

The Link



A MESSAGE FROM

SUSAN FARIDI

CHIEF EXECUTIVE



Dear Tenants,

Welcome to the Spring 2026 edition of **The Link**. It has been a busy and uplifting few months across Eldon Housing, and I am delighted to share some of the highlights from across our schemes and teams.

Firstly, I would like to extend my sincere congratulations to everyone who was nominated for the recent round of Employee Excellence Awards, and especially to our winners. These awards recognise the dedication, compassion, and professionalism that our staff bring to their roles every day. Their commitment makes a real difference to the lives of our tenants and helps create the supportive communities we are so proud of at Eldon.

I am also pleased to welcome several new colleagues who have joined our Head Office team in recent months. Their expertise will strengthen our work across asset management, facilities, human resources, and central services. If you see them around our schemes, please do say hello, they are very much looking forward to getting to know our tenants and communities.

I am also delighted to share some positive news regarding our recent mock Care Quality Commission (CQC) inspection, which went extremely well. We achieved a rating of Good in all areas, which is a fantastic reflection of the high standards maintained across our services. We carry out these internal inspections annually as part of our commitment to continuous improvement and ensuring we consistently deliver safe, high-quality care and support. My sincere thanks and congratulations go to all of the staff involved for their hard work and dedication, and to tenants and their families for their input and contribution.

The festive period once again reminded us of the strong sense of community that exists across Eldon. From festive celebrations and staff gatherings to the many activities taking place across our schemes, it was wonderful to see tenants and staff coming together to share laughter, creativity, and companionship. These moments are a powerful reminder that Eldon is not just about housing, it is about creating places where people feel connected, supported, and truly at home.

I was particularly pleased to see tenants taking part in such a wide range of activities, from art therapy and poetry workshops to fitness sessions, trips, and social gatherings. Initiatives such as the Christmas Card Artwork Project also showcased the incredible creativity within our community, and we are excited to expand this opportunity to all tenants later this year.

As always, the tenant's voice remains at the heart of everything we do. The work of the Voice of Eldon Tenant's Panel continues to be invaluable in helping us shape services and ensure that tenants' views are heard.

You will also find guidance in this edition on preventing damp and mould, including simple steps tenants can take to reduce moisture in the home and how to report any concerns. Leaflets are also available across our schemes for anyone who would like further information. Ensuring our homes remain safe, dry and healthy is a key priority for Eldon, so please do report any concerns to our team as soon as possible.

On a more personal note, some of you may know that in January I travelled to Tanzania to take on the challenge of climbing Mount Kilimanjaro to raise funds for the charity Walking With The Wounded, which supports vulnerable veterans back into independence and employment. I am pleased to say that I made it back in one piece! It was a wonderful and unforgettable experience, challenging at times, but incredibly rewarding. Most importantly, it was a privilege to raise funds for such an important cause.

Finally, I would like to thank all our tenants, staff, tenants' families and all our stakeholders for their continued support and contribution to the Eldon community. Together, we continue to build welcoming, vibrant places where people can live safely, comfortably, and independently. I hope you enjoy reading this edition of **The Link**, and I look forward to seeing many of you at upcoming events, including our Summer Party later this year.

SUSAN FARIDI

CHIEF EXECUTIVE

EMPLOYEE EXCELLENCE AWARDS



EMPLOYEE
EXCELLENCE
★ AWARDS ★

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

And the winners were:



Jackie Holt
C4C Facilities Manager



Toni-Anne Hammer
Weekend Housekeeper
Lingfield Lodge



Marilyn Woods
Housekeeper
Lindsay Court

CONGRATULATIONS TO OUR WINNERS AND NOMINEES!

NEW STAFF

Over the past few months, we've been delighted to welcome several new faces to our Head Office team. You may have already spotted them around our schemes, and if not, there'll be plenty of opportunities to say hello, including at our Summer Party later this year!



• **Sebastian Mazurczak**
Head of Asset & Facilities

• **Emma Gomez**
Asset and Facilities Manager (CORE)

• **Chris Jones**
Contracts Manager

• **Osita Afam**
Human Resources Officer

• **Sprinkle Harrison-Girling**
Human Resources Officer

• **Marcus Lemon**
Central Services and Resources Administrator

Christmas at Eldon

December was once again filled with festive cheer across our schemes, as tenants and staff came together to celebrate the season in style. It was wonderful to see so many smiling faces at the variety of gatherings and activities that brought our communities closer together.





Our staff fully embraced the festive spirit, with some fantastic Christmas costumes on display that certainly raised a few laughs and added extra sparkle to the celebrations! From the photos, you'll see that Christmas at Eldon was truly magical – with delicious food, lively music, beautiful decorations and plenty of joy shared by all.

