

YOUR NEW HOUSING PORTAL LAUNCH!!!

www.eldonians.org.uk

YOUR NEW ONLINE PORTAL IS READY !!!

REGISTER NOW !!



Once registered on the Tenant Portal you will be able to see information about your tenancy and at the same time carry out various tasks to keep your tenancy records up to date and communicate with us 7 Days a week 365 days a year

The portal is replacing the old website as well so please have a look round it will have all the information you need on there and it can be used on all devices, just visit www.eldonians.org.uk

You won't be able to use any of the new features until you have registered. To Register please contact ECBHA on 0151 207 3406 or in person at the office for set up verification or email Contactus@eldonians.org

Services will still be available via phone, email, or in person but using the portal will save you time and make it easier for you to track your actions and hold the ECBHA accountable.

We will be hosting drop in sessions for residents to register and sign up where a member of the ECBHA team will show you everything you need to know. Alternatively you can book in some time with Adam at reception

JOIN RIGHT AWAY!!!

New Features

My Tenancy – to see information on your tenancy and calendar appointments.

My House – to see your repair history & report a routine repair.

My Account – view your rent account and make a payment.

My Household – to tell us about changes in your household.

My Documents – check recent correspondence & submit important documents.

My Complaints – register complaints and compliments online any time.

My Calendar – check what's going on in your village and when

My Messages – to send us a message & give feedback from surveys



HOUSING ONLINE

Housing Portal Drop In Sessions

OUR FIRST SESSIONS WILL BE HELD AT TONY MCGANN CENTRE:



MONDAY 14TH OCTOBER @ 10AM -4PM
&
WEDNESDAY 17TH OCTOBER @ 5PM-7PM



JOIN US TO GET YOURSELF SIGNED UP AS WELL AS THE CHANCE TO ENJOY FREE BISCUITS
AND HOT DRINKS

AGM, Reports & Accounts

This years ECBHA Annual General Meeting (AGM) took place on the 25th September 2024. Thank you to all residents that are shareholders who attended. At the meeting shareholders received and approved the ECBHA Annual Report and the Annual Accounts for 2023-2024.

Following the meeting copies of the Annual Report are circulated with this newsletter. The Annual Report includes a summary of the accounts, the full version of which can be found on our website.



CHILDRENS HALLOWEEN PARTY AT THE



TONY MCGANN CENTRE
THURSDAY 31ST OCTOBER
15:00-17:00

We look forward to welcoming you all back for dancing, games, treats and
competitions such as best costume.



Did you know that you can keep up to date on our latest news through our Facebook page? Just scan the QR code below and follow the group for the latest updates.



<https://www.facebook.com/profile.php?id=61557190204573>

Eldonian Garden Competition Winner 2024

Congratulations on all those who took part in this years garden competition and those who work hard to keep their gardens well maintained. This years winner can be seen below



Staffing Update

Chief Executive Officer:

Shirley Davies

Chief Financial Officer:

Graham Davies

Chief Operating Officer:

Michael Wood

Business Improvement

Manager:

Peter Latham

Finance Officer:

Francesca Dunford

Housing Officer:

Pauline Courtney

Estates Officer:

Kenny McKenzie

Administrator:

Adam Roberts

Housing Officer, Chris recently left the association, we wish him well with his new role. Recruitment is currently underway for his replacement.

Eldonian Village Security

We would like to remind residents to be vigilant after a string of local incidents involving personal vehicles. We advise any valuables be kept in doors, Lock your car doors, and any security cameras to be fully charged and operational. We will be posting updates and encourage all residents to check our Facebook page to receive real time updates.

All incidences should be immediately reported to the police as they are best placed to provide support, also a spike in reports will lead to the area becoming marked as a 'crime hotspot' which will allow for more patrols and resources in village.

Our private security team are still present of a night and are free to call if you notice anything suspicious or criminal.

Nationwide Security - 07843999099

Servicedesk@nation-wide.co

Nationwide Out of Hours Control Room -07392195748

Emergency Police- 999

Non-Emergency Police - 101

Estate Inspection

Our next estate inspection will take place on **Thursday 3rd October at 10am**. We encourage residents to meet up and we'll start walking from the office together. 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.



Reporting Repairs

We are committed to delivering a high-quality maintenance and repair service. This can only be achieved with the assistance of our tenants and their timely prompts. There are currently a number of ways our tenants can report a repair which can be found below:

- By phone during office hours - Tel: 0151 207 3406
- By phone out of office hours - Tel: 07779 111 375
- By e-mail - repairs@eldonians.org
- In person at our office

We are also introducing a new method through our new tenants portal. This will allow our tenants to report the repair online and track its progress all the way through to completion. We are currently trialing this with a small group of volunteers but if you are interested in joining the second wave of volunteers, please get in touch.



Top Tip

Turn your heating on for 30 minutes to ensure it is still working as we approach winter.

Top Tip

Check whether you could be on a more cost efficient energy supply.

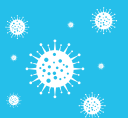


Top Tip

Stock up on some essential supplies in case of extreme weather conditions.

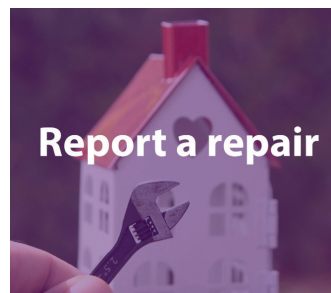
Top Tip

Ventilate your property by using your trickle vents and opening your windows for ten minutes a day.



Top Tip

Remember to check if you're eligible for a free flu jab. If not, supermarket pharmacies are often cheapest.





How Are We Doing?



We collect a range of measures to monitor our performance, Between 1st April and the end of June we:

- Completed 97% of emergency repairs within target
- Completed 95% of routine repairs within target
- Completed 97% of repairs at the first visit
- Collected 98% of the rent due
- On average let empty homes within 62 calendar days

We are keen to have your feedback on how the association is doing so please keep an eye out on the tenants portal for feedback surveys.



Vauxhall Road Consultation



Liverpool City Council are currently consulting on changes to Vauxhall Road. This is mainly to improve pavements and cycle ways but will include alterations at the junction with Burlington Street.

You can find more details and provide your feedback at the following page of the council website by 2nd of October 2024.

<https://liverpool.gov.uk/council/consultation-and-engagement/consultation/consultation-on-vauxhall-road-active-travel-improvements>

Office Closure

The office will be closed on Wednesday 23rd October. In the case of any emergencies we suggest calling the out of office number on 07779 111 375. Non-emergencies can still be emailed through to the office via contactus@eldonians.org for general enquiries or repairs@eldonians.org for an repairs. We will be back open for business as usual at 09:00am on Thursday 24th



Equality, Diversity & Inclusion

ECBHA has recently reviewed its EDI Policy and all staff have undertaken refresher training. In summary, the policy outlines the associations commitment to being fair and consistent practices for both residents and staff. Ensuring that nobody is unfairly disadvantaged due to age, disability, gender, race, gender identity, sexual orientation, religion, belief, civil partnership, marriage, pregnancy or maternity. A copy of the full policy is available on the associations website or on request from the office.

