

A collage of 15 diamond-shaped photographs showing various elderly people engaged in social activities, hobbies, and group gatherings. The photos are set against a background of colorful, radiating lines in shades of teal, yellow, and orange. The images depict: a group of people in a large hall; a person in a yellow patterned shirt; a man with a white beard and a grey cap; a woman in a floral vest; a man playing chess; a woman in a purple shirt; a man in a blue shirt; a woman in a pink cardigan; a woman in a red shirt; a woman in a white shirt; a woman in a blue shirt; a woman in a red shirt; a woman in a purple shirt; a woman in a white shirt; and a woman in a blue shirt.

eldon housing
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A MESSAGE FROM

SUSAN FARIDI

CHIEF EXECUTIVE



Dear Tenants,

Welcome to the Spring 2025 edition of The Link. As we step into brighter days and warmer weather, it's heartening to see the continued sense of community, activity and celebration across all our schemes.

There is so much to be proud of in this issue, from meaningful tenant involvement to recognising the exceptional contributions of our dedicated staff.

First, I want to extend my warmest congratulations to Kathy, who recently celebrated an incredible 40 years with Eldon. Her commitment, warmth and dedication are an inspiration to us all, and we are so grateful for everything she continues to do at Joan Nightingale House.

It was also a pleasure to celebrate our recent Employee Excellence Award winners. Across housing, care, catering, housekeeping and central services, our colleagues go above and beyond every day to support tenants, deliver excellent service and always with care. Thank you to everyone who took the time to nominate a member of staff.

This edition also highlights the wonderful range of activities taking place across our schemes, from creative writing and sculpting to quizzes, karaoke,

and seated exercises. These moments of fun and connection are a vital part of life at Eldon, and it's clear how much joy they bring and improve the health and wellbeing of tenants.

I'm particularly pleased to see growing interest in the tenant's voice and involvement. Congratulations to Sharan on her nomination as Vice Chair of the Tenant Panel, and to Sally for being named a finalist for Tenant of the Year at the UK Housing Heroes Awards. Your passion and leadership are deeply appreciated, and it's fantastic to see more tenants getting involved in shaping the future of Eldon.

As we look forward to the warmer days ahead, I'm delighted to say we're already planning for Eldon's Summer Party – a chance for us all to come together, connect, and enjoy everything that makes our community so special. I hope to see many of you there.

Wishing you all a joyful spring and a sunny summer ahead.

SUSAN FARIDI

CHIEF EXECUTIVE

KATHY'S 40th WORK ANNIVERSARY

**CELEBRATING KATHY'S 40TH
ANNIVERSARY WITH ELDON!**

This January, Kathy marked an incredible milestone—her 40th anniversary with Eldon.

Kathy's journey began in 1985 at the old Lingfield Lodge, and she later transitioned to Joan Nightingale House, where she continues to make a significant impact.



Jackie Cachia, House Manager at Joan Nightingale House, shared her admiration for Kathy: "Kathy is very proud of the work she does in keeping Joan Nightingale clean and tidy. She is always happy to please, gets on well with the tenants and it is a pleasure working with her."

**Congratulations, Kathy, on 40 years of
outstanding service and commitment!**

EMPLOYEE EXCELLENCE AWARDS



Thank you to everyone who participated in the March Employee Excellence Awards.

And the winners were:



Edison Galarza
C4C Operations Manager

Excellent leadership, commitment, and a positive role model to others.



Joana Kormi
Chef

For commitment, dedication and delivering outstanding food services.



Nafisa Ali
Carer

For kindness, being thoughtful, warm, approachable and always listening.



Osasu Ogbeide
Central Services
& Resources Administrator

For his kindness and patience on the phone talking to tenants.



Sakeena Wilson
Assistant Cook

Tenants have shared that their food is always delicious, consistently great and served with a warm smile.



Sharon Johnson
Senior Housing Officer

In recognition of exceptional dedication and effective management in her areas of work.



Vaida Uzaite
Head Housekeeper

For commitment above and beyond her duties as Head Housekeeper and for delivering outstanding service.



Wasia Qamar
Housekeeper

For always providing a great laundry service that is reliable, and extra care is taken.

