

The Link



A MESSAGE FROM

SUSAN FARIDI

CHIEF EXECUTIVE



Dear Tenants,

Welcome to the Autumn edition of Tenant Link Magazine.

As we move into the autumn months, I am delighted to share another edition full of stories, updates and achievements from across our community. This edition celebrates the people at the heart of Eldon. From tenant achievements and community events to opportunities to get involved and shape our services, it reflects the strong sense of community, connection and engagement that runs throughout our organisation.

One of the highlights of the summer was undoubtedly our annual Summer Party. It was wonderful to see so many tenants, staff, Board members and guests enjoying a fantastic afternoon together. From posing with the Eldon selfie frame and sharing plenty of laughter, to dancing along with Kenny and Sparkle in the sunshine, the event was a real celebration of our community spirit. Thank you to everyone who joined us and helped make the day so memorable.

This edition also marks an important moment for Eldon as we say a heartfelt thank you to our Board Chair, Hony Premlal, who will be retiring from the Board later this year after many years of dedicated service.

Hony has made an enormous contribution to Eldon and has always championed the interests of our tenants. We are incredibly grateful for her commitment and leadership. At the same time, we are pleased to welcome Michael Chinn as our new Board Chair and look forward to working with him in this new role.

You'll also find information about STAIRS, a new right to information for social housing tenants, updates on opportunities to get involved through our Tenant Panel, and some wonderful stories showcasing the talents, achievements and community spirit of our tenants.

Thank you for being part of the Eldon community. Whether you are a long-standing tenant or new to Eldon, your feedback, involvement and support help shape our organisation and the services we provide.

I hope you enjoy reading this edition of Tenant Link and wish you a happy and healthy autumn ahead.

SUSAN FARIDI
CHIEF EXECUTIVE

Celebrating the Leadership of Hony Premlal



Many of you may have met and spoken to Hony Premlal, our Board Chair, over the years. Hony has been a Board Member with Eldon Housing Association since 2017 and has served as Chair since summer 2021. After nine years of dedicated service to Eldon, Hony will be retiring from the Board in September this year.

Hony's connection with Eldon spans much further back than her time on the Board. She began her housing career with Eldon as an administrative assistant and went on to build an outstanding career in social housing, becoming a respected executive, mentor, speaker and governance leader. She later returned to Eldon as a Board member, bringing with her a wealth of experience and a deep commitment to the organisation and its tenants.

During her time as Chair, Hony has helped strengthen Eldon's governance, strategic oversight and commitment to equality, diversity and inclusion.

She has championed improvements that have supported the organisation's continued development and long-term success, while always ensuring that tenants remain at the heart of decision-making.

On behalf of everyone at Eldon Housing Association, we would like to thank Hony for her years of service, leadership and dedication. Her passion, energy and commitment have left a lasting impact on the organisation, and we wish her every success and happiness in her retirement from the Board.

Welcoming Our New Board Chair

As Hony steps down from the Board, we are delighted to welcome Michael Chinn as Eldon Housing Association's new Board Chair.

Michael has been a dedicated member of Eldon's Board for several years and brings a wealth of experience, insight and commitment to the role. During his time with Eldon, he has supported the organisation's strategic direction and governance, always ensuring that tenants remain at the heart of decision-making. He also stepped into the role of Interim Chair of the Audit & Risk Committee, providing valuable leadership and continuity while a new Committee Chair was recruited.

On behalf of everyone at Eldon, we thank Michael for his ongoing commitment and look forward to his leadership as the organisation continues to deliver great services for tenants and our communities.



ANOTHER FANTASTIC SUMMER PARTY!

On Friday 17 July, tenants, staff, Board members and guests came together for another fantastic Summer Party. Just as in previous years, we were lucky enough to enjoy glorious sunshine, making it a perfect afternoon of celebration and fun.

