

Damp & Mould

The Eldonians are taking a joint approach when it comes to dealing with mould, as it is usually caused by poor ventilation in the home.

This means we will be ensuring treacle vents & extractor fans are fitted and serviced to a high standard as well as responding to leaks in a quick manner.

We will also be expecting residents to be proactive and look after the homes in which they reside within. Below is some of the things we expect from our residents:

- Use extractor fans and report when they're faulty as soon as possible
- Report any issues with roofing or guttering as soon as possible
- Where possible, wipe any Black mould down with Anti-Fungal wash

Top Tip

Drying clothes produces 9 pints of moisture. Using an extractor fan or keeping windows open allows this to escape and prevents it turning into mould

Coffee Morning Mondays

Our Suggestion Morning on Monday 15th April will be focusin on Damp and Mould.

We will discuss causes and prevention tips before looking at your suggestions for how the Eldonian can best combat the issue



Case Study

We had a resident last year who consistently had issues with mould caused by condensation. Our contractor explained the importance of wiping down condensation and opening windows on both sides of the house for ten minutes a day.

A few months later a member of staff was stopped by the Resident when doing visits on the estate. They thanked us for the advice and were happy to inform us that mould had stopped appearing

Top Tip

Running an extractor fan costs around 0.0016p an hour meaning to run it all year long would only cost £14.01

Contact Us

- 0151 207 3406
- Contactus@eldonians.org
- Repairs@eldonians.org
- Tony McGann Centre,
Burlington Street, L3 6LG

**For emergency out of hours
repairs please call:**

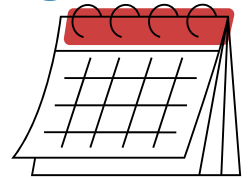
- 07779 111 375
- 07500 722 202
- **Gas Leaks** - 0800 111 999
- On-Site Security - 07843
999099

Complaints



We encourage all tenants to raise any Anti-Social Behaviour issues, complaints or grievances to the association. We aim to deal with all grievances in a quick and confidential manner.

You can send us any Anti-Social Behaviour issues, complaints or grievances via phone, post, in person or email contactus@eldonians.org



Repair Appointments

A high proportion of our maintenance work is now being passed to a contractor. The contractor will contact tenants in order to book appointments, tenants are responsible for keeping these appointments and notifying the contractor if that is not possible. After the third failure to attend an arranged appointment, the repair will be cancelled on the system. If you receive a 'Sorry we missed you card' we advise you to contact the contractor they are best placed to advise you of their next availability .

Staffing Update

As a small team, our staff are always adapting and growing in their roles so we feel its crucial to keep you up to date with our team and the support they are able to provide

Chief Executive Officer, Shirley Davies

Chief Financial Officer, Graham Davies

Chief Operating Officer, Michael Wood

Business Improvement Manager, Peter Latham

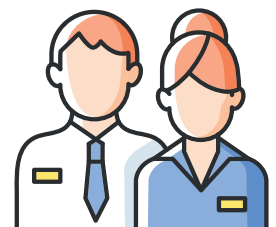
Housing Officer, Pauline Courtney - All Tenancy Support Needs

Housing Officer, Chris Clarke - All Tenancy Support Needs

Finance Officer, Francesca Dunford

Administrator, Adam Roberts - Reporting Repairs and Maintenance

Grounds Maintenance, Caiden Powell



New Tenant Housing Portal Coming Soon!!!!

We are now looking for 20 volunteers to take part in the launch of our new tenants housing portal, MyHome which gives tenants easy online access to key features such as repairs and rents.

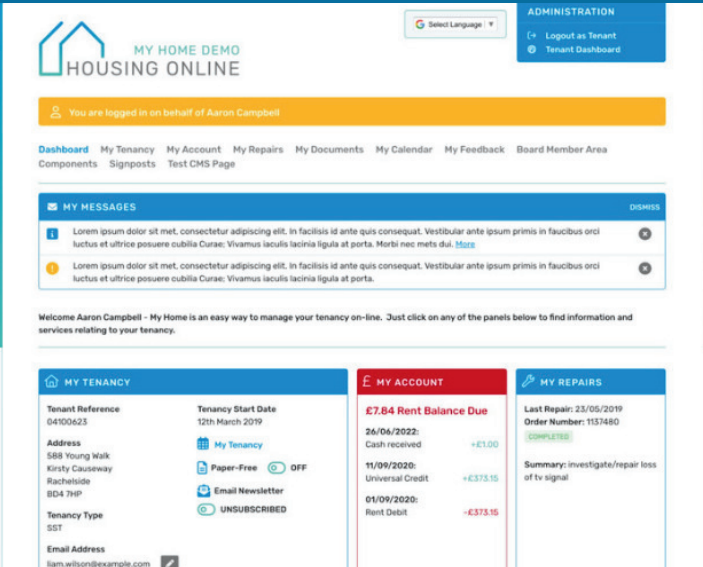
These volunteers will receive training as well as the opportunity to ask any questions or enquires as well as have your say on its design. Please contact the office if you wish to take part in this trial

My Home Portal

Housing Online’s digital self-service solution, **My Home**, enables staff, tenants and contractors to have easy online access to the features they need, 24 hours a day and 365 days a year.

MY HOME FOR TENANTS

Provides tenants with easy access to the key information relating to their tenancy, to confirm household details and securely view and send documents.



Garden Competition

We are excited to announce the 2024 Eldonian Garden Competition will be commencing with judgement and winners to be announced in July 2024.

The best kept garden will be judged during the July walkabout by all who attend.

Good luck to all who participate

Estate Inspections

Our first estate inspection of 2024 will take place on Tuesday 9th April at 10am. We encourage residents to meet up and we'll start walking from the office together. Afterwards we will regroup in the office with hot drinks and biscuits to go through issues in an open forum. We would like to invite all of our tenants to join us as this provides an opportunity to highlight any issues which may otherwise be overlooked.

Mutual Exchange

Looking for a home that may be a better fit? Whether you want to stay local or branch further afield, Homeswapper is the easiest way to swap your social home through a mutual exchange. For more information visit our website www.eldonians.org.uk



Local Support

**Upbeat is an online platform providing mental health support to the people of liverpool
www.upbeatliverpool.com**

**MyTime aims to provide carers with the opportunity to take a well earned break through grants and subsidies
0151 705 2327**

**Healthy Start provides support to mums under 18 years old or receiving government support to ensure children are receiving the necessary nutrition. If you are currently pregnant or have a child under 4 years old you may be eligible
<https://www.healthystart.nhs.uk/how-to-apply/>**

**Local Solutions offer a programme of activities and training that ensures a range of support is available to unpaid carers in Liverpool
0151 705 2307**

**Follow us on Facebook for live updates on local support as well as up to date information on your community
<https://www.facebook.com/profile.php?id=61557190204573>**