As well as a winners certificate from Susan Faridi, CEO, all winners receive a £25 shopping voucher.

CONGRATULATIONS TO OUR WINNERS AND NOMINEES!

SCHEME LIFE

BARDSLEY COURT & CLAREMONT COURT

Catching Up at Bardsley Court



Seated Exercises at Claremont Court



Fun & Games at Claremont Court



Valentine's Day Party organised by the tenants at Claremont Court



SCHEME LIFE

FELLOWS COURT

Creative Writing Group



Sculpting



SCHEME LIFE

GARDEN COURT

Croydon Clocktower visit, Exhibition and Jazz Performance



Seated Exercises



Word Games (Upwords) Tenant Pat has been teaching Forida, the Tenant Activities and Engagement Officer, and fellow tenants how to play 'Upwords'.



Fun In The Garden



SCHEME LIFE

JOAN NIGHTINGALE HOUSE

British Pop Music Quiz



Chess & Games



Fun In The Sunshine



SCHEME LIFE

LINDSAY COURT

Care Dogs Visit. CareDogs is a South London-based charity dedicated to combating loneliness and social isolation among older individuals.



Tenant Guest Speaker: Lindsay Court tenant Roger delivered an engaging presentation to fellow tenants and staff on his travels along the West Coast of Australia.



Painting



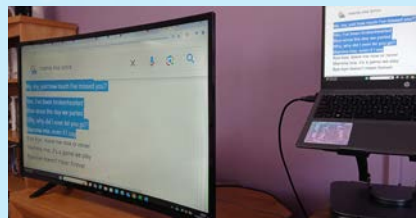
Seated Exercises



Enjoying The Sunshine



Singing and Karaoke, ABBA and The Beatles were the favourites!



Valentines Day & Janice's Birthday



SCHEME LIFE

LINGFIELD LODGE

Play Your Cards Right



Painting



Seated Exercises



Valentine's Day – Opera Quiz



Tenant Guest Speaker – Memories of the War



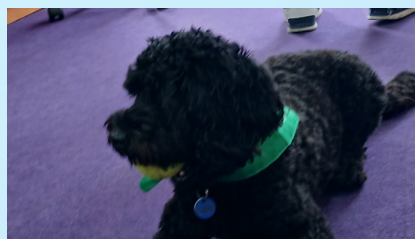
SCHEME LIFE

WESTDENE

Social Time – Drums (Westdene welcomed Andy Trim, a professional drummer and tutor.)



CareDogs



Exploring Music From Africa



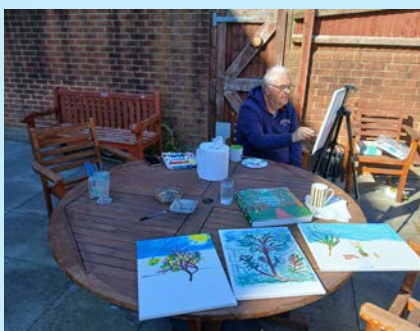
Painting



Sculpting



Valentines Quiz



A Well-Deserved Congratulations!

We're delighted to share some wonderful news - congratulations to Sharan, who has recently been nominated as Vice Chair by fellow members of the Tenant Panel!



Sharan has been a valued tenant at Joan Nightingale House since 2021, and her continued enthusiasm and commitment to making a positive difference have not gone unnoticed. Her first meeting as Vice Chair took place on 20th May 2025.

It's encouraging to see growing interest in tenant involvement — at a recent panel meeting, we welcomed four new tenants who attended with a view to joining the Tenant Panel. It's fantastic to see more tenants wanting to get involved and help shape the services that matter most to them.

We caught up with Sharan for a quick chat about her new role and what the nomination means to her...

Congratulations on being nominated as the Tenant Panel Vice Chair! Can you share what this nomination means to you personally?

"I'm honoured that tenants want me to speak on their behalf and trust me to do that"

What inspired you to get involved with the Tenant Panel in the first place?

"To have a voice and to help things move forward"

What do you hope to achieve during your time as Vice Chair?