The entertainment did not disappoint, with music from Kenny and Sparkle, magic from Brian, and plenty of memorable fancy dress moments throughout the day. There was also an abundance of delicious food and refreshments, alongside lots of laughter, dancing and opportunities for tenants to catch up with friends old and new.



Guests enjoyed a number of speeches during the afternoon, including from our Board Chair, Hony Premlal, and Councillor Yvette Hopley, Cabinet Member for Health and Adult Social Care. Sherona and Christine from the Tenants' Panel also shared their experiences of being involved in the Panel and the positive difference tenant involvement can make.



One of the most special moments of the day came towards the end of the speeches, when Sally, Chair of the Tenants' Panel, presented Hony with flowers and an award in recognition of her support, encouragement and commitment to the Tenants' Panel throughout her time as Board Chair.

We would also like to extend our sincere thanks to our generous contractors and suppliers, Elite Fire Solutions, AXIS, James Hennessy, FMI Contracts, Gailarde, ECS Systems and FFT, who kindly donated raffle prizes and helped make the event such a success.



We are delighted to share some of the highlights from the day with you in this edition. Usually, we include just a small selection of photographs, but there were so many wonderful moments and happy memories that we have squeezed in as many photos as possible for everyone to enjoy!

ANOTHER FANTASTIC SUMMER PARTY! CONTINUED...





ANOTHER FANTASTIC SUMMER PARTY! CONTINUED...



Sweet Treats for the Summer Party

A huge thank you to Ryan and the tenants at Fellows Court, who kindly made a selection of delicious cheesecakes for this year's Summer Party.

Their homemade creations were a big hit with everyone who attended and were enjoyed alongside the other food and refreshments throughout the afternoon.



Cooking Up Support for a Great Cause

A few months ago, our Chief Executive, Susan Faridi, and Board Chair, Hony Premlal, rolled up their sleeves and put their cooking skills to the test by taking part in the Cook Off for Cancer Omelette Challenge at a national housing conference in Manchester.

The challenge was part of the Cook Off for Cancer fundraising campaign, which raises money for Young Lives vs Cancer, a charity that supports children and young people living with cancer and their families. Through a series of fun cooking challenges, the campaign helps raise both funds and awareness for the charity's important work.

Susan and Hony joined housing professionals from across the country in the omelette-making challenge, all in the spirit of supporting a worthwhile cause. While there was plenty of friendly competition and laughter along the way, the focus was on helping make a difference to the lives of young people facing incredibly difficult circumstances.



As the photos show, everyone had a great time, and we were proud to play a small part in supporting such an important campaign. From all of us at Eldon, well done to Susan and Hony for getting involved and helping raise awareness for a fantastic cause!



Pumpkin Success at Bardsley Court!

Tenant Panel member and Bardsley Court tenant Sherona is well known for the impressive vegetables she grows in her front garden, and this year her pumpkins are proving to be a standout success.

Thanks to the warm weather we've enjoyed over the summer, the pumpkins have thrived and are growing beautifully. We're sure you will all agree that they are looking amazing, and we can't wait to see them at their full size in time for Halloween!



Your Voice Can Make a Difference

Voice of Eldon Tenants is looking for new members – and we'd love more tenants to get involved.

Our tenants are at the heart of Eldon, and one of the most important ways we can make sure we are getting things right is by listening to the people who experience our homes and services first-hand.



The Tenant Panel gives tenants a direct opportunity to share their views, raise the issues that matter to them and help shape decisions that can make a real difference to tenants and their communities.

One of our recent Tenant Panel meetings, held in May at Croydon Town Hall, brought tenants together with Eldon's Chief Executive, Board members and staff. It was a great example of just how far the tenant voice can reach within the organisation.

And that voice really does matter.

Being part of the Tenant Panel isn't about simply attending meetings. It's an opportunity to share your experiences and ideas, tell us what is working well and where things could be better, and help influence the way Eldon develops its services.

