

## ECBHA 40th Anniversary!

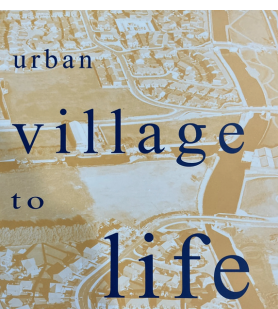
Back in 1985 the Association was formally registered as a limited company with Companies House and with the Housing Corporation, the housing regulator at the time, as a housing association. Originally named Eldonian Housing Cooperative Limited the name was changed to Eldonian Community Based Housing Association (ECBHA) in 1990 to reflect a change in rules from being a cooperative to a mutual society.

For the original founders, achieving these registrations in 1985 was a milestone in itself, following many long years of campaigning and negotiating to get the commitments in place to bring a shared vision for Eldonian Village to life.

We believe that it is fitting to take some time to celebrate this anniversary, reflect on the journey and thinking about building on this with a new vision for ECBHA moving forward into the future.

Watch out for a range of activities coming over the summer!

If you would like to be involved, please just let us know.



**Housing Act 1974**  
**Registration of Housing Associations**

Pursuant to section 16 of the Housing Act 1974 we hereby give notice that the undermentioned association has been registered in the register of housing associations under:-

Name ELDONIAN HOUSING CO-OPERATIVE LIMITED

Registered Number C 3609 Date Registered 21 October 1985

Yours faithfully,

*Z. Davison*



## Feedback

At ECBHA we are always striving to learn and improve on the services we provide to our residents, this can only be achieved with tenant engagement highlighting the areas we are getting both right and wrong. We urge all of our residents to provide us with feedback where necessary, whether it be positive, negative or even a simple suggestion as this allows us to assess our processes, procedures and performances.

These are the various ways to provide feedback to us at ECBHA:

Send us a letter to Tony McGann Centre, Burlington Street L3 6LG

Speak to a housing officer on 0151 207 3405

Visit us and complete a feedback form or use our suggestion box

Email us on [Contactus@eldonians.org](mailto:Contactus@eldonians.org)

## My Home Portal

Looking for an up to date rent statement? This can now be viewed on our new website and MyHome portal. This allows you to access your account 24 hours a day, 7 days a week. If you still haven't created your account please contact the office on 0151 207 3406 or [contactus@eldonians.org](mailto:contactus@eldonians.org) for support.



## The Housing Ombudsman – Complaints Handling Code

In April the ECBHA Board approved the organisations annual self-assessment against The Housing Ombudsman Complaints Handling Code.

The Code outlines the expectations for social housing providers in ensuring that there is a fair and accessible way for tenants to make complaints and receive appropriate responses.

The assessment measures our compliance with the requirements and identifies areas where we can strengthen our approach.

This year we believe we are fully compliant, but identified areas where we can continue to improve.

The Code and the self-assessment have been published on the ECBHA website. If there are any queries or comments, please get in touch.

**Housing**  
Ombudsman Service



## Allocations & Lettings

Did you know that, on average, ECBHA lets around 20-25 homes each year? However, over the last year this has dropped to just 17 homes. There is currently a housing crisis across Merseyside due to the extremely high demand for homes.

ECBHA lets its homes in two ways. Approximately 50% via nominations from Liverpool City Councils Property Pool Plus (PPP) Team and the remainder through our own waiting list.

We do this to get a balance. Nominations allow us to help households that PPP have assessed as being in the most urgent housing need. Meanwhile our own waiting list enables people that are in a less urgent need to wait for an opportunity to be allocated a home specifically in Eldonian Village.

### Nominations

Anyone in emergency or urgent housing need should register with PPP, this provides the greatest opportunity to be housed.

Applicants usually need to be prepared to accept a wider range of areas and potential landlords in order to be nominated for an available property, either directly or through bidding in PPP's choice based lettings scheme.



### Waiting List

Housing demand continues to be very high and housing applications involve a lot of paperwork for both applicants and ECBHA. Due to this we need a manageable size waiting list as we want applicants on it to have a realistic chance to be housed. To achieve this we cap the number of applicants we hold on the waiting list at any one time.

