

The image shows the official logo for the coronation of King Charles III. It is a circular emblem with a white background. The outer ring contains the text 'KING CHARLES III' in blue serif capital letters at the top and 'CORONATION • 6TH MAY 2023' in blue serif capital letters at the bottom, separated by a small blue dot. The center of the emblem features the Royal Coat of Arms of the United Kingdom, which consists of a shield supported by a lion on the left and a unicorn on the right. The shield is divided into quarters, with a red rose in the top left, a white rose in the top right, a blue lion in the bottom left, and a red lion in the bottom right. The shield is topped with a crown. The entire central emblem is surrounded by a wreath of red and blue flowers, including roses and thistles.



A MESSAGE FROM

SUSAN FARIDI

CHIEF EXECUTIVE



Welcome to the latest edition of the Link, I hope you find it interesting and informative. We always welcome feedback and incorporate what you would like to see included. Please let us know if you have any ideas and suggestions.

I am delighted to be Eldon's new Chief Executive and some of the highlights of my first few months have been meeting and working with passionate and dedicated staff, visiting the schemes, and talking to tenants and listening to their feedback on how happy they are and how living in an Eldon home has made a difference to their life. Meeting staff, residents, contractors, stakeholders, and friends of Eldon is important to me, and I will continue to do this over the coming months. I have met many of you and look forward to meeting you all.

Improving customer satisfaction and services is a key strategic objective for Eldon and I look forward to working with everyone to sustainably accelerate this. You will soon be receiving Eldon's annual Tenant Satisfaction Survey and I encourage all tenants to complete it so we can hear your views on all services provided to you. Your views will assist us with our continuous improvement plans, looking at what we do well and what we need to improve on. This year we will be carrying out the survey independently using an experienced organisation called Acuity further details can be found on page 11.

I am committed to continue Eldon's good work, make a positive difference, and drive continuous improvement but we can't do that without you! Your feedback and views are important to us and the results will be shared with all tenants in October.

We will be holding a summer party on the 25th July in the afternoon at Lindsay Court and all tenants are invited to attend.

This will provide me with the opportunity to meet you all and enjoy a fun afternoon with you. An invitation will be sent to you in the next week or two. We will be inviting key partners and stakeholders including the Mayor to meet tenants, celebrate, promote, get to know Eldon and the good work we do.

Tenant's wellbeing is a priority for Eldon, and we recognise the current challenges the cost-of-living crisis is having on all of us. Therefore, we want to ensure tenants are supported in these difficult times. If you are struggling, please let us know as we are here to support you. There is a question on the cost-of-living crisis in the Tenant Satisfaction Survey so please complete this as it will let us know the impact our tenants are experiencing.

We will continue working hard to ensure we deliver good quality services, safe comfortable and affordable homes.

I look forward to meeting you all at the summer party on 25th July.

Wishing you all well.

Susan Faridi

Chief Executive
Eldon Housing Association

ELAINE BEVERIDGE

WELFARE & SUPPORT OFFICER

Elaine Beveridge can provide support or assist with referrals/signposting for tenants on matters such as benefit claims, discounts on water rates, government financial support schemes and utilities accounts.

Elaine visits our schemes on rota basis:

Monday:	Lingfield Lodge
Tuesday:	Garden Court
Wednesday:	Bardsley & Claremont Courts
Thursday:	Fellows Court
Friday:	Various locations plus specific appointments

Elaine also visits Marten House and provides support to the tenants and House Managers at Joan Nightingale House, Lindsay Court and Westdene upon request.

T: 07785 616860

E: ebeveridge@eldonhousing.co.uk



ELDON'S HARDSHIP FUND

Eldon recognises that due to rising fuel and food costs that some of its tenants may have difficulty managing their finances and as a result suffer financial hardship.

We have established a Hardship Fund with an aim to offer financial help to tenants in genuine difficulty, payments from this can be used for the following:

- Support with fuel poverty or other essential utilities not included in their service/supplement charge
- Payment for essential items to move or transfer into one of our properties
- Help with payment for essential furniture such as a bed.
- Consideration will be given to other essential priority debt.

Tenants wishing to make an application to the Hardship Fund should contact Elaine Beveridge, Welfare & Support Officer in the first instance in order to obtain an application form.



HOME CONTENTS INSURANCE

Eldon arranges insurance for its buildings and all fixtures and fittings this does not include our tenants personal possessions.

You should arrange your own home contents insurance for all furniture, electrical items, clothing and personal possessions owned by you.

If you do not have a preferred insurer the National Housing Federation have teamed up with Thistle Tenant Risks who provide the My Home Contents insurance. Elaine Beveridge, Welfare & Support Officer, can provide information on this insurance cover.

The Coronation of King Charles and Queen Camilla



Tenants came together at various times during the Bank Holiday weekend to celebrate the Coronation of King Charles and Queen Camilla.

Some chose to watch the service itself from the comfort of their own flats or with family and others joined their neighbours in the lounges to enjoy the spectacle.

Buffet lunches were served at our extra care schemes - Fellows Court, Lindsay Court, Lingfield Lodge and Westdene so that the tenants did not miss a moment.