You don't need any special experience or qualifications to join. We're looking for tenants with different experiences, backgrounds and points of view. You don't have to know all the answers either, what matters is being willing to share your perspective and help us understand what matters to you and your fellow tenants.

The more voices we have around the table, the better we can represent the different people and communities that make up Eldon.

Could you be one of those voices?

If you've ever had an idea about how something could be improved, wanted to speak up on behalf of your fellow tenants, or simply wanted to understand more about how decisions at Eldon are made, the Tenant Panel could be a great way to get involved.

Your experience matters. Your ideas matter. And your voice can help make a positive difference.

If you'd like to find out more about joining the Tenant Panel, please contact Elaine Beveridge: 07785 616 860.

STAIRS:

A NEW RIGHT TO INFORMATION FOR SOCIAL HOUSING TENANTS

The Government is introducing a new regulation called STAIRS (Social Tenant Access to Information Requirements) to help social housing tenants access more information about how their homes and landlord services are managed.

The aim of STAIRS is to improve transparency and accountability by making it easier for tenants to understand how decisions are made, how services are performing and how landlords are meeting their responsibilities.

When is STAIRS being introduced?

STAIRS will be introduced in two phases:

- **From 1 October 2026**, social housing landlords will be required to publish key information about their services, performance and decision-making.
- **From 1 April 2027**, tenants will have the right to request certain information that is not already available.

What information can I access?

You may be able to request information about:

- Repairs and maintenance
- Planned works
- Service charges
- Complaints performance
- Health and safety
- Tenant engagement
- Service standards
- How housing services are managed and decisions are made.

Do I need to make a request?

Not always.

As part of STAIRS, more information will be made available on our website, making it quicker and easier for tenants to find the information they need. Before making a request, it's worth checking the website first, as the information you're looking for may already be available.

How do I make a request?

You can contact us by email, post, telephone or in person. You do not need to use the word "STAIRS" when making your request. If you need support, we can help you put your request in writing.

- Email: STAIRS@eldonhousing.co.uk
- Post: **The Office, 21 Bardsley Court, 174-176 Selhurst Road, South Norwood, London SE25 6LX**
- Telephone: **07842 411 743**
- In person: **speak to any member of staff**

Need support?

We want information to be accessible to everyone. Information can be provided in alternative formats where needed, and a family member, advocate or representative can help you with a request.

How quickly will I receive a response?

We will acknowledge requests within five working days. Once the formal request process comes into force, we will normally respond within 30 days, unless there are exceptional circumstances or we need to clarify the information being requested.

Will all information be available?

Most information about our services and how we manage homes can be shared. However, there may be occasions when we cannot provide certain information, such as personal details about other people or information that is confidential, legally protected or could create a safety risk. If we cannot share information, we will explain why.

What if I'm unhappy?

From 1 April 2027, if you make a STAIRS information request and are unhappy with how it has been handled, you will be able to make a complaint through our Complaints Policy. If you remain dissatisfied after we have completed our complaints process, you may be able to contact the Housing Ombudsman.

Look out for the new Tenant Information Hub on our website from October 2026, where you'll be able to find a range of information about our services, performance and governance.

CHRISTMAS CARD COMPETITION - GET CREATIVE!

Following the wonderful designs submitted for our Christmas card competition last year, we're delighted to be bringing the competition back for 2026. This year, we're opening it up to all Eldon Housing tenants!

We'd love to see your festive or seasonal creations. Your entry can be a painting, drawing, 3D artwork or even photography - so however you like to get creative, you can take part.



Simply create your artwork and give it to your House Manager, Welfare and Support Officer or Premises Officer, who will make sure it reaches Phoebe (Executive & Governance Officer) for safe keeping.

The winning designs will be chosen for Eldon Housing's 2026 Christmas card.



**Deadline for entries:
Monday 16 November 2026.**

We can't wait to see what you create and, after the fantastic entries we received last year, we're looking forward to seeing this year's designs!