If you are keen to know when the waiting list is open to applicants, this can be found in regular updates on our website and our Facebook page: [www.facebook.com/EldonianCBHA/](https://www.facebook.com/EldonianCBHA/)

If you would like to know more, full details of our Allocations & Lettings Policy is available on the ECBHA website and queries can be made to the ECBHA Team by phone, email or at the office.

## Tenancy fraud

### What Is It?

Tenancy fraud is a criminal offence, committed when a tenant obtains or uses a social housing property dishonestly. This can include:

- Subletting the property without permission
- Using false information to get a tenancy
- Not living in the property as their main home
- Passing on the tenancy to someone else without approval

### Why Does It Matter

Tenancy fraud costs councils and housing associations millions of pounds each year. That money could be used to improve services or provide more homes. When properties are misused, it can increase waiting times for those who are waiting for housing the most. Tenancy fraud is illegal and can lead to eviction, fines, or even imprisonment.



### What Can You Do?

If you suspect tenancy fraud, report it anonymously to ourselves or through the local council. You won't get in trouble for speaking up—and you'll be helping protect housing for those who really need it.

## Have Your Say – Take Our Tenant Satisfaction Survey

We're inviting all tenants to take part in our Tenant Satisfaction Measures (TSM) survey – This is your chance to tell us how we're doing and how we can improve our services.

Your feedback helps us understand what matters most to you and ensures your voice shapes the way we deliver our services going forward. As a thank you for your time, those who complete the survey will be entered into a prize draw for a chance to win up to £250.

It only takes a few minutes, and your views can make a real difference. Keep an eye on your post, email, or phone – you will be contacted by our survey partner (The Learning Foundry) soon.

Thank you for your ongoing support

## Garden Maintenance – Your Responsibilities

As part of your tenancy agreement, you're responsible for keeping your garden tidy and well-maintained. This includes:

- Regularly mowing the lawn
- Keeping hedges and bushes trimmed
- Ensuring trees are not overgrown or causing a nuisance
- Removing weeds and keeping pathways clear
- Disposing of garden waste responsibly

Well-maintained gardens help keep our neighbourhoods clean, safe, and enjoyable for everyone. If a garden becomes overgrown, it may lead to a breach of your tenancy agreement.



## ELDONIAN VALUES

Deliver a great service  
Accountability  
Respect  
Leadership  
Integrity  
Work Together



## Stop the Block

We have recently had an increase in reported blocked drains which are often caused by flushing the wrong things down the toilet or sink. An easy way to remember what can be flushed is by using the 3 P's: Pee, Poo, and (toilet) Paper.

Do not flush or pour down:

- Wet wipes (even if labelled "flushable")
- Sanitary products
- Nappies
- Grease, fat, or food scraps
- Cotton buds or dental floss



These items don't break down properly and can cause serious blockages, leading to unpleasant smells, slow-draining sinks, or even flooding.

Let's keep our pipes flowing and our homes protected. Dispose of waste properly—and if you notice signs of a blockage, report it as soon as possible. Blocks caused by misuse can be recharged to the tenant.

### Thinking of Making Changes to Your Home?

Please remember that any alterations to your property must be approved in writing by ECBHA before any work begins. We have a clear policy and procedure in place to manage alteration requests. Please do not carry out any alterations / Improvements without written permission from ECBHA.

For more information, visit our website to find our Repairs and Asset Management Policy.



### Office 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  
between 13:00 - 14:00 for  
lunch**

### Thinking of Installing an EV Charging Point?

We're committed to supporting our green-minded tenants who wish to install electric vehicle (EV) charging points. However, to ensure the safety of all residents and the integrity of our properties, written consent from ECBHA is required before any installation can take place. This allows us to assess health and safety implications and make sure all works are carried out to the appropriate standards. For more information or to request consent, please contact the office.



## Love Your Garden Competition

A reminder that this years garden competition will be judged on Thursday 28th August for the annual love your garden trophy. Good luck to all who participate.