"To forge a friendship with Eldon so we understand each other more, to encourage growth within the organisation and also to put Eldon on the map!"

Another huge congratulations is in order!

Tenant Panel Chair Sally Ingram is a finalist for Tenant of the Year at the Housing Heroes Awards 2025, recognised for her passion, commitment, and advocacy as the former Vice Chair and now Chair of the Voice of Eldon Tenant Panel.



Sally has been a resident at Lindsay Court since December 2020 and joined the tenant panel in January 2024.

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 on 07785616860

SPOTTING AND PREVENTING DAMP AND MOULD IN YOUR HOME

Damp and mould can be more than just an inconvenience — if left untreated, they can cause damage to your home and impact your health, especially for those with respiratory conditions. Fortunately, with a few simple steps, you can help prevent damp and mould from becoming a problem in your home.

How to Spot Damp and Mould

It's important to regularly check for the early signs of damp and mould, which may include:

- **Black or green patches** on walls, ceilings or around windows.
- **A musty smell** in certain areas of your home.
- **Peeling wallpaper or bubbling paint.**
- **Excess moisture** on windows or walls, especially during colder months.
- **Cold, damp surfaces**, particularly in corners or behind furniture.

Early detection is key. The sooner it's spotted, the easier it is to treat and manage.

Simple Tips to Prevent Damp and Mould

While damp and mould can sometimes be caused by issues beyond your control, there are a few everyday habits that can make a real difference:

- Ventilate your home regularly. Open windows (even slightly) each day to let fresh air circulate — particularly in kitchens and bathrooms.
- Use extractor fans where fitted, especially when cooking or bathing.
- Wipe down condensation from windows and sills in the morning during colder months.

- After showering, keep the bathroom door closed and the window open for at least 15–30 minutes to let steam escape.
- Avoid drying clothes indoors wherever possible. If you must, use a drying rack in a well-ventilated room with the window open.
- Keep your home heated, especially during winter, to help reduce moisture. Even low-level heating throughout the day can be helpful. Please note that if you are having difficulties managing your finances due to rising fuel costs, you can apply to the Hardship Fund.
- Don't block air vents or trickle vents on windows — these help with air circulation.
- Keep furniture slightly away from walls, particularly external walls, to allow airflow.

What to Do if You Spot Damp or Mould

If you notice any signs of damp or mould in your home, please don't ignore it. **Contact the Help Desk straight away on 0800 434 6298** so we can assist you. Acting quickly helps prevent the issue from getting worse and ensures that your home remains safe and comfortable.

We're here to support you and want to make sure your home remains in the best possible condition.

Overview on Annual Complaints

Between 1st April 2024 and 31st March 2025, we received 31 formal complaints and 3 service requests, with 75.11% of complaints upheld either fully or partially.

Our overall performance in handling complaints has improved significantly, particularly in terms of timeliness and responsiveness. This was highlighted in the results of last year's mini-tenant survey, which resulted in 100% satisfaction with the response to complaint handling. This is a significant

improvement from the 52% rating from the survey undertaken in 2023.

Our full Annual Complaints Report will be available on our website in a few months. It will contribute to our annual commission to the Housing Ombudsman.

ELDON HOUSING REPAIRS SERVICE

At Eldon, we're committed to ensuring your home remains safe, comfortable, and well-maintained. That's why we offer a reliable and responsive **repairs service for all tenants**, supported by a **24-hour Helpdesk**.



How to Report a Repair

You can report a repair at any time by:

- Calling our **freephone number: 0800 434 6298**
- Emailing us at: **helpdesk@eldonhousing.co.uk**
- Speaking to a **member of staff on-site**, who will pass the information directly to our Helpdesk team on your behalf.

Once a repair has been reported, our Helpdesk will log the issue and arrange for the appropriate contractor to attend and carry out the necessary work.

Reporting Repairs Promptly

We kindly ask that you report any maintenance issues as soon as you become aware of them. Early reporting helps us address problems before they develop into something more serious, ensuring your home remains safe and in good condition.

Out-of-Hours Support

Our Helpdesk is available 24 hours a day. Outside of normal office hours (Monday to Friday, 9am – 5pm), your call will be diverted to our out-of-hours answering service. They will notify an on-call member of staff who can respond accordingly.

