

The Link



SPRING ISSUE 2024

eldon housing
PASSIONATE | PROFESSIONAL | CARING

A MESSAGE FROM



**HONY
PREMLAL**
CHAIR OF THE BOARD



**SUSAN
FARIDI**
CHIEF EXECUTIVE

Dear Tenants

Welcome to this edition of the Link Magazine. We hope you enjoy it. As we have now stepped well into a new year, we extend our warmest greetings to all.

We are delighted to centre this message on the significance of the Tenants' Panel and to provide you with insights into the proactive measures Eldon is taking to enhance and improve service delivery. It is our commitment to ensure that each tenant has a meaningful voice, contributing to the ongoing improvement and inclusivity within our communities.

We are pleased to share that our collective efforts to enhance tenant engagement are gaining momentum. The Tenants' Panel, a vital voice in our community, is set to become even more integral in shaping the future of our living spaces. Our dedicated Board has recently introduced a new Quality and Assurance Committee, which marks a significant progress towards ensuring the highest standards of service delivery.

Looking ahead, our aspiration is to see the Tenants' Panel evolve to play a pivotal role in reporting to this newly established committee. This milestone will not only empower our tenants but also contribute to the continuous improvement and excellence in our housing community. Furthermore, we anticipate the inclusion of a tenant member in the committee, ensuring that your perspectives and experiences are represented in the decision-making process.

In addition to these exciting developments, we want to assure you that we will actively work with the Tenants' Panel to ensure we meet the requirements set forth by the housing regulator and the Care Quality Commission (CQC). It is our commitment to not only comply with the existing standards but also to be prepared for the Consumer Regulations set to come into effect in April 2024.

Your input and collaboration with the Tenants' Panel will be invaluable in navigating these regulatory requirements and ensuring that our community continues to thrive in a collaborative and supportive environment.

Moreover, we recognise that the Tenants' Panel meeting may not be the only forum for your valuable contributions. There are also opportunities for tenants to actively participate in their individual scheme tenant meetings. These meetings play a crucial role in improving communications with tenants, fostering continuous improvements, and providing a platform for meaningful consultation. Your presence and input at these meetings are important in shaping the specific needs and aspirations of Eldon's communities.

Additionally, we are actively addressing the valuable feedback received from the recent Tenants Satisfaction Survey. We are committed to making improvements based on your insights, and copies of the survey results will be made available in your schemes for your review. Your feedback is instrumental in guiding our efforts towards creating a living environment that meets and exceeds your expectations.

In the spirit of collaboration, we invite you to join us in this exciting journey towards a more connected and empowered community. Your participation is not only valued but essential as we work together to create a living environment that reflects the diverse needs and aspirations of all tenants.

Wishing you a joyful and prosperous New Year ahead!

HONY PREMLAL - BOARD CHAIR

and

SUSAN FARIDI - CHIEF EXECUTIVE

NEW BOARD MEMBER

We held a recruitment campaign in October – November 2023 and further strengthened the breadth of knowledge within our Board as a result.

Jonathan Jarvis was successful and has joined the Board in November 2023 and was formally elected at the last Board meeting in December 2023. He has over 25 years' experience as a Solicitor specialising in the social housing sector and has been a Partner at Devonshires Solicitors since 2012.



TENANTS' PANEL

The message from our Board Chair, Hony Premlal, and Chief Executive, Susan Faridi, on page 2 confirms the importance of our Tenants' Panel and the vital link they provide between our tenants and Eldon's Board, Committees and Senior Leadership Team.

The Panel met in January and reaffirmed the importance of good communication between themselves, as representatives of the tenants, and the various staff teams at Eldon Housing.



THE PANEL CURRENTLY COMPRISES:

Bardsley Court	Christine Hall
Claremont Court	Michael Yates
Fellows Court	Marie Beadle
Fellows Court	George Parkes
Garden Court	Patricia Putwain
Joan Nightingale House	Sharan Jack
Lindsay Court	Sally Ingram
Lingfield Lodge	Sandra Clarke
Lingfield Lodge	Anne McConnell



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 a 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



SCHEME LIFE

These photos are some of the activities that have taken place at our schemes in recent months, these include keep fit, crafting, gardening, Halloween and Christmas celebrations plus musical entertainment.