Moments like these remind us how special our community is, especially at this time of year. However you chose to spend the festive season, we hope it brought you time to relax, celebrate, and create treasured memories with your loved ones. Here's to carrying that warmth and togetherness with us into the year ahead!

Staff Christmas Gathering

To mark the festive season, Eldon staff also enjoyed a celebratory gathering at Croydon Town Hall. The afternoon was filled with music, a Christmas-themed quiz, dancing, pass the parcel, and a few surprise activities, including paddleball, mini bowling, and plenty of laughter along the way.

All we'll say is this: the Christmas quiz became very competitive, and it turns out our Chief Executive has been quietly hiding a secret talent. She is now officially Eldon's paddleball champion and holds the in-house record!

Later in the evening, we headed over to a cozy local pub and warmly welcomed even more staff as they finished their work for the day!



Celebrating Local Heroes

Last year, Croydon BME Forum appealed for volunteers to assist with its efforts as it coordinated the local response to the humanitarian crisis in Jamaica following Hurricane Melissa. Bardsley Court Tenant Mr Warren Campbell received a gorgeous glass award in recognition of his dedication assisting the BME Forum with their efforts.

DELIVERING JOY: DUNELM AND AGE UK SPREAD FESTIVE CHEER

This year, DuneIm joined forces with Age UK to bring a little extra sparkle to the festive season for some tenants who could use an additional touch of joy.

Through the national heartwarming Delivering Joy campaign, shoppers were invited to pick a tag from a decorated in-store tree and purchase a thoughtful gift for someone in their community.

Thanks to the generosity of customers and the dedication of store teams, DuneIm locations across the UK and Ireland collaborated with local charities and housing associations to donate an incredible 260,000 presents.

A truly wonderful initiative showcasing the power of community!



SCHEME LIFE

It has been a busy and joyful few months across our schemes, with tenants taking part in a wide range of activities designed to support wellbeing, creativity, and connection.

Regular brain-training sessions, quizzes, reading groups, and memory workshops have helped keep minds active, while seated exercise, gentle movement sessions, and the “Turn Back Time - Health & Fitness” programmes have supported physical wellbeing during the winter months. Tenants also enjoyed relaxing hand care and nail spa sessions, as well as group meditation and sound healing.

Creativity and social activities have continued to thrive, including the Festive Christmas Art Challenge, art therapy sessions exploring sacred geometry, poetry workshops focusing on friendship

and connection, magazine clubs, lively karaoke sessions. Many tenants also enjoyed visits from Care Dogs, which brought plenty of smiles and companionship.

Special highlights included a group outing to Polhill Garden Centre for tenants from Garden Court and Fellows Court, inter-site celebrations such as the New Year Glitz & Glam Party, and festive events across the schemes.

Thank you to all tenants, staff, and partners who helped make these activities such a success. We look forward to many more enjoyable moments together in the months ahead.

International Day of Religion was celebrated at Bardsley and Claremont Court



Chris Turner is a long-standing guitarist and musician; many years ago, his band came second in the Battle of the Bands at Fairfield Halls. He plays both acoustic and electric guitar and brings a deep musical experience, along with a very gentle, encouraging way of working with others. Chris has been involved with tenant collaboration work at Joan Nightingale. Chris Turner may be coming to a scheme near you in the future to share his musical knowledge, so watch this space!



SCHEME LIFE

Art Therapy



Care dogs visit to Lindsay Court and Westdene

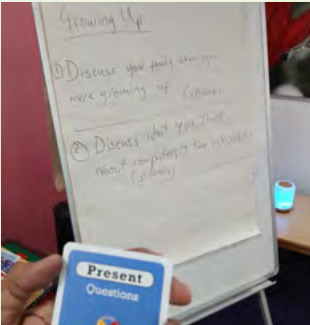


SCHEME LIFE

Karaoke at Lindsay Court and Westdene



Brain training, memory puzzles and games



SCHEME LIFE

Eldon spa - Hand care and nail spa sessions

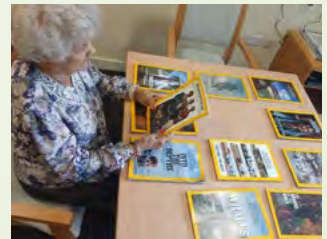
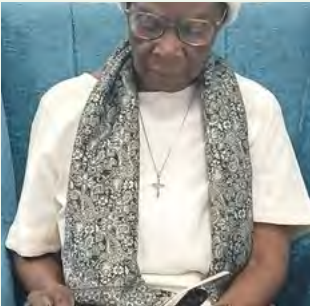


Festive Art Challenge



SCHEME LIFE

Poetry Project, Reading Group and Magazine Club



New Year Glitz & Glam Party (Garden Court, Lindsay Court & Westdene)



SCHEME LIFE

Polhill Garden Centre Trip with tenants from Garden Court and Fellows Court. With thanks to London Care Team Manager, especially Shanakay Shaw, for her support.