Keeping You Informed

Our Facilities Management Team will keep you updated on the progress of your repair. This may be done directly or via a member of staff based at your scheme, so you're always in the loop.

We're here to support you — whether it's a small repair or something more urgent, please don't hesitate to get in touch.

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.



CROYDON ACCESSIBLE TRANSPORT OUTINGS FOR MAY- JUNE 2025

Thursday 12th June 2025
BASINGSTOKE
FESTIVE PALACE

Fare: £15.00

With over 150 retailers, Basingstoke festive place is your go-to destination for shopping, dining, and entertainment. From high-street favourites to unique finds, it's all here under one roof- right in the heart of Basingstoke. Shop, relax and enjoy!

Tuesday 24th June 2025
HASTINGS

Fare: £15.00

Hastings is home to some of Sussex's finest coast and countryside including the famous historic site on which the Battle of Hastings was fought.

TO RESERVE YOUR PLACE PLEASE TELEPHONE

THE CAT OFFICE 0208 683 1800 | MONDAY- FRIDAY 10.00A.M.-3.00PM

Please book early to avoid disappointment.

All Outings Depart from, Queen Garden, Fell Road at 10.00 Hrs. Unless Otherwise Stated.

Lunch venues and routes may vary from those stated due to unforeseen circumstances.

Lunch costs/admission fees are not included in the travel prices quoted.



Dementia Friendly Screenings for May to August 2025

DAVID LEAN CINEMA

IN ASSOCIATION WITH THE DAVID LEAN CINEMA AND THE CROYDON DEMENTIA ACTION ALLIANCE

These Dementia Friendly screenings aim to make cinema more accessible by providing a fun and inclusive experience to enable people living with dementia, their families and carers to attend the cinema in a safe and welcoming environment.

The lights are left on low, there are no adverts or trailers and the audience is allowed to move around or even sing along to any musical numbers if they would like to.

Admission is £5 on the door for people with dementia (carers are free).

Free tea, coffee and biscuits will be available before the screening.



BLITHE SPIRIT (U)

Tue 6 May at 11am

Director: David Lean 1945 UK 96 mins.

David Lean's film version of Noel Coward's comic masterpiece, about a writer haunted by the ghost of his first wife, is notable for its Technicolor photography and Oscar-winning visual effects.

GREASE (PG)

Tue 3 June at 11am

Director: Randal Kleiser 1978 USA 110 mins.

Sandy and Danny fell in love over the summer, but when they find they are at the same school - but in wildly different social group - can their romance survive? Is Danny still the one that she wants?



SISTER ACT (PG)

Tue 1 July at 11am

Director: Emile Ardolino 1992 USA 100 mins.

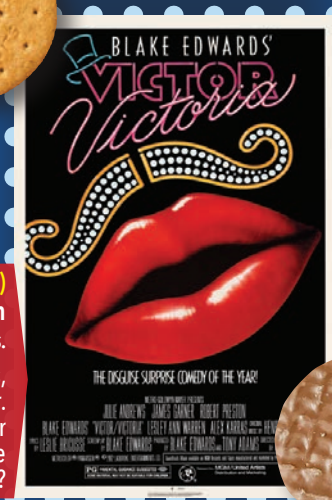
When night club singer Deloris is threatened by the mob, she finds refuge in a convent. She starts to train the nun's choir, but when they become popular, her identity is in danger of being exposed.

VICTOR/VICTORIA (PG)

Tue 5 August at 11am

Director: Blake Edwards 1982 UK/USA 134 mins.

Julie Andrews stars as a struggling singer in Paris, who re-invents herself as a female impersonator. When visiting Chicago gangster James Garner sees her on stage, he is attracted to the woman on stage, but isn't this a man?



The David Lean Cinema Croydon Clocktower, Katharine Street, Croydon CR9 1ET
Book online via our website: www.davidleancinema.org.uk



**MARK YOUR CALENDARS
FOR ELDON'S ANNUAL
SUMMER PARTY
18TH JULY 2025!**

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