At our sheltered schemes tenants came together at different times over the long weekend sharing food and

a lot of cakes! Royal Quizzes were supplied in order to keep the 'regal theme' going.

Eldon presented all of our tenants with a commemorative keyring as a souvenir of this special day.

Coronation themed raffles, aimed at boosting scheme amenity funds, took place with Bardsley Court raising £40.00, Fellows Court £27.00, Garden Court £46.00, Joan Nightingale House £62.50, Lindsay Court £36.00 and Lingfield Lodge £100.00.



"This was a once in a lifetime moment – what stood out to us both was seeing all the dignitaries, we loved the service and seeing the gold coach"

Greta Bristow & Maurice Hubbard – Westdene



“It was brilliant”

Serena Inglefield – Lingfield Lodge

“I watched the service in the lounge with everyone else – I liked seeing the soldiers marching – I enjoyed the day”

Steve Alan – Westdene

“My main memory I shall keep of the day was the Princess of Wales and her daughter. They were stunning and Prince George too in his brilliant uniform.

Patricia Putwain – Garden Court



“Like most people our family purchased a TV for Queen Elizabeth’s Coronation a small black and white of course. It was amazing to see the Queen in her gold coach and other members of the Royal family and the parade with grandparents, aunts and uncles crowded into our ‘front’ room followed by a street party. The Coronation of King Charles was very different watched in colour on a large TV.

I loved every moment from the crowds, the parades, the flags all in bright colours and of course the family on the balcony and the fly past. For me though the service and crowning of the King meant more today than to a 14 year old in 1953”

Pauline Peet – Marten House

“I very much liked it – but watched in my flat as I wanted to be quiet”

Julie Jones – Lingfield Lodge

Centenarian Winnie Neal



Our readers may recall that in the Winter 2022-2023 edition of **The Link** we featured our 2 Centenarians, Irene Hall and Olive Ward and at the time of going to print Winnie Neal had just moved in to Lindsay Court.

Winnie celebrated her 103rd birthday in May and just before her birthday celebrations we asked her about her life.

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

I was born in Ash Vale, Surrey near Aldershot. I went to the local school at aged 10.

We moved to Hextable in Kent as my Father worked at a dairy as a Milkman.

I attended Watford Grammar School for Girls, shortly before I started at the grammar school my Father died, We moved to Harrow in Middlesex to stay with my Uncle until we moved into our own home.

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

I remember that my Mother worked as a Cleaner and School Caretaker.

I was the middle child in a family of 3 girls, my sister's names were Doris and Molly. We were allowed to play in the village and on the common.

We used to walk alongside a canal in Ash Vale, but after my sister put her foot in the canal, we were banned from walking there. I learned about insects in the water at the canal.

What were your first and last jobs ?

My first job was at the Post Office Savings Bank Head Quarters at Blythe Road, Hammersmith. I was based on the 4th floor which had very long rooms that I used to run up and down which upset a few colleagues!!

I worked there from aged 18 until I married at aged 34. I worked on updating bank books. I joined the Post Office Christian Association where I made friends, and we had weekends away.

My last job was as Managing Director of a Wholesale Electrical business – Hudson Radio from when my husband died in 1972 until 1999 when I retired aged 79 and the business was sold.



Winnies first job at the Post Office Savings Bank Headquarters.

When and where did you get married?

I met my husband, Peter, at Harrow Baptist Church at the beginning of the second world war. He was a conscientious objector during the war.

We married at Harrow Baptist Church in 1954

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

I have 3 children John, Richard and Ruth and 2 grandchildren and 2 great-grandchildren – all girls.

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

Visiting my older sister in Australia – she emigrated with her husband and 3 children in 1957 I have visited Adelaide in Australia twice

Traveling to Europe with my uncle before the war. We visited Bulgaria, Denmark, Germany, Italy, Malta and Norway.

I visited my daughter whilst she was working as a Nurse in Kenya. I remember going on safari seeing many animals including elephants and lions.

What has been your favourite holiday destination and why?

When the children were small, we went on holidays to Swanage in Dorset because my sister had a caravan there.

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

I have enjoyed researching my family history and visiting the places where my family lived in Surrey.

I also enjoy gardening, cross stitch and making tapestries.

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

I passed my driving test which I was aged 67 and I stopped driving when I was about 93!!



BELATED HAPPY BIRTHDAY
Winnie and thank you for sharing your memories.

Do you know anyone looking for extra care housing?

We have vacant flats at Lindsay Court and Westdene decorated and carpeted ready to move in to.

Janice at Lindsay Court, Hilda at Westdene and Elaine Beveridge all have information leaflets on our Extra Care schemes that you can request in order to pass to anyone you feel may be interested.

Enquiries about housing can also be made by e-mailing housing@eldonhousing.co.uk our website can be viewed by scanning the QR code.



Scheme Life

We thought that we would include a montage of photographs taken at events to mark St Valentine's Day, St Patrick's Day and Easter plus some images of crafting activities.

