

# The Link



SUMMER ISSUE 2024

eldon housing  
PASSIONATE | PROFESSIONAL | CARING

A MESSAGE FROM

# SUSAN FARIDI

CHIEF EXECUTIVE



## Welcome to the Summer Edition of Tenant Link Magazine!

I am delighted to introduce the latest issue of our Tenant Link Magazine, and I hope you had a great summer. Whether you were taking time to relax outdoors, spending quality time with family and friends, or simply enjoying the longer days, we hope the summer brought you joy and relaxation.

In this edition, there's a variety of articles, tips, and updates that we believe you will find both informative and enjoyable. However, your feedback is incredibly important to us.

We are always looking to improve and provide content that truly resonates with you.

If there are topics you'd like to see covered in future issues, or if you have any suggestions for how we can better serve you through this magazine, please don't hesitate to let us know.

Your thoughts and opinions help us shape the magazine to better meet your needs and interests, so we welcome and appreciate any feedback you wish to share.

Thank you for being a part of our community. We hope you enjoy this issue of the Tenant Link Magazine.'

# SUSAN FARIDI

CHIEF EXECUTIVE

# NEW BOARD MEMBER

Earlier this year, we conducted a recruitment campaign to broaden the range of expertise within our Board. As a result, we are pleased to welcome Madi Makgoba-Turpin as our newest board member.

Madi is a Commissioning Consultant known for supporting and delivering programmes across Social Care, Housing and Health. She has worked with over 100 purchasing authorities and has been instrumental in driving efficiency savings, service transformation, and quality assurance across the health and social care sectors.

Madi's commitment to social care extends beyond professional duties, serving as a trustee for Women's Aid Federation England. She is also the founder of Black Connects, a membership group for Black professionals.



# WELCOMING A NEW STAFF MEMBER



Earlier this year, we were pleased to welcome Dawn Knee, our new Head of People and Resources, to the Senior Leadership Team (SLT).

Dawn has over 20 years' experience working in HR across both the education and charity sector. Dawn is responsible for People and Resources at Eldon and brings a wealth of experience in managing this function. As Head of People and Resources at Eldon Dawn, leads with a focus on fostering a supportive work environment for staff, which in turn ensures our team delivers excellent services to our tenants across the scheme.

## A MESSAGE FROM DAWN

I am delighted to have joined the team at Eldon Housing. Thank you for the warm welcome! I am keen to develop a collaborative and inclusive culture amongst the staff team, which in turn will enhance the quality of service we provide to tenants.

It's been great to attend Tenants meetings and hear how we can support you as Tenants. We have a great staff team, and I will do my utmost to listen, learn and help where I can make Eldon a great place to live for our tenants, and a great place to work for our staff. I am excited about the journey ahead.

**Dawn Knee**

Head of People and Resources

## A very warm welcome to these new staff members who have joined us since 1st April 2024:

- **Sophie Musoke**  
Carer - Weekends, Westdene
- **Kim Harris**  
Cook, Lingfield Lodge
- **Mariam Shaw**  
Housekeeper/Cleaner, GC
- **Phoebe Herschdorfer-Turki**  
Exec and Governance Officer
- **Kwame Asare Bediako**  
Housekeeper/Cleaner, C4C
- **Jeffrey Jenkins**  
Kitchen Assistant, Lingfield Lodge
- **Florence Muzvidzwa**  
Carer, Westdene/Lindsay
- **Caroline Addo**  
Weekend Manager, Westdene
- **Iretiogo Adetoye**  
Carer, Westdene/Lindsay
- **Ryan Docherty**  
Interim Catering Manager, C4C
- **Scarlet Hill**  
Facilities Officer (Interim)
- **Pamela Makumbe**  
Housekeeper/Cleaner, C4C
- **Joel Calugay**  
Head Housekeeper/ Cleaner, Addington
- **Bright Anokye**  
Weekend Housekeeper Cleaner, Heavers
- **Thierry Sakagami**  
Kitchen Assistant, Westdene
- **Laura Woods**  
Weekend Cleaner/Laundry Assistant, Lingfield Lodge
- **Jo Ramos**  
Interim Director Asset Facilities Management
- **Jayda Mitchell**  
Housing Apprentice
- **Margaret Brown**  
Weekend Head Housekeeper Cleaner, Langley Oaks
- **Keisha Williams**  
Housekeeper / Cleaner, Addington Heights



# TENANT INVOLVEMENT AND INFLUENCE



Eldon Housing's vision is to be the best provider within our area of operation and to provide accessible and sustainable housing, supported by flexible and reliable services. This is underpinned by the Association's values which includes being professional and operating with integrity, caring about our customers, listening and always working to improve.

To achieve this, we have a positive and supportive approach to tenant engagement and involvement. We have regular Tenant meetings on most sites, facilitated by our Welfare and Support Officer and for Joan Nightingale House, facilitated by the House Manager.