WHAT WOULD YOU LIKE TO SEE?

We want our tenant Link magazine to be something you enjoy reading, so we'd love to hear your ideas for future editions.

Is there a topic you'd like us to cover? Would you like to see more behind-the-scenes news and insights from Eldon, helpful information, tenant stories, puzzles, games or quizzes? Perhaps there's something completely different you'd like us to include.

This is your magazine too, so tell us what you'd like to see!

Please get in touch with Phoebe (Executive & Governance Officer) using the details below. We'd be delighted to hear your suggestions and may feature your ideas in a future edition.

Email: Pherschdorfer@eldonhousing.co.uk
Telephone: 07842 411 743

ANNUAL COMPLAINTS SUMMARY

2025/26

This summary explains how Eldon Housing Association handled complaints between 1 April 2025 and 31 March 2026. It sets out what tenants complained about, what Eldon learned, and what will be improved next.

Why complaints matter

Complaints help us as an organisation to understand where services have not worked well enough. They also help improve communication, repairs, safety, contractor work and support for tenants.

Key numbers for the year

45	39	6	65%
Formal complaints	Stage 1 complaints	Stage 2 complaints	satisfaction with complaints handling (TSM Results)

A Stage 1 complaint is the first formal response. A Stage 2 complaint is when someone remains unhappy and asks for the complaint to be reviewed again.

Complaint numbers increased gradually during the year: 9 in Quarter 1, 11 in Quarter 2, 12 in Quarter 3 and 13 in Quarter 4.

What were the outcomes?

27	Complaints were upheld. This means we accepted that something had gone wrong.
13	Complaints were partly upheld. This means we accepted part of the complaint.
04	Complaints were not upheld.
01	Matter was not accepted under the Complaints Policy because it related to ongoing legal proceedings.

Most complaints were upheld or partly upheld. This hopefully shows that we are willing to recognise service failings where there is evidence and take action to put things right.

How quickly were complaints handled?

We generally responded to complaints within the required timescales. Formal response compliance was 89% in Quarter 1 and 100% in Quarters 2, 3 and 4.

Complaint acknowledgements were 100% on time in Quarters 1, 2 and 3. This reduced to 83.33% in Quarter 4 because one complaint was not passed to the right team quickly enough. We have treated this as a learning point.

What did people complain about?

The most common themes were:

- service quality and delays
- contractor performance
- communication problems
- health and safety concerns
- repairs and property condition
- anti-social behaviour, also known as ASB
- security, access control and tenancy-related queries

ASB was a repeated theme. Some ASB issues were being dealt with through the complaints process. We have recognised that a clearer ASB policy and process is needed.

What has Eldon Housing learned?

Complaints led to practical learning and improvements, including:

- stronger escalation arrangements for urgent or serious issues
- clearer welfare-check procedures and staff handovers
- better communication with tenants and representatives
- clearer expectations for contractors working in tenants' homes
- follow-up action where repairs, pest control, lifts, leaks or building safety concerns were raised
- improvements to safeguards around tenants' money and property
- staff reminders to make sure complaints are passed to the right person quickly.

Tenant satisfaction

The latest Tenant Satisfaction Measures survey found that 65% of tenants who made a complaint were satisfied with how their complaint was handled. This is below last year's result of 100%, but remains above the typical result for similar small landlords, which is 39.9%.

This figure is based on a small sample of 17 tenants who made a complaint, so it may not provide a complete picture of tenant experiences. Some tenants may also view a general service request, such as asking for a repair or update, as a complaint, which can affect the results.

We will reinforce staff training so colleagues can better recognise when a tenant is making a complaint and make sure it is handled properly, promptly and in line with our complaints process.

Priorities for 2026/27

1. Clearer ASB process

Introduce a dedicated anti-social behaviour policy and procedure so ASB concerns are handled consistently.

2. Faster acknowledgements

Strengthen internal routing so complaints reach the right person quickly.