We never have enough photographs to choose from. If any tenants would like to take photographs of activities and events at their schemes we would be delighted to receive these and would acknowledge the photographer in the publication. Mobile phones take great photographs nowadays and if you do take any images that you would like to share please speak to your House Manager or Elaine Beveridge.





Lindsay Court and Westdene had a visit in October from the Member of Parliament for Croydon Central, Sarah Jones MP. She had the opportunity to see the excellent services being provided by Eldon meeting tenants, staff, Hony Premlal – Board Chair and Chief Executive Susan Faridi.

Christmas celebrations included: a meal prepared and cooked by tenants at Claremont Court followed by music and dancing, Fellows Court hosted a buffet for tenants visiting from various schemes with entertainment provided by a singer, at Lingfield Lodge the activities included Wrinkles Ukulele Band and a carol service with the local Beavers Club and Bardsley Court held a buffet with music and dancing.

Since Christmas old favourites The Ukulaviators have visited Garden Court and at Fellows Court tenant Marie Beadle has set up an Arts & Craft

afternoon with London Care organising a Wednesday Coffee Morning. Tenants at Bardsley Court have regular Domino evenings with drinks and nibbles organised by tenant Sherona Williams and at Claremont Court the tenants have formed a Friends of Claremont Court group to discuss anything they wish to bring to tenant meetings plus plan future events.

Age UK have also opened their South Norwood Healthsmart Health Hub at Bardsley Court this is open to the local community as well as tenants of Bardsley and Claremont Courts.

The sessions include exercises, health checks such as blood pressure, diabetes screening etc, health & wellbeing talks plus the opportunity to meet new people.

VOLUNTEERS NEEDED

We always need volunteers to help with a variety of scheme-based activities and pastimes. Do you know anyone who may be willing to volunteer at one of our schemes, they may have crafting or other skills that they can share with tenants or just be happy to help with making and serving tea and cakes. Anyone who is interested in volunteering should contact Elaine Beveridge on 07785 616860 or at ebeveridge@eldonhousing.co.uk

MACMILLAN CANCER SUPPORT

WORLD'S BIGGEST COFFEE MORNING

Tenants and Staff at Eldon have for many years supported the World's Biggest Coffee Morning and the September 2023 event was no exception. Sadly no photographs this time but the money raised was amazing.



BARDSLEY COURT
£37

GARDEN COURT
£110

FELLOWS COURT
£265

LINGFIELD LODGE
£200

REPAIRS SERVICE

Eldon provides a repairs service to all of our tenants and operates a **HELPDESK** answering service 24hrs a day via our freephone number **0800 434 6298** or e-mail helpdesk@eldonhousing.co.uk. Our tenants can also report repairs to on-site members of staff who will in turn report the repair to our **HELPDESK**.

You should have recently received a leaflet providing you with information on our repairs service that you can retain for future reference, if you have not received a copy please advise your House Manager, Premises Officer or Elaine Beveridge, Welfare & Support Officer who will arrange for you to receive a copy.



ELDON HOUSING REPAIRS SERVICE

If you report a maintenance issue to a member of staff, they will report this to our **HELPDESK** who will log the report and contact the appropriate contractor in order to commence the repair process.

You can report an issue directly to our **HELPDESK** 24hrs a day via our freephone number **0800 434 6298** or e-mail helpdesk@eldonhousing.co.uk

Please note that outside of normal office hours (Monday – Friday 9.00am-5.00pm) **HELPDESK** calls are diverted to an answering service who will report the issue to an on-call member of staff.

Our Facilities Management Team will keep you up to date with progress in relation to your repair either directly or via a member of staff based at your scheme.

If you have any questions regarding your repair, please do not hesitate to contact our **HELPDESK** on **0800 434 6298** or speak to a member of staff at your scheme.

We are always looking at ways to improve our repairs service and will randomly ask our tenants to complete a Repairs Satisfaction Survey. If you receive a survey, we would be grateful if you could complete and return this as these are a vital part of our service monitoring.