We also have a developing Tenants' Panel, with representatives from nearly all our sites. The Panel meets bi-monthly with our CEO and Head of Housing, Care and Support, supporting us with our vision and enabling us to hear Tenant views when making decisions that relate to the services we provide.

We want to develop the Tenants' Panel so that it becomes the Association's main recognised consultative body in regard to standards of service and wider decision on matters that impact on all our tenants. We want to work in partnership with our Tenants' Panel, so they are fully involved and influence our decision making, ensuring Eldon Housing continuously improves.

To achieve this, the Tenant Panel are commencing a programme of workshops that will support the development of a Tenant Engagement and Influence Policy and Strategy. The first workshop is happening on 30th July, with the purpose to develop and agree:

- **The Panel's purpose, vision and objectives**
- **How the Panel wants to operate**
- **How the Panel will be inclusive and ensure it is effective**
- **What the Panel expects from Eldon Housing**

If you are interested in being a Tenant Panel member and want to help influence Eldon Housing's future, please contact Elaine Beveridge, Welfare and Support Officer: 07785616860



## Message from Tenant Panel Deputy Chair, Sally Ingram

"Hi Everybody,

My name is Sally, and I live at Lindsay Court. I have joined the Tenants Panel of which I am the Vice Chair.

We the panel have a vision to work with Eldon to make our homes comfy and affordable for us to live in. By working with Eldon staff we can put your and our views across, it won't work overnight but we can work on it.

As there are new faces at Eldon and the tenants panel, we are getting to know each other, and we are moving forward.

Marie and I got together with Eldon staff and sorted out our own questions to interview candidates for a job with Eldon, a new experience at 82 years old. Other members will also help with health and safety checks in communal areas in blocks also monitoring major work (kitchen and bathrooms.)

We on the panel will be keeping our eyes and ears open on your behalf and keeping Eldon on their toes. I believe we are all little clogs and by coming and working together we can succeed in this vision. That is what us guys intend to do to strive to improve things all round for tenants and staff on the ground.

We on the panel respect each other, we also respect tenants, carers and staff.

We meet every two months in different locations. It is interesting to see and hear how our schemes work. The panel is not for personal problems or your complaints it is for improvement to your schemes.

Eldon is committed to the panel they have booked courses for us so we will have a better understanding of how a housing associations work. This will help our visions and ensure we are as effective as possible in every way.

What we expect from Eldon is help and respect to help our residents and achieve our aims as tenant panel members. "

# ELAINE BEVERIDGE

WELFARE & SUPPORT OFFICER



Elaine Beveridge, our dedicated Welfare and Support Officer. She is here to assist you in various areas. Please refer to the list below for some of the support services that Elaine can provide:

- **Welfare Advice:** Guidance on housing and other benefits to maximise income, debt management, and budgeting.
- **External Referrals:** Assistance with appropriate external support agencies.
- **New Applicants:** Arranging appointments, conducting tenancy sign-ups, and submitting new housing benefit claims.
- **Dispute Mediation and Issue Resolution:** Handling tenant disputes and mediation. Addressing issues raised at tenants' meetings and providing feedback.
- **Digital Support:** Providing online access for non-computer literate tenants.
- **Premises Collaboration:** Working with premises officers at the schemes and assisting new tenants to set up utility accounts.
- **Emotional Support:** Providing emotional support for tenants.
- **Benefit Advice:** Providing benefit advice to tenants at extra care schemes.
- **Right to Rent Checks:** Checking applicants' right to rent before acceptance onto the waiting list.
- **Daily Support:** Providing daily support for various needs, including Eldon's Hardship fund applications, and online ordering for applicants.

## Elaine visits our schemes on a rota basis: (Please note this sometimes changes based on tenant needs)

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

# 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.

# ELDON HOUSING ASSOCIATION SUMMER PARTY A MEMORABLE AFTERNOON



On 18th July, Lindsay Court was abuzz with excitement as we hosted our annual Eldon Housing Summer Party.

Over 100 tenants, staff, and external guests gathered to enjoy an afternoon filled with entertainment, music, and delicious food. We were honoured to have the Mayor of Croydon, Cllr Jason Perry, join us for this special occasion.

A heartfelt thank you goes out to everyone who attended and contributed to making this event such a memorable one. We are already looking forward to the next gathering.



## Special thanks to our speakers

We extend our gratitude to the speakers at the event: Hony Premlal, Eldon's Board Chair; Mayor of Croydon, Cllr Jason Perry; and Tenant Panel Vice Chair, Sally Ingram, who delivered an inspiring speech about her experience on the Tenant Panel. Several Tenant Panel members also shared their insights, adding to the significance of the occasion.

