

ELDONIAN NEWSLETTER

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ECBHA ANNUAL GARDEN COMPETITION

Congratulations to Mr & Mrs Wood of 61 Eldonian Way, our well-deserved winners of this year's Eldonian Garden Competition!

Your garden looks absolutely fantastic and is a real credit to all the hard work, care and dedication you have put into it.

Thank you to everyone who partook for helping to make the Eldonian Village such a lovely place to live. Beautiful gardens make such a positive difference to our community, creating a welcoming environment that everyone can enjoy.

Congratulations once again, and we hope your garden inspires others to get involved next year!



CHP Customer Conference

We continue to be an active member of the Community Housing Partnership alongside other small, northwest based, housing associations that work together on a range of different topics. Each year the partnership runs a customer conference that aims to bring together residents to share experiences, learning and perspectives.

The next event is being held on Tuesday the 15th September 2026 in Warrington. It is free for residents to attend, refreshments and lunch are provided and we can assist with travel costs and arrangements. If you would like to join in or learn more please contact the office for a chat or to book a place.



New Corporate Plan

The ECBHA Corporate Plan is one of our foundation documents that sets out our mission, values and objectives for the coming years. The confirmation of our compliance late last year alongside celebrations of our 40th birthday prompted deep reflection on our history.

Alongside this we took time to look at a range of comments and feedback from residents, staff and the community. We also considered factors affecting the wider community & the organisation before bringing all of this together into a new Corporate Plan titled '**Better Together**', a term referenced in documents from our early days that we believe still stands today.

A Summary of our 'Better Together' Corporate Plan:

We have updated our mission to reflect that the needs of residents are evolving:

- **Delivering a range of quality homes and services that continue to serve our changing community.**

We have also updated our values, using four heading and statements that we aim to demonstrate in all that we do:

- **Residents at the heart:** We **value** and **respect** our residents, seeking to **collaborate** and **empower** to make a difference together.
- **Doing the right thing:** We act with **honesty** and **integrity**, taking **responsibility** for our actions, delivering our promises with **transparency** and **accountability**.
- **Here for the future:** We will make **diligent** decisions, balancing being **innovative** with remaining **resilient** for the long term.
- **One team:** Working together we aim high, working with **passion** to **deliver** for the community

The details of our plan have also been significantly overhauled, with two significant changes over the previous Corporate Plan:

- A return to building more new homes
- Building more links with other organisations that will provide benefits to residents and the community.

If you would like to know more the full Corporate Plan is on the ECBHA website. Hard copies can be provided to residents on request and if any residents would like to discuss the new plan, or want to get involved in supporting us in delivering it, please get in touch.



You Said, We Did

Cleaning Up James Dunne Avenue

After it was highlighted to us the condition of the canalside at James Dunne Avenue, we contacted the canal trust and informed them we would be taking action to clean up the area for our residents.

Last month our maintenance team made good on this action making it more accessible and pleasant for the community



Customer Scrutiny Group

Following its first full year of operation, the Board had the pleasure of being able to reflect on the work undertaken by the ECBHA Customer Scrutiny Group. The group has looked into, and provided feedback on a wide range of topics including:

- Key Performance Indicators
- Damp & Mould
- Windows & Doors
- Customer Promise
- Corporate Plan
- Branding / Communications
- Equality, Diversity & Inclusion Impact Assessments

Findings and recommendations from our group of residents are reported to the Board with the Board then providing feedback. We are pleased to say that almost all recommendations from CSG have been adopted by Board and have, or are in the process of being implemented.

A big thank you to all residents, staff and Board members involved. It is a valuable way of getting wider perspectives on the things that matter. If any residents would like to know more about its work, please just let us know.

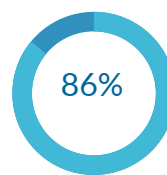
KPI Update:

01/1/26 TO
31/3/26

Average number of repairs per property



Repairs fixed at first visit



Average time to repair completion



Number of damp & mould repairs reported: 11

Number of damp & mould repairs completed: 11

Number of contractor repair orders completed: 299

Allocation Review

For the 12 month period of 25/26 we let 12 properties, for the second consecutive year the number of properties available for re-let reduced. Approximately 50% of our new tenants came from our waiting list and 50% via nominations via city council as per our agreement. We also recently undertaken our annual allocation applicant review. This is undertaken to ensure our waiting lists are up to date and allows for a smoother process for applicants when it comes to rehousing.



Dog Fouling

We are still receiving numerous reports from residents regarding dog fouling.

We encourage all dog owners to pick up their dogs mess, using the bins provided around the village which are emptied weekly.

Small things like these help to make your community a better place

Complaints – Your Feedback

Your feedback is important to us. If you have any concerns about any of our services, please let us know. Complaints provide us with valuable feedback and help us learn, improve, and deliver better services for everyone.

You can make a complaint in whichever way is most convenient for you including telephone, email or in person at our office. Our Complaints Officer will ensure your complaint is handled fairly, promptly, and in line with our complaints procedure.

We have recently completed our annual self-assessment against the Housing Ombudsman's Complaint Handling Code, demonstrating our commitment to providing an open, transparent, and effective complaints service. A copy of our latest self-assessment is available on our website. If you would prefer a printed copy, please contact the office and we will be happy to provide one.

Tenancy Fraud

Tenancy fraud is a criminal offence which can lead to eviction, fines, or even imprisonment. Its 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

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.

Damp & Mould

If you see any signs of damp or mould in your home, let us know straight away so we can arrange an inspection and any necessary maintenance. Our contractors will also ask about damp and mould when completing their customer satisfaction sheets – please tell them if you have noticed anything in your home. Together, we can keep your home safe, healthy and comfortable.



Access to Information

Social Tenants Access to Information Requirements are new regulations that require housing associations to make sure certain information, about how it operates, is made available to residents.

The aim is to enable social housing tenants to have similar access to information about landlord activities as council tenants can already request.

If you would like to know more about STAIRS keep an eye out for our next newsletter or get in touch.

Alterations

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.

Estate Walkabout

Thursday 23rd July 2026

Join us on the estate inspections, starting from The Tony McGann Centre, you will have the opportunity to suggest areas of improvement on your estate.

Gardens

Keeping your garden well maintained is part of your tenancy agreement and helps create a safe, attractive and welcoming neighbourhood for everyone.

We understand that maintaining gardens and larger trees, particularly overgrown conifers, can sometimes be difficult. Overgrown trees can cause damage to fences, walls and footpaths.

If you are struggling to maintain your garden or have a large tree that needs attention, please contact the Eldonians office. We will be happy to discuss how we may be able to support you and, where possible.

**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**

EITC Stadium Sleepout

Everton in the Community (EitC) is inviting supporters to take part in its 10 year edition of its life-changing Stadium Sleepout. The annual event due to take place on October 2nd raises vital funds for EitC's Home Is Where The Heart Is programme, which supports young people across the LCR who are at risk of homelessness.

For more information and to sign up visit www.evertoninthecommunity.org

Make a BIG Wish Come True for Children at Alder Hey

This year, Alder Hey Children's Hospital is celebrating 10 years in its incredible building and they're asking for your help to make two BIG Wishes come true. Every child deserves comfort, distraction and moments of joy when they're in hospital. But after 10 years of constant use, many of the hospital's TVs, toys and play resources urgently need replacing.

Alder Hey are currently running an appeal for donations of any size as even the smallest donation can have the biggest impact.

Visit their stores or their web page at www.alderheycharity.org in order to donate



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