

A collage of 18 diamond-shaped photographs arranged in a circular pattern, showcasing various activities of older people. The images include: a man holding a small dog; a group of people sitting at a table; a woman holding a dog; a man reading a book titled 'ROBERT ROBERT ROBERT'; a woman holding a dog; a man playing drums; a woman holding a dog; a man playing drums; a woman holding a dog; a man playing drums; a woman holding a dog; a man playing drums; a woman holding a dog; a man playing drums; a woman holding a dog; a man playing drums; a woman holding a dog; a man playing drums; and a woman holding a dog. The background is a light blue and green geometric pattern.

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A MESSAGE FROM

SUSAN FARIDI

CHIEF EXECUTIVE



Welcome to the summer 2026 edition of The Link.

It is always a pleasure to introduce a new edition of our magazine, and this issue is a particularly uplifting one. As I look through these pages, I am struck by the warmth, creativity and sense of community that continues to shine across Eldon.

This magazine captures so many of the things that make our organisation special: people coming together, sharing experiences, supporting one another and helping our communities thrive.

I am especially pleased that this edition begins with the news that Eldon Housing has successfully retained the nationally recognised Customer Service Excellence Award, alongside full compliance across all criteria and 12 Compliance Plus achievements. This is an excellent result and a reflection of the hard work, dedication and care shown by our staff every day. I would also like to thank the tenants who took the time to contribute during the assessment process. Your involvement is invaluable, and it plays an important part in helping us maintain and improve the services we provide.

This issue also celebrates the many activities, events and opportunities that have taken place across our schemes over recent months. From Valentine's celebrations and London Fashion Week-inspired sessions, to World Hearing Day awareness activities, Easter events, seaside trips, live music and wellbeing sessions, it is wonderful to see such a varied and vibrant programme in action.

I was delighted to read too about the activities that continue to make such a positive difference across Eldon, including health and fitness sessions, reading groups, art sessions, meditation, brain training and CareDogs visits. Programmes like these provide valuable routine, connection and enjoyment, and I know how much they are appreciated by many tenants. Thank you to everyone who takes part and helps bring this programme to life.

There are some lovely examples in this edition of the ways tenants themselves contribute so much to the life of our communities. The transformation of the garden at Garden Court is a wonderful

example of what can be achieved through care, pride and shared effort. It was also fantastic to see the enthusiasm shown in our Tenant Satisfaction Survey, with the results reviewed by our Senior Leadership Team and action plans put in place where improvements were identified. Congratulations to Lingfield Lodge for achieving the highest number of completed surveys and helping ensure tenants' voices are heard so clearly.

I was equally pleased to read about the creativity and friendship on display in the Crafting Club at Bardsley Court, and to hear from Christine and Sherona about their experiences as members of the Tenant Panel. Their stories are a powerful reminder of how valuable tenant involvement is. When tenants share their ideas, feedback and lived experience, it helps us shape better services and build stronger communities. I hope their words encourage others to consider getting involved too.

As we look ahead, I am very much looking forward to seeing lots of you at our Annual Summer Party on 17th July at Lindsay Court. It is always one of my highlights of the year, and this year's event promises another wonderful afternoon of music, entertainment, food, laughter and good company. I know many tenants, staff, Board members and guests are looking forward to coming together once again for this very special occasion.

Finally, I would like to thank all our tenants and staff for the part you each play in making Eldon such a caring, welcoming and connected community. I hope you enjoy reading this edition of The Link, I hope everyone has a lovely summer, and I look forward to seeing many of you very soon.

SUSAN FARIDI

CHIEF EXECUTIVE

CUSTOMER SERVICE EXCELLENCE ASSESSMENT

We are pleased to share that Eldon Housing has successfully retained the nationally recognised Customer Service Excellence Award.

Even more positively, this year we achieved 12 Compliance Plus achievements across the five criteria, comprising 1 in Customer Insight, 5 in Culture of the Organisation, 2 in Information and Access, 2 in Delivery, and 2 in Timeliness and Quality of Service. This was alongside full compliance across all criteria, recognising the strong, customer-focused services provided across the Association and our commitment to continually improving the experience for tenants.