## Recognition of tenant panel members

Our Tenant Panel members were honoured with chocolates and certificates, presented by our Board Chair, Hony Premlal, and Mayor of Croydon, Cllr Jason Perry. This recognition was a testament to their invaluable contributions to the Eldon Housing Association's Tenant Panel.

## Entertainment highlights

The event was brought to life by talented performers: musician Kenny Charles, caricaturist Soozihumor, and magician Brian, who provided joy and laughter throughout the afternoon.

## Exciting raffle prizes

A highlight of the party was the raffle, where each tenant received a free ticket. Generously sponsored by several of our contractors, the raffle featured an array of prizes, including an M&S hamper, a wine gift set, various gift cards, a haircut and blow-dry, afternoon tea for two, prosecco, chocolates, and craft sets.

We extend our sincere thanks to the organisations who donated prizes: Croydon Blinds, FMI Contracts, Reef Water, Locktech Group, Pyrotec, Shirley Locke Hairdresser, and our very own Tenant Panel.

## Acknowledging our staff

A special thank you is reserved for the staff across all areas of our business who worked tirelessly to organise and execute this event. Your efforts did not go unnoticed and are greatly appreciated.

Thank you once again to everyone involved. Here's to the success of our Summer Party and to many more joyful events in the future!



# COMPLAINT POLICY & PROCEDURES SUMMARY

## 1. Introduction

The Association's Complaints Policy has been designed to ensure that all complaints and service requests are handled fairly, inclusively, and effectively. We aim to correct mistakes and address tenant concerns promptly. This summary is also available on a video link on the Association's website.

## 2. Who Can Complain?

- Tenants and customers of the Association.
- Individuals on the waiting list or those who have terminated their tenancy within the last 12 months.
- Complaints can be submitted directly or via a third party (e.g., an MP) with permission.

## 3. How to Make a Complaint

### 3.1. You can make a complaint in the following ways:

- **Telephone:** Call our Complaints Co-Ordinator on 07842 411 743.
- **Email/Letter:** Send your complaint to the Complaints Co-Ordinator
  - Complaints@eldonhousing.co.uk
  - The Office, 21 Bardsley Court, 174-176 Selhurst Road, South Norwood, London SE25 6LX
- **Complaint Form:** Fill out and submit a complaints form.
- **In Person:** Verbally inform any member of staff.
- **Third Party Representation:** A friend, family member, or advocate can submit it on your behalf with your permission.

## 4. Complaint Handling Stages

### 4.1. Stage 1 Complaint

- **Acknowledgment:** Within 5 working days, the complaint is acknowledged, and a Named Person is assigned.
- **Response:** The Named Person investigates and responds within 10 working days. If more time is needed, an explanation and a new deadline (not exceeding an additional 10 days) will be provided.

### 4.2. Stage 2 Complaint

- **Escalation:** If dissatisfied with the Stage 1 response, you can request a Stage 2 review.
- **Acknowledgment:** The Stage 2 complaint is acknowledged within 5 working days.
- **Response:** A senior manager investigates and responds within 20 working days. If more time is needed, an explanation and a new deadline (not exceeding an additional 20 days) will be provided.

## 5. Final Steps

If still dissatisfied after Stage 2, you can escalate the matter to the Housing Ombudsman or, for care-related issues, to the Local Government and Social Care Ombudsman.

## 6. Response Times

- **Service Requests:** First contact within 3 working days and aim to resolve within 10 working days.
- **Stage 1 Complaints:** Response within 10 working days from the date of the acknowledgement letter.
- **Stage 2 Complaints:** Response within 20 working days from the date of the acknowledgement letter.

## 7. Resolution Actions

In instances where we identify an issue, the Association will determine the most appropriate course of action, considering the prevailing circumstances and policy considerations. The resolution may include one or more of the following measures:

- Issuing an Apology.
- Providing Explanations or Reasons.
- Taking Corrective Action.
- Offering Financial Remedies.
- Changing Policies or Procedures as Needed.

## 8. Confidentiality

All complaints are handled in line with data protection legislation to ensure confidentiality.

## 9. Monitoring and Improvement

We continuously monitor complaints to identify patterns, improve services, and ensure compliance with our policy.

## 10. Contact Information for Ombudsman

### Housing Ombudsman Service:

**Email:** info@housing-ombudsman.org.uk  
**Phone:** 0300 111 3000  
**Address:** PO Box 1484, Unit D, Preston PR2 0ET

### Local Government and Social Care Ombudsman:

**Phone:** 0300 061 0614  
**Address:** PO Box 4771, Coventry, CV4 0EH

### Care Quality Commission (CQC):

**Phone:** 0300 061 6161  
**Website:** cqc.org.uk  
**Email:** enquiries@cqc.org.uk

# TENANT SAFETY: STAYING SAFE AND SOUND

It is important to remain vigilant when it comes to personal and communal safety. Let's discuss some practical safety tips to ensure a secure environment for all tenants.