3. Better contractor oversight

Monitor contractors and third-party services more closely where complaints show recurring issues.

4. Keep complaints under review

Continue regular oversight through meetings and keep the Complaints Policy and Procedure up to date.

Final message: Complaints are important because they help Eldon Housing listen, learn and improve. The focus for the year ahead is better communication, prompt responses, stronger contractor oversight, and making sure tenants feel listened to and treated fairly.

Autumn Wellbeing: Small Things That Make a Big Difference

As summer draws to a close and autumn arrives, the days get shorter, the mornings become cooler and we naturally start spending a little more time indoors. For some of us, the change in season can also affect our mood and energy levels.

A few small things can make a real difference.

Keep connected

A friendly chat with a neighbour, friend or family member can brighten the day. Joining in with activities where you live is another good way to stay connected and reaching out might make someone else's day too.

Keep moving

A gentle walk, a little gardening or some simple movement at home can help both your physical and emotional wellbeing. If you can, try to get outside during daylight hours for some fresh air and a change of scenery.

Make time for things you enjoy

Whether it's a good book, a crossword, music, knitting, a favourite film or simply a cup of tea with someone, having little things to enjoy and look forward to can lift our spirits.

And remember, everyone has difficult days. If you are feeling low, worried or finding things difficult, please speak to someone. This could be a friend, family member, your GP or a member of staff. You don't have to deal with things on your own.

This autumn, look after yourself, stay connected and remember that small things really can make a big difference.

FIRE SAFETY AT HOME: CHARGING BATTERIES SAFELY

As technology becomes a bigger part of our daily lives, many of us now use rechargeable devices at home, from mobile phones and laptops to mobility scooters, power chairs, e-scooters and e-bikes.

While these items offer convenience and independence, it is important to remember that lithium-ion batteries can pose a serious fire risk if they are not used, stored or charged safely.

Battery fires can develop very quickly and can produce large amounts of heat, smoke and toxic gases. For this reason, it is important to take a few simple precautions to help keep yourself, your neighbours and your home safe.



Charging safely

When charging battery-powered devices:

- Avoid charging overnight or when you are out of the property.
- Always use the charger supplied with the device, or a replacement recommended by the manufacturer.
- Charge devices on a hard, flat surface, never on a bed, sofa or other soft furnishings.
- Unplug chargers once batteries are fully charged.
- Check batteries, plugs and cables regularly for signs of damage, overheating or wear and tear.
- Never use damaged batteries or chargers.

Mobility Scooters, Power Chairs and E-Scooters

Mobility scooters and power chairs provide essential independence for many tenants, but they should always be stored and charged with care. E-scooters, e-bikes and other battery-powered devices should also be treated with caution.



Please remember:

- Do not store or charge scooters, power chairs, e-scooters or e-bikes in communal hallways, corridors, stairwells or near exit doors.
- These areas are escape routes and must be kept clear at all times.
- Where possible, avoid charging larger battery-powered items in bedrooms.
- Ensure there is plenty of ventilation around the device whilst it is charging.
- Keep battery-powered items away from flammable materials.

General Electrical Safety

You can further reduce the risk of fire by:

- Avoiding overloading plug sockets and extension leads.
- Switching off and unplugging appliances when they are not in use.
- Keeping heaters and other heat-producing appliances clear of furniture, curtains and other combustible materials.
- Reporting any concerns about electrical safety to your House Manager, Premises Officer or Welfare Officer.

We Are Here to Help

We understand that mobility scooters and power chairs are an important part of everyday life for many tenants. If you are unsure about the safest place to store or charge your equipment, please speak to your House Manager or Premises Officer, who will be happy to provide advice and support.

By taking a few simple precautions, we can all play our part in keeping our homes and communities safe. Together, we can help reduce the risk of fire and protect ourselves, our neighbours and our homes.

eldon housing

PASSIONATE | PROFESSIONAL | CARING

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