0800 434 6298
helpdesk@eldonhousing.co.uk
Scan QR code to visit website
www.eldonhousing.org

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FACILITIES MANAGEMENT TEAM

If you have reported a repair and have any questions, please do not hesitate to contact our **HELPDESK** on **0800 434 6298** or speak to a member of staff at your scheme.

The Association has specific response times for various types of repairs, these are:

	Target Response	Example of Repair
Emergencies	To respond within two hours and be made safe within 24 hours	Repairs needed to avoid an immediate danger to personal health or safety issues. Examples: <ul style="list-style-type: none"> • Total loss of electrical power • Unsafe power or lighting socket, or electrical fitting • Total loss of water supply • Total or partial loss of space or water heating between 31 October – 1 May • Blocked toilet (where there is no other toilet in the home) • Toilet not flushing (where there is no other toilet in the home) • Blocked sink, bath or basin • Leaking from water or heating pipe, tank or cistern • Insecure external window or door or lock
Urgent	To be completed within three days	Repairs needed to avoid substantial inconvenience to you or continued damage to the property. Examples: <ul style="list-style-type: none"> • Partial loss of electrical power • Partial loss of water supply • Total or partial loss of space or water heating between 30 April and 1 November
Priority	To complete work within seven working days	Repairs which are categorised as not urgent but of a higher priority than routine repairs. Examples: <ul style="list-style-type: none"> • Leaking roof • Door entry phone not working • Mechanical extractor fan in bathroom or kitchen without window not working
Routine	To complete work within 30 working days	Examples: <ul style="list-style-type: none"> • Repairing doors and windows (unless the property is not safe) • Repairing or replacing glass in doors and windows • Non-dangerous electrical works • Joinery & general repairs

DAMP & MOULD

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.

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 tenant's handbook.



SENIOR LEADERSHIP TEAM

LINDA STRONG

HEAD OF HOUSING, CARE & SUPPORT



Linda Strong, our newly appointed Head of Housing, Care & Support, has a passion for delivering outstanding services to older people, that enable and empower them to live their best lives.

Linda has 24 years of management and leadership experience in housing, care and support. She has been responsible for a range of services providing registered care and support to a variety of client groups, with significant experience in vulnerable older people housing, particularly Extra Care.

Prior to commencing at Eldon, Linda was Care & Support Assistant Director at Notting Hill Genesis for 9 years, with direct responsibility for 13 Extra Care sites and over 200 older people leasehold units. Linda brings knowledge, skills and experience at a senior and operational level in registered care, regulation compliance, supported housing, procurement, contract management, new business development, financial management, leadership and change management.

A MESSAGE FROM LINDA STRONG

I am really delighted to join Eldon Housing and work alongside great colleagues providing good services to Eldon's tenants. I am delighted to have already met many tenants and had the pleasure of attending the Tenant Panel meeting in my first week.

It was really impressive to see how professional the Panel are and hear what areas of the business they are focusing on.

I have visited most of the sites and will be out and about across the sites every week, attending tenant meetings and meeting as many of you as possible. I hope that the skills and passion I bring will support Eldon in continuing to drive forward to delivering the best services possible.

Linda Strong
Head of Housing, Care & Support

QUICK WINTER QUIZ

1. How many sides do all snowflakes have?
2. The Winter Palace is located in which city?
3. What was the name given to the festivals held on the frozen Thames throughout the 17th & 18th Centuries?
4. What is the shortest day of the year called?
5. In the books "The Chronicles of Narnia" what is the name of the talking lion ?
6. How do emperor penguins survive Antarctic winters?
7. "Now is the winter of our discontent" is the opening line from which William Shakespeare play?
8. What was the film "Cool Runnings" about?
9. In the song 'Frosty the Snowman' what was his nose made out of ?
10. Who performed an ice dance to Ravel's Bolero?

Answers on page 11

CENTENARIAN BETTY ELDRIDGE



Betty celebrated her 100th birthday in September and after the celebrations she sent this message.

I have been a resident of Lindsay Court for 6 years. After a few anxious months I began to settle down and join in with all the activities. I have been very happy despite my misgivings, especially with the joy of seeing family more often.

My Grandson hosted my 100th birthday party in his home with lots of friends and family., I had such a lovely time and received lots of presents and flowers which I am very grateful for, including a gorgeous bouquet from Eldon – thank you so much.