## On the Lookout for Anti-Social Behaviour

Anti-social behaviour can range anywhere from excessive noise to more serious issues like theft or vandalism. If you encounter such issues:

- **Report immediately:** Notify staff as soon as possible.
- **Keep a log:** Note dates, times, and details of incidents, as this can help in resolving the situation.
- **Stay safe:** Avoid confrontations. Personal safety is paramount. Let staff or the local authority handle the situation.
- If you feel at risk, call 999 for help.

## Keeping Yourself Safe

Safety begins with awareness and responsible habits. Here are some ways you can keep yourself secure.

## Lock It Up

Always remember to:

- **Lock your doors:** When you're inside or out, keep your front door locked, especially at night or when alone.
- **Secure windows and patios:** Ensure all entry points are secure, particularly on the ground floor.
- **Ensure communal doors are closed:** Always check that communal entry points are securely closed behind you, preventing unauthorised access to the building.



## Be Wise with Personal Information

Stay protected by:

- **Not sharing details:** Avoid sharing personal information, like your address or financial details, with strangers, whether on the phone, via email, or in person.
- **Being cautious online:** Be wary of suspicious emails or messages asking for personal information or money.

## Report Anything Suspicious

If something doesn't feel right, it's better to be safe than sorry:

- **Speak up:** Alert staff to any strangers or strange behaviour in the vicinity.
- **Trust your instincts:** If something feels off, it is worth reporting.

## In Case of Emergency

Know the emergency procedures:

- **Emergency contacts:** Have a list of important phone numbers by the phone, including your schemes phone number so you can get in touch with Eldon Housing or London Care staff.
- **Emergency exits:** Be aware of the nearest emergency exits and ensure you can access them.

Every Tenant has the right to feel secure within their home environment. By following these tips, you'll be contributing to the safety and well-being of not just yourself, but also your community.

# A FOND FAREWELL TO DENISE JONES



## CELEBRATING HER DEDICATION AND SERVICE

At the end of June, we bid a heartfelt farewell to Denise Jones, our beloved Domestic Assistant at Westdene, as she entered a well-deserved retirement.

Both staff and tenants gathered to celebrate Denise and to recognise the significant positive impact she has had on Eldon Housing throughout her years of service. During the event, Denise was honoured with an Employee Excellence Award, a testament to her outstanding contributions.

Her nomination was accompanied by glowing comments, highlighting the profound impression she left on our community:

*“Denise always goes above and beyond her duties for both staff and tenants, and she does it all with a smile. We will miss her dearly.”*

*“Denise has been a rock for staff and tenants alike, a true jack of all trades.”*

*“She is professional in all her duties and consistently exceeds our expectations. Always willing to lend a hand, Denise is truly one of a kind.”*

*“For all her support over the years, Denise has been irreplaceable. No job was ever too big or too small for her—whether it was helping in the office, shopping for tenants online, or providing support during Christmas. Denise will be missed more than words can express.”*

Denise’s dedication, warmth, and unwavering support have left an indelible mark on everyone at Eldon Housing. We wish her all the best in her retirement and thank her for her many years of exemplary service.



# 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:



**TINA RASHIDI**  
PREMISES OFFICER AT FELLOWS COURT

Tina’s professionalism and leadership shine through as she consistently leads by example. She’s always ready to step in when colleagues are away and goes out of her way to help others. Her helpful and caring nature makes her an invaluable member of our team.



**NATALIE MADGWICK**  
CHEF AT LINGFIELD

Natalie’s warm and cheerful demeanour brightens everyone’s day. She is always pleasant and a joy to be around. Her delightful afternoon cakes have become a much-loved treat for all.



**JULIE COLVILLE**  
PREMISES OFFICER AT LINGFIELD LODGE

Julie’s dedication to our community is truly remarkable. She generously gives her own personal time to support tenants with activities, always going the extra mile to ensure that everyone feels included and valued.

All winners received their Certificates and shopping gift cards from Chief Executive, Susan Faridi.

We are also proud to announce that Westdene Tenants received a special certificate for their enthusiastic participation in the Employee Excellence Awards. Their nominations led the way across all Eldon Schemes, showcasing the strong sense of community and appreciation. The certificate was accepted by Westdene tenant Greta, pictured here.

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 Phoebe Herschdorfer, at [pherschdorfer@eldonhousing.co.uk](mailto:pherschdorfer@eldonhousing.co.uk) or you can speak to your House Manager or Elaine Beveridge who will support you to send a nomination.





**LOOK OUT FOR  
A BRIEF TENANT SURVEY  
COMING YOUR WAY  
IN OCTOBER!**

**eldon housing**  
PASSIONATE | PROFESSIONAL | CARING

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