Turn Back Time - Health & Fitness



2025 Eldon Housing Christmas Card: Tenant Artwork Project

This year, we invited tenants from Westdene, Lindsay Court and Fellows Court to take part in a special trial project to help create Eldon's 2025 Christmas card. The idea was simple. Get creative, spread a bit of festive cheer, and submit a Christmas-inspired design for the chance to be featured.

With support from Florida Rahman, Tenant Activities & Engagement Officer, who hosted festive artwork sessions to help get the creative juices flowing, we received a wonderful selection of colourful, thoughtful and imaginative entries. We are incredibly proud of every piece submitted. The talent and effort on display was genuinely brilliant.

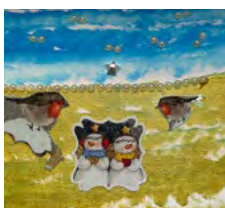
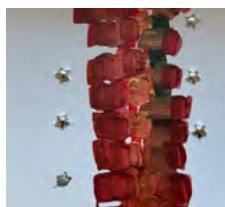
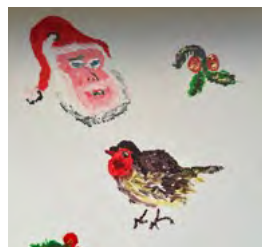
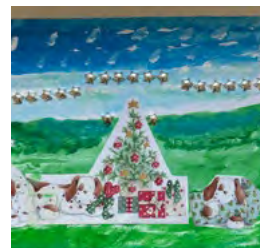
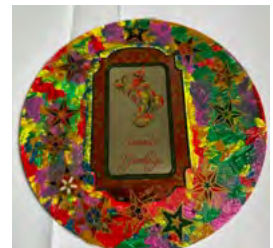
Afterwards, our Senior Leadership Team had the difficult and very enjoyable job of selecting four designs to be made into this year's Christmas cards.

As this was a trial project, we kept it limited to a small number of schemes, but it was such a success that we are delighted to share some exciting news. In 2026, the Christmas card artwork opportunity will be open to all Eldon tenants.

We will share full details later in the year on how to submit your artwork, but for now, thank you to everyone who took part in our trial project! We cannot wait to see what you create next.

Our wonderful artists:

Val B – Fellows Court
Keeler R – Fellows Court
Sandra T – Westdene
Patrick G – Lindsay Court
Robert S – Lindsay Court
Anne-Marie – Lindsay Court
Linda Coppola – Lindsay Court
Greta B – Westdene
R.Mutt – Westdene
Steven A – Westdene
George – Fellows Court
Molly – Lindsay Court



TENANT PANEL UPDATE



Hi everybody,

My name is Sally. I am 83 (¾) young. I live at Lindsay Court, and I am the Chair of your Voice of Eldon Tenants Panel.

I have been a tenant of Eldon for five years and I am very happy here at Lindsay Court. My needs are well taken care of and, although I am in extra care, I still have my independence to do things for myself (when my health allows!).

Two years ago, I joined the tenants panel. We are a friendly group of tenants who meet with Eldon managers and staff every two months, at different Eldon locations, to discuss a range of subjects. We even set our own rules. Some of us have also sat in on staff interviews and asked our own questions, including for roles such as Tenant Activities and Engagement Officer, House Manager at Lindsay Court, and Weekend Supervisor at Lindsay Court.

We keep our eyes and ears open across all aspects of housing. We ask questions about all homes and discuss work planned for the future.

At the moment, we have three vacancies on the panel, as we are allowed up to twelve members. Currently, we do not have anyone representing Claremont Court, Fellows Court or Lingfield Lodge.



So how about contacting Elaine Beveridge on 07785 616860 if you are interested in joining us? Even if you are not on the tenants panel, you are still very welcome to come along, sit in on meetings, and listen when we are meeting at your scheme.

We are an easy-going bunch who want to help Eldon, and ourselves, live better lives in our later years. Everyone on the panel shares the same aim: to help make Eldon the No.1 housing association - which will benefit all of you.

See you all at the Summer Party!