Thank you to the tenants who took the time to contribute during the assessment process.



FAREWELL TO OUR HOUSING APPRENTICE

Last month, we said farewell to our Housing Apprentice, Jayda.

Joining us in summer 2024 as our first Housing Apprentice, Jayda quickly became a valued part of the team. She worked closely with our Senior Housing Officer and Head of Housing, Care and Support, gaining valuable hands-on experience across a wide range of housing operations.

Jayda also completed a placement within our Asset and Facilities Management Team.

We're really pleased to share that Jayda completed her apprenticeship with a distinction - a fantastic achievement and a reflection of her hard work and commitment.

We wish Jayda every success in her next chapter and look forward to seeing where her journey takes her.

SCHEME LIFE

Photography for the Scheme Life section generously provided by Forida Rahman, Tenant Activities and Engagement Officer.

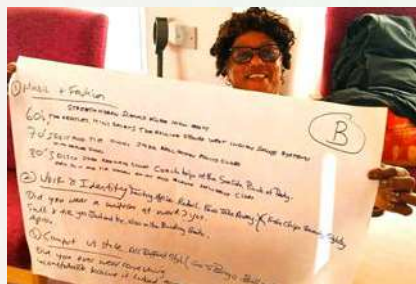
ACTIVITIES & ENGAGEMENT HIGHLIGHTS (FEBRUARY-APRIL 2026)

The Activities & Engagement Programme continues to support wellbeing, social connection, and meaningful engagement across Eldon.

February focused on connection and creativity.

- Valentine's Day celebrations across sites; Bardsley Court/Claremont Court (Quiz, Karaoke and Games), Fellows Court (live performance)
- London Fashion Week-inspired sessions across Bardsley Court/Claremont Court, Lindsay Court, Lingfield Lodge, including a talk, discussion, and interactive quiz exploring style and cultural influence throughout the decades (1960's to 2020).

BARDSLEY COURT & CLAREMONT COURT



SCHEME LIFE

March centred on awareness and community.

- World Hearing Day (3rd March) was marked with talks and quizzes, alongside visits from Vanessa Ledgister (Croydon Hearing) at Westdene and Fellows Court - (Lindsay Court talk is planned for 8th June), offering advice and appointment support.

- International Women's Month included discussions at Bardsley and Claremont Court.
- Cinema outing to the David Lean Cinema for tenants at Bardsley and Claremont Court.
- Easter was celebrated with interactive basket challenges across Fellows Court and Lindsay Court.

FELLOWS COURT



SCHEME LIFE

Photography for the Scheme Life section generously provided by Forida Rahman, Tenant Activities and Engagement Officer.

April highlighted collaboration and enrichment.

- Tenants enjoyed a Herne Bay seaside outing (via CAT), bringing multiple schemes together.
- Westdene tenants attended a VIP performance of Hometown at the BRIT School, with front-row seats and the opportunity to meet the Vice Principal—an inspiring experience showcasing local talent.
- Wellbeing sessions included express massages from Maria Nagaman and World Health Day activities at Fellows Court.
- International Jazz Day (30th April) featured a live performance from Andy Trim, with tenants enjoying music, mocktails, and hands-on participation.

HERNE BAY TRIP



WESTDENE



SCHEME LIFE

Ongoing sessions continue to provide structure and consistency, including:

- Turn Back Time Health & Fitness (including yoga and coordination) tenants at Westdene, Lindsay Court and Bardsley and Claremont Court.
- Reading groups: Tenant picks, we are reading "The Thursday Murder Club" Richard Osman @ Garden Court and "I Know Why the Caged Bird Sings" - Maya Angelou at Bardsley and Claremont Court, including a French edition.

- CareDogs visits and creative art sessions across Westdene, Lindsay Court and Fellows Court
- Magazine Club (National Geographic)
- Group meditation and brain training sessions across all sites

Many thanks to all tenants for their continued participation—it is their presence that brings the programme to life across our communities.