As we go to print Joan Nightingale House tenant's, with the help of House Manager, Jackie Cachia, are planning a Chocolate Quiz on 7th July to celebrate World Chocolate Day complete with chocolate treats and then on the 11th July they will hold an Afternoon

Tea funded by the proceeds from their Coronation Raffle.

Wimbledon fortnight in early July will be marked at Bardsley, Claremont, Fellows and Garden Courts plus Lingfield Lodge – not in the form of tennis matches but the famous strawberries & cream being served at special Afternoon Teas.

A Summer Party, with afternoon tea and entertainment, for all tenants, staff, contractors and stakeholders will be taking place at Lindsay Court on **Tuesday 25th July 4.00pm – 7.00pm.**





WESTDENE SUMMER FETE

16 CHATSWORTH ROAD, CROYDON, CR0 1AH

SATURDAY 19TH AUGUST • 2.00PM - 5.00PM

BRIC-A-BRAC - TABLE TOP SALES

GUESS THE WEIGHT OF THE CAKE

RAFFLE

TOMBOLA

NAME THE TEDDY

REFRESHMENTS & CAKES

GUESS HOW MANY SWEETS IN THE JAR

PLEASE COME AND JOIN US

EMPLOYEE EXCELLENCE AWARDS



EMPLOYEE
EXCELLENCE
★ AWARDS ★

Eldon's Employee Excellence Awards are designed to recognise staff members who have gone the extra mile either in the course of their day to day duties, going that bit further to support our tenants or their colleagues or even having an innovative idea that improves the lives of our tenants or the workload of our staff team.

Employee Excellence Awards from November 2022 - March 2023 were presented by Susan Faridi, Chief Executive, to:



HILDA MATOVU – House Manager at Westdene

Hilda received her nomination from a tenant who said: "Thank you Hilda, for being patient with me weeks before I moved in and welcoming me into a lovely warm place, and my home. For sorting out my medication whenever it goes wrong by phoning and collecting for me and giving up you time to sort out my rent. For always having time for me and making me smile. Hilda always gives me positive vibes."



DONNA MILLWARD – Carer at Lindsay Court

Donna received 3 nominations from 2 tenants and 1 colleague they said: "Donna is very caring and helpful – always cheerful."

"Donna has always been the same temperament – extremely willing and polite to everyone – one of the best!!"

"Donna is happy at work, and she serves hot meals in the dining room for us."



CAROL MACARTHUR – Carer at Westdene

Carol received 4 nominations from 2 tenants and 2 family members they said: "Following a fall Carol phoned GP, 111 and 999 she stayed with my mum to care and support her. Thank you, Carol."

"The extra care given to my Mother in Law after a fall was very much appreciated."

"Carol always knows when I'm feeling low, she cares and listens to me. Carol encouraged me to come to the dining room for Christmas Dinner and I enjoyed it."

"Carol took me out to buy my newspaper for a few days, so I got used to the way there and back to my home."

We welcome nominations from tenants, staff, family, friends, visitors and contractors. You can nominate a staff member for an award by completing a nomination form and placing this in the small blue 'ballot boxes' or by e-mailing our HR Officer – Charlotte Redout at credout@eldonhousing.co.uk



Lingfield Lodge Gardening Club

Premises Officer, Julie Colville, and Laundry Domestic, Michelle Stevenson, have started a Gardening Club for the green fingered tenants at Lingfield Lodge.

They are currently meeting once a month (weather permitting) and have planted summer bulbs and bedding plants plus some shrubs. The bulbs and shrubs were kindly donated by tenant's family members.

One tenant is also growing runner beans – putting the veg bed to good use.

Julie and Michelle usually have 6-8 tenants joining them - they are now all keeping those green fingers crossed whilst they wait to see the evidence of all their hard work.

Fire Doors

Fire doors are a legal requirement for flats that open onto communal areas shared with other flats. In blocks of flats, most fires occur within the flats themselves.

When the front door to a flat is closed it prevents the spread of smoke and fire into the communal areas, including corridors. This allows the fire to be contained temporarily and provides a crucial escape route.

Self-closing devices on doors help ensure that doors will close behind you on their own. This means that you don't have to worry about closing these behind you. You and anyone visiting your flat should not interfere with any self-closing devices fitted to doors.

If you notice a broken door, please report this to a member of staff or to the Helpdesk on **0800 434 6298** or **helpdesk@eldonhousing.co.uk**

If you have any concerns about fire safety, please speak with your House Manager or Elaine Beveridge, Welfare & Support Officer, in the first instance.

Annual tenant satisfaction survey Have your say

For the first time Eldon has commissioned a specialist company to confidentially administer our annual tenant satisfaction surveys to ensure that these meet regulatory requirements which includes a requirement to collect specific tenant satisfaction measures.

Acuity will be posting the surveys to tenants in early July with the closing date for return being 4th August. Your opinion is very important to us as it will inform our future operational and strategic planning, and we therefore urge you to complete the survey.

acuity
making sense of housing

As an incentive to complete the survey we will be holding a prize draw, 4 tenants will be randomly selected by Acuity to win Love to Shop vouchers with a value of £100, £50 (2 winners) and £25.

eldon housing

PASSIONATE | PROFESSIONAL | CARING

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CUSTOMER
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