Sally
Chair – V.E.T.S (Voice of Eldon Tenants)

Updated Contact Details - Senior Housing Officer

We've been made aware that some tenants have experienced difficulties contacting our Senior Housing Officer recently. This is because a small number of our scheme noticeboards are out of date and currently display a telephone number that is no longer in use.

We are in the process of updating all noticeboards as quickly as possible. In the meantime, please find Sharon's correct contact details below should you need to get in touch regarding any housing matters.

Sharon Johnson – Senior Housing Officer
sjohnson@eldonhousing.co.uk
07730 219564



ELDON HARDSHIP FUND SUPPORT WHEN YOU NEED IT

At Eldon Housing, we understand that from time to time, life can feel a little more difficult than usual - whether due to unexpected costs, changes in circumstances, or simply trying to manage on a tighter budget.

That's why we set aside a Hardship Fund each year, to provide financial support to tenants who may be experiencing challenges.

If you find yourself struggling, you can apply for a grant of up to £400 per year, and this support does not need to be repaid.

What can the fund be used for?

The fund is there to help with items and costs that make a real difference to everyday comfort, wellbeing, and independence.

This may include essentials such as:

- a new bed or mattress
- a table and chairs
- essential white goods or household items
- support with moving costs when moving into an Eldon home, or transferring between Eldon properties
- help towards essential utility bills
- Home contents insurance

However, the fund is not limited to "basic essentials" only. We also recognise that feeling safe, settled, and comfortable at home matters - especially during the colder months.

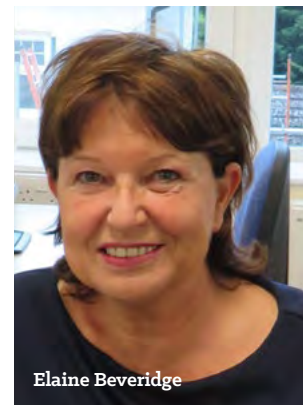


You may also be able to apply for support with items that help make your home feel warm, cosy and welcoming, such as:

- homeware and furnishings
- extra bedding, blankets, or curtains
- warm clothing
- small items that improve comfort and day-to-day living

Not sure if your request is covered?

If you're unsure whether something can be supported through the Hardship Fund, we encourage you to speak with **Elaine Beveridge, our Welfare and Support Officer**. Elaine will be happy to talk things through with you in confidence and advise you on whether an application may be suitable.



Elaine Beveridge

How to apply

To request an application form, please contact **Elaine Beveridge, Mobile number: 07785 616860**. Once your completed application is received, we aim to process it and provide a decision within 10 days.

At Eldon Housing, our priority is to support you to maintain a safe, comfortable, and happy home. If you are experiencing any difficulty - financial or otherwise - please don't hesitate to reach out. We are here to help.

A GUIDE TO

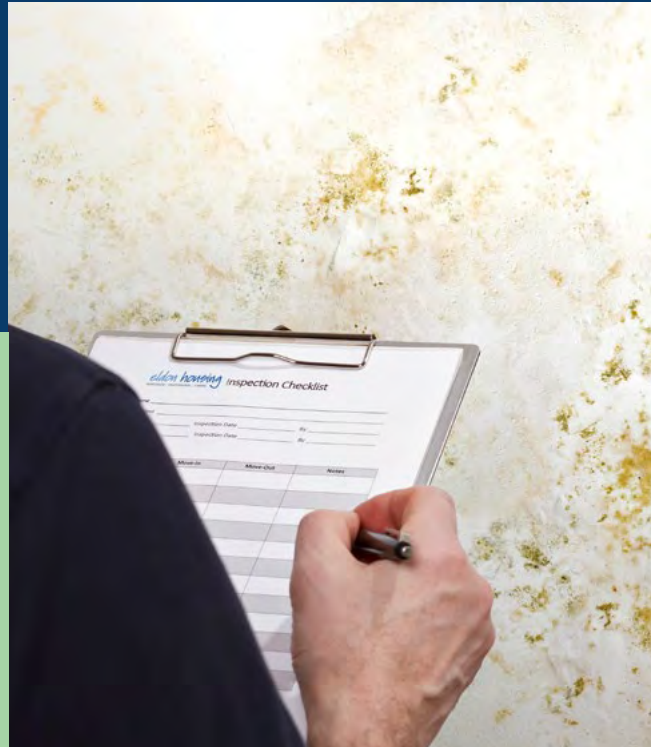
DAMP & MOULD

PREVENTION TO KEEP YOU SAFE

Damp and mould can affect both your home and your health if left untreated.

This leaflet explains how to spot early signs, reduce moisture in your home, and understand the support you can expect from Eldon Housing.

By working together, we can help keep your home safe, dry, and healthy.