GARDEN COURT



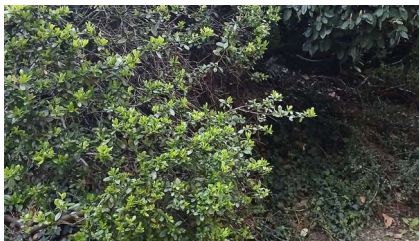
LINDSAY COURT



Garden Court in Full Bloom

Garden Court tenants have been helping the garden flourish.

From the before-and-after photos, you can see, Alison has been busy transforming one area of the garden with plants and flowers, while Brenda and Blossom have been making the most of the raised beds by growing their own vegetables. Together, they have made a wonderful difference and helped the space come into bloom.



TENANT SATISFACTION SURVEY

A big thank you to everyone who completed our annual Tenant Satisfaction Survey towards the end of last year.

We really appreciate the time tenants take to share their feedback with us.

The survey plays an important role in helping us understand what we are doing well, as well as highlighting areas where we can improve.

The results have now been reviewed by the Senior Leadership Team, and action plans have been put in place to address the areas where improvements were identified. Your feedback genuinely helps shape the services we provide and supports us in continuing to improve for everyone living in our communities.

Some of you may remember that tenants who completed the survey were entered into a prize draw for the chance to win one of two £50 vouchers.

We are pleased to confirm that two tenants were selected at random and have now received their



vouchers. There was also a second incentive running alongside the survey, where the scheme with the highest number of completed surveys would receive £100 to spend on their scheme.

The winning scheme could choose items to benefit residents, such as plants or furniture for communal gardens, or games and craft activities for communal lounges.

We are delighted to announce that the scheme with the most completed surveys was Lingfield Lodge. Congratulations to everyone there for getting involved and helping make your voices heard.

Lively Lingfield Lodge Activities

Earlier in the year tenants from Lingfield Lodge attended the East Grinstead Lions and Being Neighbourly Seniors' Tea Party and Social event.

They enjoyed a delicious afternoon tea and were entertained by talented local ballroom dancers.

In March, the Harlequins Ukulele Band visited Lingfield Lodge for a lively sing-along that tenants thoroughly enjoyed.



Crafting Club at Bardsley Court

Creativity, friendship and plenty of conversation are all coming together at the wonderful Crafting Club led by Tenant Panel member and Bardsley Court tenant, Sherona.

Sherona has been busy bringing tenants together through a welcoming weekly club for tenants from both Bardsley Court and Claremont Court, creating a lovely opportunity for people to socialise, share skills and enjoy learning something new.

The club takes place every Tuesday from 12pm-4pm in the Bardsley Court lounge and includes a range of crafts such as knitting, crochet and sewing. Whether you are highly experienced or completely new to crafting, everyone is welcome to get involved. Tenants have been enjoying teaching one another new techniques, swapping ideas and encouraging each other along the way.



As you will see from the photographs, some fantastic outfits, accessories and handmade creations have already been produced by the group.

Sherona has also kindly opened the invitation to tenants from other schemes who may wish to attend, so if you enjoy crafting or would simply like to meet new people in a relaxed and friendly setting, you would be very welcome to join.

So why not bring along your crafting materials, a few snacks to share and spend an afternoon enjoying good company and creativity at this growing social club.



Tenant Panel Update



Our Tenant Panel continues to play an important part in helping shape the way we work at Eldon Housing.

By working closely with staff, panel members help bring forward ideas, feedback and suggestions that support positive changes for tenants across our communities.

We understand that joining the Tenant Panel can feel a little daunting at first, especially if you have

never been part of something like this before or are unsure what to expect. However, many of our current members felt exactly the same before joining and have found it to be a really positive and rewarding experience.

Tenant Panel members Christine and Sherona wanted to share a little about their own experiences of becoming involved in the panel and how they have enjoyed having the opportunity to meet other tenants, share ideas and help make a difference.



