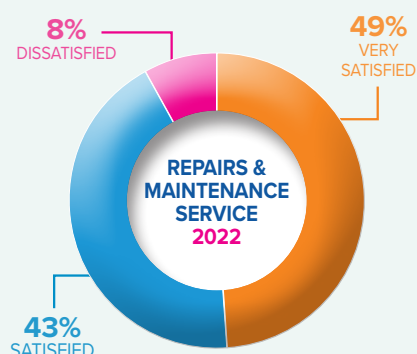
The top scoring elements were:

- ✓ Repairs & Maintenance Service
- ✓ Keeping Tenants Informed
- ✓ Overall Quality of your home

The results from these elements in 2021 were:



The results from these elements in 2022 were:



Satisfaction with Keeping Tenants Informed dropped to 68% compared with 77% in 2021, this is very disappointing, and we are working to improve communication with tenants from both our Head Office and scheme based staff.

78% of tenants who responded to our satisfaction survey said they prefer to be kept informed by letter and we will ensure that as much information as possible is shared with our tenants directly in writing alongside our regular tenants meetings, Link Magazine, one2one discussions and general noticeboards. We are also looking into providing digital information screens at our schemes.

83% of tenants satisfied with VFM - Rent

83% of tenants satisfied with VFM - Service Charges

99% of tenants satisfied with overall service

91% Tenants who would recommend Eldon

Tenants satisfaction with Value for Money in respect of Rent and Service Charges both reduced to 83% from 93% and 89% respectively in 2021, this is well below our target of 90%. This result is disappointing, and we are liaising with tenants and staff in order to look at ways to improve tenant satisfaction in these areas.

Complaints & Compliments



OUR COMPLAINTS POLICY

Try as we might sometimes things can go wrong, and our Complaints Policy is designed to ensure that complaints are dealt with positively, fairly and in a timely manner and that lessons are learnt in order to avoid a repetition of the complaint

Complaints can be made via a complaint form, email (either directly to a member of staff or info@eldonhousing.co.uk), verbally or in writing to our Head Office at:

Eldon Housing Association
2nd Floor, Legion House
73 Lower Road,
Kenley CR8 5NH

Minor Complaints, or what is referred to as 'Service Requests' within our policy, may be quickly resolved by raising the issue with a member of staff. These requests should, under normal circumstances, 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



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 scheme noticeboards.

COMPLAINTS

In the year to 31st March 2022 we received 2 formal complaints, 1 related to car parking and 1 regarding repairs to a toilet. Both complaints were investigated and resolved within agreed timeframes.

COMPLIMENTS

We received 29 compliments in the 12 months to 31st March 2022, these ranged from outstanding care and support provided by our staff through to supporting a new member of staff through the recruitment process.

Thank you to everyone who took the time to recognise outstanding service from our team members.

You, or any of your visitors, can share compliments with any staff member, e-mail us at info@eldonhousing.co.uk or write to our Head Office at:

Eldon Housing Association
2nd Floor, Legion House
73 Lower Road,
Kenley CR8 5NH

Our Board



We held two recruitment campaigns in the year to 31st March 2022 and strengthened the breadth of knowledge within our Board as a result.

Our Board members are currently:

HONY PREMLAL **MBA, CIHCM**

CHAIR

Hony is Chair of our Board and has 25 years of experience in the housing sector. Honi is currently working as a housing association Interim Managing Director and also serves as the Co-Chair of Women in Social Housing (London). She brings strategic re-organisation, housing management, asset management, property compliance, customer engagement and customer services to our Board.

ANNE CHAPMAN **BA(Hons), PGDIP, CIHCM**

VICE CHAIR

Anne is Vice Chair of our Board. A solicitor for more than 20 years and Assistant Director – Governance and Compliance and Company Secretary at Golding Homes. Anne is Vice Chair of the Governing Board for the CIH, the Chair of the Audit & Risk Board for the CIH and Vice Chair at the national charity 'We Are With You'.

MICHAEL CHINN FCCA, CPFA

Michael is the Executive Director of Resources at Saxon Weald. Before moving into the housing sector, he trained in Practice Accountancy. Previous housing roles include Deputy Finance Director of a medium sized housing association in West London and Director of Finance at a Croydon association. Michael has held other Board roles and currently sits on an independent panel for Horsham District Council.

DAN GOWER-SMITH CMGR, FCMJ

Dan has worked within the social care sector for over 20 years. Dan started his career as a support worker for adults with learning disabilities and associated conditions and progress to a Registered Manager, Area Manager and is currently the Group Executive Director of Operations, Quality & Practice for a large learning disability charity.

KAREN HARVEY

Karen is the Managing Director of her own consultancy business providing interim HR Director and consultancy services, including coaching, to many different sectors. She is a chartered psychologist and Fellow of the CIPD. She has previously been a HR Director in several large organisations including housing associations.

VHAIRI MACRAE

Vhairi is an experienced Communications and Change consultant working with various global companies to deliver cultural behavioural and business change, internal, external and corporate communications, reputation risk management, crisis management and stakeholder engagement.

KRISTIAN MELGAARD

Kristian is an Interim Housing Executive and has worked in the affordable housing sector for 19 years occupying a variety of senior executive and non-executive roles at both registered providers and local authorities. He brings a wealth of experience in housing operations, customer services, asset management, development and sales and is Chair of our Audit & Risk Committee.

NANNETTE SAKYI BA (Hons), MA

Nannette is an experienced housing professional, successfully developing new build properties, winning new business, delivering business change and project management. Her experience ranges from new build development, operations management and delivery through to strategy and service improvement, stakeholder management and business transformation. Nannette holds a master's degree in Housing.

USEFUL CONTACTS

Help Desk

(emergencies & repair reporting)

☎ 0800 434 6298

✉ helpdesk@eldonhousing.co.uk

Housing Manager

Sharon Johnson

☎ 020 8655 6724

✉ sjohnson@eldonhousing.co.uk

Welfare & Support Officer

Elaine Beveridge

☎ 07785 616860

✉ ebeveridge@eldonhousing.co.uk

Advice on loan sharks

Stop Loan Sharks

☎ 0300 555 2222

🌐 www.stoploansharks.co.uk

Age UK Croydon

☎ 020 8686 0066

🌐 www.ageuk.org.uk/croydon

✉ aukc@ageukcroydon.org.uk

Age UK West Sussex and Brighton

☎ 01903 731 800

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

Housing Ombudsman Service

☎ 0300 111 3000

✉ info@housing-ombudsman.org.uk

🌐 www.housing-ombudsman.org.uk

Money Advice Service

☎ 0800 138 7777

🌐 www.moneyhelper.org.uk

National Debt Line

☎ 0808 808 4000

🌐 www.nationaldebtline.org

Pension Credit

☎ 0800 99 1234

🌐 www.gov.uk/pension-credit

Shelter

☎ 0808 800 4444

🌐 www.england-shelter.org.uk

Universal Credit Helpline

☎ 0800 328 5644

🌐 www.gov.uk/universal-credit

eldon housing
PASSIONATE | PROFESSIONAL | CARING

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

