

ELDONIAN NEWSLETTER

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New Defibrillators & Free Training A Heartfelt Thank You to the O'Connell Family

Eldonian Community Based Housing Association would like to extend our sincere thanks to the O'Connell family, who have kindly donated a new defibrillator through the Oliver King Foundation in memory of Terrence O'Connell, a much-loved former resident of Robert Lynch House.

The defibrillator has been installed outside of Robert Lynch House for the benefit of residents and the wider community. In addition, ECBHA Ltd has also installed another defibrillator to the rear of Eldonian House Care Centre on Eldonian Way.

We encourage all residents and staff to familiarise themselves with the nearest defibrillator location and remember that clear, simple instructions are provided on each unit should it ever be need. To help build confidence, we will be hosting a free defibrillator awareness and training session for anyone who would like to take part. If you'd like to attend, please contact the office.

Robert Lynch House



Eldonian Way



LOOKING BACK AT 40 YEARS

WHAT'S ON NOW

Gas Servicing
Current

Estate Walkabout
28/10/25
10am

Halloween Goody
Bags
30/10/25
2-4pm

Defibrillator
Training
TBC

Christmas Party
23/12/25

As we celebrate 40 years of our community, we're creating a special exhibition to showcase what life was like when it all began. We'd love your help! If you have any old photos, memories or stories from those early days please get in touch and share them with us. Additionally we are looking for tales about the involvement of the incredible women behind the Eldonians

GAS SERVICING WITH FR GAS

As many of you will already know, FR Gas has been instructed to carry out this year's annual gas servicing between now and March. This is a legal requirement, and we kindly ask that you work with them by arranging a suitable appointment. FR Gas will contact you directly, but if you need to get in touch with them, you can call 0151 638 7599 or email FRGas@BTConnect.com.



KPI UPDATE

We're pleased to share our first quarter operational performance figures, covering the period from 1st April to 30th June 2025. These results reflect our ongoing commitment to delivering high-quality housing and maintenance services for all residents. For the full suite or to discuss the figures in detail, please contact the office.

Emergency Repairs
completed on time



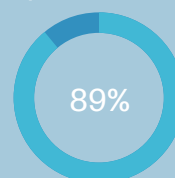
Average days to
complete repairs

3

Repairs per
property

0.84

Non-emergency repairs
completed on time



YOU SAID WE DID



Fresh Cut on the Canal

After receiving several complaints about the overgrown greenery at the bottom of the canal, we contacted the landlord to try and resolve the issue. When this wasn't successful, we decided to take action ourselves and cut it back.

The area already looks much tidier, but we don't want to stop there! We've started turning the soil and will soon be creating a fresh new green space for everyone to enjoy.

TENANT SCRUTINY GROUP

Following on from the Customer Scrutiny Group meeting held on 16 June, the three main topics discussed were damp and mould, doors and windows, and the Customer Promise. From this meeting, the Scrutiny Group made several valuable recommendations and suggestions, which were subsequently presented to the ECBHA Ltd Board. The Board agreed that these actions would be implemented by the Operations Team. The ongoing work of the Scrutiny Group continues to provide valuable customer insight, helping to shape and improve the services delivered by ECBHA Ltd.



Get Involved

Have suggestions or feedback about your home or community? Let us know!

- Email or call the Office
- Drop a note in our suggestion box
- Come in to arrange a chat

Your ideas help us make our village an even better place to live—so please speak up!

Garden Competition



Firstly, we would like to thank everyone for the time, effort, and care they have put into maintaining their gardens. We are delighted to announce the winner of the 2025 Eldonian Garden Competition:

63 Eldonian Way – Congratulations!

We would also like to give an honourable mention to 17 Fitzpatrick Court who came a close second

POT HOLES AND SUNKEN DRAINS

Pot holes and sunken drains are dangerous for both drivers and pedestrians. These are the responsibility of the council and should be reported straight to them to be rectified. This work has recently been completed in Burrows Court and outside the nursery after they were reported by a resident



Halloween

This year, we'll be opening the Eldonian Office on Thursday 30th October from 2:00 pm to 4:00 pm for all children from the village to come along and collect their Halloween goodie bag.

It's going to be a spooky affair, so come dressed to impress in your most creative Halloween costume — because there's a special prize for the best costume.

We can't wait to see all the little ghosts, witches, and superheroes for some ghoulish giggles and tasty treats!