CHRISTINE'S STORY:

"I first moved into Bardsley and Claremont Court in May 2007. I started off as my mother's carer, as she was severely disabled with osteoarthritis and needed help with all day-to-day activities.

When my mother became very ill and had to move into a care home, I had to give the bungalow up and move into my flat in Bardsley Court, where I have lived for 17 years.

When we were having a tenant meeting one day, it was mentioned that Eldon Housing's Leadership were interested in starting up a tenants panel. I decided that I would be interested in this, having had previous experience when I was living in Brixton. I went along to a meeting, and I was very impressed with what I heard, so I decided to go forward and join.

We meet at different locations every two months. Transport is always provided to get to the locations, and we are served tea, coffee, cakes, biscuits and water during the meeting.

We have had five all-day training sessions recently. I have attended all five, at which lunch was served, and I have come away feeling very rewarded.

Being a member of the panel not only gives me an interest, but I feel that I am doing my bit to help the tenants and staff where I live to have a better life.

If you are in doubt about joining the panel, I suggest that you come along to a meeting, see what you think, and I am sure you will want to join."

The Tenant Panel is always happy to welcome new members. Meetings take place every two months and provide a friendly and relaxed space where tenants can talk about issues that matter to them, share ideas and help influence the services we provide.



SHERONA'S STORY:

"My name is Sherona Williams, and I have been living at Bardsley Court since 2021. I find it very comfortable and pleasant. The Eldon Housing Management Team are kind and helpful, always

happy to provide any information you may need and there to support you in any situation. Since joining the Tenant Panel, I have found it very interesting meeting other panel members from different schemes. When I first joined the panel, I was shy, but it gave me the chance to hear what was going on and become more involved.

Other staff members also attend the Tenant Panel meetings, including the Welfare Officer, Activities and Engagement Officer, Housekeepers and Premises Officers, to name a few. The meetings take place every two months at different locations, where we plan and discuss things to bring to upcoming meetings. I think other tenants should come along to see what is going on. Eldon Housing Association is a top-class organisation that is there when you need it, where everyone is looked after and made to feel welcome."

The Tenant Panel is always happy to welcome new members. Meetings take place every two months and provide a friendly and relaxed space where tenants can talk about issues that matter to them, share ideas and help influence the services we provide.

Whether you would like to raise suggestions, meet other tenants or simply find out more about how things work, getting involved is a great way to have your voice heard.

Whether you would like to raise suggestions, meet other tenants or simply find out more about how things work, getting involved is a great way to have your voice heard.

If you are interested in finding out more about joining the Tenant Panel, please contact Elaine Beveridge: 07785 616 860

ANNUAL SUMMER PARTY



ELDON HOUSING ASSOCIATION'S ANNUAL SUMMER PARTY - FRIDAY 17TH JULY 2026

We hope you are just as excited as we are for our upcoming Annual Summer Party.

It is always one of the highlights of the year for both tenants and staff, and we are very much looking forward to coming together once again for an afternoon of fun, laughter and good company.

By now, you should have received your Summer Party invitation, including RSVP details for tenants, but we have also included the information here for ease.

We are delighted to share that a number of Board Members have already RSVP'd and are looking forward to the opportunity to meet many of you in person and spend time chatting throughout the afternoon.

We have another fantastic line-up of entertainment planned this year. The wonderful singer Kenny Charles will be returning once again with his brilliant mix of music guaranteed to get everyone dancing and singing along. He will also be joined by singer Sparkle, who will be performing a selection of much-loved classics for everyone to enjoy. There will also be a touch of magic from Brian O'Leary, along with plenty of other fun activities and surprises throughout the day. Of course, no celebration would be complete

without delicious food. Guests will be able to enjoy a wide selection of treats including sandwiches, cakes, fruit platters, spring rolls, samosas, cheese and crackers, brownies, salads and much more.