Your Rights

You have the right to:

- Live in a safe and healthy home
- Report damp, mould, or other hazards without fear
- Receive clear communication and timely repairs
- Be offered temporary accommodation if your home cannot be made safe



Preventing damp & mould

- **Ventilate your home daily**
 - Open windows where possible and use extractor fans in kitchens and bathrooms
- **Keep air flowing**
 - Leave window trickle vents open
 - Allow space around furniture for air to circulate
 - Make sure extractor fans are working properly
- **Reduce moisture**
 - Cover pans when cooking
 - Keep kitchen and bathroom doors closed when cooking or bathing
 - Dry laundry outdoors where possible, or use a dehumidifier if drying indoors
- **Act early**
 - Wipe away condensation from windows and sills
 - Clean small areas of mould as soon as you notice them using a suitable cleaner

When damp & mould is not considered hazardous

Some issues can be safely managed through normal household care, including:

- Minor condensation on windows that clears with regular ventilation
- Small, isolated patches of mould that can be easily removed and are not caused by structural problems
- Peeling wallpaper or light staining with no signs of widespread damp or mould
- Low moisture readings in walls that do not indicate an ongoing structural issue

If you're unsure, always report it - we're here to help.

How Eldon Housing Responds

Emergency hazards

- Investigated within 24 hours and made safe immediately

Damp & mould reports

- Inspected within 10 working days

Written findings

- Provided within 3 working days of the inspection

Repairs started

- Within 5 working days of confirming a hazard

Eldon Housing is here to help you

We will never:

- Ignore or delay action on reports of damp, mould, or hazards
- Treat tenants unfairly for raising concerns
- Provide misleading information about responsibilities or repair timescales



If you see damp or mould, tell us as soon as possible.

Call or email:

0800 434 6298

helpdesk@eldonhousing.co.uk



CROYDON ACCESSIBLE TRANSPORT OUTINGS FOR MARCH-APRIL 2026

Tuesday 24th March

**BICESTER
SHOPPING VILLAGE**

Fare: £20.00

Bicester Village is a designer outlet shopping centre on the outskirts of Bicester, a town in Oxfordshire, England. Home to over 150 stores, offering high-end retail, without the full price tag, it's a real shop-till-you-drop situation! (Depart 09.30).

Thursday 9th April

HERNE BAY

Fare: £15.00

Famous for its historic pier and picturesque seafront, Herne Bay offers plenty of things to do all year round. The distinctive 80ft Victorian clock tower watches over the seafront, while Walthrop Gardens has a wonderful flower display for those wanting to relax and enjoy the seascapes, especially with a picnic!

Tuesday 28th April

ROCHESTER

Fare: £15.00

Rochester is the historic heart of Medway and the town is lined with traditional, boutique and specialist shops. There are also a wide range of traditional, modern and international restaurants and bistros that visitors enjoy.

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.

WHAT'S ON IN CROYDON



DAVID LEAN CINEMA Dementia Friendly screening

GALAXY QUEST (PG)
Tuesday 14th April | 11:00 (102 mins)

A group of actors from a once popular science fiction TV series now do the round of fan conventions. They are kidnapped by the Thermians, a group of aliens who have watched their show and believe the Galaxy Quest cast can save them from their reptilian enemy.

Admission is £6 on the door for people with dementia (carers are free). Free tea, coffee and biscuits will be available before the screening. Book online via their website: www.davidleancinema.org.uk

Location: The David Lean Cinema Croydon Clocktower, Katharine Street, Croydon CR9 1ET.



MOBILE PHONE BOOT CAMP Whitgift Centre (Wellness Centre)

Fri 27 March 2026 | 14:00–16:00.

Organised by ClearCommunityWeb and Croydon BME Forum, Mobile Phone Boot Camps are an enjoyable, informal way to learn useful and practical skills with your mobile phone in small groups. You will be able to learn something new, share experiences, and meet new friends.

Please note: You must have a smart phone, set up, charged up and with data to participate.

Location: Wellness Centre, Whitgift Centre Croydon, 1st Floor, Croydon.



CROYDON ART COLLECTION: Matching Masterpieces – Museum of Croydon

Wed-Sat 4 March - 20 June 2026 | 10:00-16:30.

Experience the wonders of the Croydon Art Collection in our Matching Masterpieces exhibition, inspired by The National Gallery: Art On Your Doorstep outdoor exhibition, which stretches across Croydon.

Location: Special Exhibitions Gallery, Museum of Croydon, Level 0, Croydon Clocktower, Katharine Street, CR9 1ET



eldon housing

PASSIONATE | PROFESSIONAL | CARING

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