We took the opportunity to ask Betty some questions on her memories from the last 100 years:

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

I was born and grew up in the coastal village of Highcliffe near Bournemouth in Dorset.

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

In the area where I lived I had the best of both worlds and wonderful parents.

What were your first and last jobs ?

I trained as a Hairdresser and ran my own business from my home until I retired.

When and where did you get married?

I married at 18 years of age in All Saints Church, Bournemouth during the 2nd World War. My husband went off to fight shortly after we were married, and it was 4 years before he returned.

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

I had a son and a daughter, my daughter sadly died 20 years ago. I have 4 grandchildren and 2 great-grandchildren.

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

My 2 children who I supported through university.
My husband who died at the age of 59.
Moving to Lindsay Court.

What has been your favourite holiday destination and why?

To Africa on safari – it was with my daughter. This holds lasting memories as it was to be our last holiday together.

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

I have enjoyed taking part in all sports, particularly where a ball is involved, and handiwork and still enjoy sewing to this day.

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

In the early days of being at Lindsay Court I enjoyed myself a bit more, now we are all getting older with aches and pains it's not the same.

Thank you for sharing your memories Betty!

2023

GERALD ELLIS AWARD WINNER

At the Association's Annual General Meeting on 21st September the winner of the Gerald Ellis Award for 2023 was announced.

This award is presented in memory of Gerald Ellis, a long serving Board Member and Honorary President, who passed away in July 2018. Gerald always acknowledged the hard work and dedication of Eldon's staff team and the award is a way to continue to recognise that hard work.

The winner, selected from all the Employee Excellence Award winners in the 12 months to 31st March 2023, was Carol MacArthur.

Gerald's widow, Sandra Ellis, presented the award to a very surprised Carol. It was particularly nice that the Annual General Meeting took place at Westdene, Carol's place of work, which meant that some of her colleagues were present to congratulate her.



Carol had received 4 Employee Excellence Award Nominations during the year, 2 from tenants and 2 from family members. The nominators recognised Carol's care and support for a tenant after a fall, both whilst waiting for emergency services and in the days that followed, for taking a tenant out to the shops until she got used to the journey and for always knowing when a tenant was feeling low and listening, encouraging, caring and supporting them.

Many congratulations to Carol.

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.



EMPLOYEE EXCELLENCE AWARDS



EMPLOYEE
EXCELLENCE
★ AWARDS ★

Eldon's staff work hard all year round providing excellent support and services to our tenants. The Employee Excellence Awards were created to recognise staff members who have gone that extra mile in the course of their day to day duties, going that bit further to support our tenants or their colleagues or perhaps having an innovative idea that improves the lives of our tenants or the workload of our staff team.

OUR MOST RECENT WINNERS WERE:



Kyley & Elaine

KYLEY MYANT – Premises Officer at Bardsley, Claremont and Garden Courts

Kyley received her nominations for always doing her duties and being willing to go the extra mile to help anyone. She is very helpful, never says no and is always happy, courteous and willing to do anything that she can to help. A very good worker - one in a million.

ELAINE BEVERIDGE – Welfare and Support Officer

Elaine received her nominations for being very approachable, hardworking and always willing to help – she is always smiling. Also for supporting a tenant, whose family members live some distance away, with the completion of forms which resulted in savings in charges made to the tenant.

They received their Certificates and shopping gift cards from Chief Executive, Susan Faridi. Congratulations to them both.

We welcome nominations from tenants, their families, visitors, staff and contractors. Nominations can be received in many ways – you can complete a nomination form and place this in the small blue 'ballot' box at your scheme, send an e-mail to our HR Officer, Charlotte Redout, at credout@eldonhousing.co.uk or you can speak to your House Manager or Elaine Beveridge who will support you to send a nomination.

QUICK WINTER QUIZ – RESULTS

1. 6 sides
2. St. Petersburg
3. Frost Fairs
4. The winter solstice

5. Aslan
6. They huddle together to share warmth and protect themselves against the wind.
7. Richard III

8. The film is based on the debut of the Jamaican Bobsleigh team at the 1988 Winter Olympics
9. Button
10. Jane Torvill & Christopher Dean

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