Our popular free raffle for tenants will also be making a return. Every tenant attending will receive a complimentary raffle ticket for the chance to win some fantastic prizes. Last year's prizes included a luxurious Fortnum & Mason hamper, a wine gift set, afternoon tea for two, beauty treatments, chocolates and creative craft kits. We are already excited about this year's prize table and cannot wait to reveal what is in store.

We are also pleased to share that the Mayor of Croydon, Jason Perry, has kindly RSVP'd and is looking forward to attending and meeting some of you on the day.

To help get everyone in the party spirit, we have included some highlights and photographs from previous years' celebrations. We hope they bring back some lovely memories and get you even more excited for another wonderful summer gathering together.

Eldon Housing Summer Party Details

FRIDAY 17TH JULY 2026 • 3-6PM
LINDSAY COURT • 2 EDEN ROAD
CROYDON CR0 1FA

RSVP BY FRIDAY 4TH JULY

Please RSVP using the contact listed for your scheme:

Westdene, Lingfield Lodge, Lindsay Court,
Joan Nightingale House

📞 Please RSVP to your Scheme Manager

Fellows Court, Garden Court,
Claremont Court, Bardsley Court

📞 Please RSVP to your Premises Officer

Allan House, Marten House, Coombe Road,
Russell Hill

📞 Please RSVP to Phoebe
pherschdorfer@eldonhousing.co.uk
07842 411 743

HIGHLIGHTS FROM LAST YEAR'S SUMMER PARTY



PEST PREVENTION:

The importance of telling us early

At Eldon, we understand that pest issues can happen in any home — no matter how clean or well cared for it is. Whether it's mice, bed bugs or another type of pest, the most important thing to remember is this:

Early detection means early resolution.

PLEASE DON'T BE EMBARRASSED

We want to reassure all tenants that there is absolutely nothing to feel embarrassed about. Pests can be brought in unknowingly on clothing, furniture, or even through small gaps in buildings. These situations are more common than you might think, and our priority is simply to help resolve them as quickly as possible.

Why reporting early really matters

Letting us know as soon as you notice something unusual helps us to:

- Act quickly and prevent the issue from spreading
- Arrange the right treatment or support straight away
- Minimise disruption to you and your neighbours

The sooner we know, the easier it is to deal with.



What should you look out for?

Keep an eye out for:

- Droppings or unusual marks
- Scratching noises (especially at night)
- Bite marks or damaged food packaging
- Unexplained bites or skin irritation

If something doesn't seem right, trust your instincts and let us know.



How to report a concern

If you notice any signs of pests, please contact the Helpdesk as soon as possible.

0800 434 6298

helpdesk@eldonhousing.co.uk

Our team will:

- Take your concern seriously
- Arrange inspection or treatment where needed
- Support you through the process

We're here to help

Our aim is to keep your home safe, comfortable, and pest-free. By working together and reporting concerns early, we can make sure any issues are dealt with quickly and effectively.

WELCOMING THE SUMMER MONTHS

As we move from spring into summer, it is a lovely time to enjoy the lighter evenings, warmer weather and everything beginning to bloom around us.

Whether it is sitting outside with a cup of tea, enjoying time in the garden or simply opening the windows to let in some fresh air, this time of year can give us all a welcome lift.



The warmer months are also a good reminder to take a little extra care of ourselves and our wellbeing. Here are a few simple tips to help you stay happy and healthy this summer:

- Drink plenty of water throughout the day, especially during warmer weather
- Wear light, comfortable clothing to help keep cool
- Keep rooms ventilated by opening windows when safe to do so
- Try to avoid spending long periods in direct sunlight during the hottest part of the day
- Spend some time outdoors if you can, even if it is just a short walk or sitting in the garden
- Stay connected with neighbours, friends and family for a friendly chat and company
- Add a touch of colour to your space with flowers or plants to brighten your surroundings



Summer can also be a wonderful time to enjoy community activities, meet new people and make the most of the longer days. Sometimes the simple things, like enjoying an ice cream, listening to music or sitting in the sunshine, can make the biggest difference.

We hope the months ahead bring plenty of sunshine, relaxation and happy moments for all of our tenants and communities.

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