Winter Fuel Payment

This annual payment is to help with heating costs during colder months. For 2025–26, it is available to households where someone was born on or before 21/09/1959 and is living in England or Wales during the qualifying week (15/09/2025). Most people will receive the payment automatically, directly into their account between November and December. If you have not received it by January, you can make a claim by calling 0800 731 0160. Please note, if your annual taxable income is over £35,000, the payment will be recovered later through tax.

Safeguarding

At ECBHA, we're committed to ensuring that all residents live in a safe and supportive environment. Our staff and contractors are trained to recognise and report any safeguarding concerns, and we work closely with partner agencies to make sure help is provided quickly when needed.

If you ever feel unsafe, have concerns about someone else, or need advice, please contact the office or speak to a member of staff in confidence, we're here to help.

EDI

At ECBHA, we're proud to celebrate Equality, Diversity and Inclusion in everything we do. We believe everyone should be treated with respect, fairness, and understanding, whether they're a resident, staff member, or contractor.

Our commitment to EDI means ensuring that everyone feels valued and has equal access to our homes, services, and opportunities. If you'd like to share your ideas or get involved in our EDI work, please contact the office

COMMUNITY HEROES

From left to right:

Bruce (at the back), William, Lienna, Bernadette & Agnes



A huge round of applause to our Community Heroes led by the ever-dedicated Bruce and his fantastic team of helpers. Together they completely transformed the communal area inside the close. With support from ECBHA, they rolled up their sleeves and carried out a total clean-up, reshaping the space for the benefit and enjoyment of all residents. A massive thank-you to Lienna, Bernadette, Agnes and William for showing true Eldonian spirit.

FUNDRAISING AT ROBERT LYNCH HOUSE

A huge thank-you to the wonderful ladies at Robert Lynch who organised the recent jumble sale, and to everyone who donated, helped out, or came along to support the event. Thanks to your The residents raised an incredible £238.20, which has now been donated to Alder Hey Children's Hospital.

We've since received a heartfelt thank-you from Alder Hey for the contribution, a brilliant reminder of how our community spirit continues to make a real difference. Well done to everyone involved.

RENT

Your rent helps us maintain homes, carry out essential repairs, and invest in improvements such as the 30 year planned maintenance programme

If you are experiencing difficulty keeping up with your rent, please reach out to our Housing Team as soon as possible. We are here to provide advice and support, and in some cases, we can work with you to set up a manageable payment plan.

GUTTERS

Ensuring that gutters are clear and working correctly helps to prevent damp in the home. Last year we cleared 83 gutters and repaired a further 29 gutters needed repairs. The ECBHA Team do regular visual checks of gutters however it can be difficult to spot issues in dry weather so we appreciate all residents keeping an eye out around the village and reporting any problems.



Follow us on Facebook



Opening Times

Monday 8.30am-4:30pm

Tuesday 8.30am-4:30pm

Wednesday 2:00pm-4:30pm

Thursday 8.30am-4:30pm

Friday 8.30am-4:00pm

Please note we are closed everyday between 13:00 - 14:00 for lunch

My Home Portal

Looking for an up to date rent statement? This can now be viewed our new website and MyHome portal. This allows you to access your account 24 hours a day, 7 days a week. Contact us to get your account up and running

Security

As the darker nights and winter months approach, we'd like to remind all residents that ECBHA Ltd has a dedicated on-site security team available throughout the evenings and early hours of the morning. If you need to contact them for an emergency response or to report any suspicious activity, please call the number below.

07483 999 099

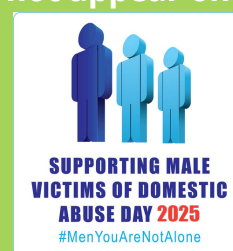
Mankind Initiative

This charity is dedicated to supporting male victims of domestic abuse. Since 2001, they have worked closely with partner organisations to provide direct help and raise awareness.

They focus on providing direct support to male victims, Offering guidance & resources, and Ensuring male victims have a voice

If you need support, their national helpline is available on weekdays, 10am-4pm (excluding bank holidays):

0808 800 1170 (Freephone - calls will not appear on your bill).



Contact us

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

EMERGENCY CONTACTS

Emergency Repairs:

07500 722 202

Gas Leak: 0800 111 999

Security: 07843 999 099

Police: 999