

ELDONIAN NEWS LETTER

WINTER 2025

Regulatory Compliance Achieved!

Eldonian Community Based Housing Association (ECBHA) is pleased to be able to confirm that the Regulator of Social Housing (RSH) has now lifted its regulatory compliance notice issued in 2021. The RSH has considered all the evidence and assurance in place in reaching this decision.

This has been a significant long term aim and has led to substantial changes across the organisation. These changes will support ECBHA retaining its regulatory compliance in the future.

This is a particularly special achievement as many small housing associations struggle to regain compliance and maintain their independence.

A big thank you for the feedback, input and support of residents that has contributed to this achievement!



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Message From the Chair & CEO:

We are both pleased to be able to share this fantastic news regarding the RSH decision as we approach the festive period and we will be writing to residents separately with more details. However we sincerely wish to express thank to all that have positively supported and been involved in getting to this position.

It has been a marathon rather than a sprint, however ECBHA is stronger for the future as a result. We have a firm foundation and look forward to resident input into our new Corporate Plan that will lead our future direction.

Wishing everyone a wonderful festive season and a prosperous new year.

Lee Gwynn, Chair
Shirley Davies, Chief Executive Officer

WAITING LIST UPDATE

WHAT'S ON

**Friday 19th
December: 10am
Estate Walkabout**

**Monday 22nd
December: 2pm
Childrens
Christmas Party**

**Wednesday 24th
December
Office Closed for
Christmas**

**Monday 5th
January
Office Reopens for
2026**

ECBHA allocates 50% of all vacant homes through Liverpool City Council's nominations scheme, with the remaining 50% offered through our internal waiting list. As a small housing association with fewer than 400 homes, we typically have around 20–25 void properties each year, meaning only 10–12 are available for direct letting.

At present, all waiting lists are closed except for 2-bed flats for residents aged 55+ or those with medical or accessibility needs.

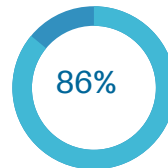
The current status of all waiting lists and our full Allocations Policy are published on the ECBHA website and available at the office. For further advice, please contact our housing team.

KPI UPDATE: 01/07/25 TO 30/09/25

Emergency Repairs
completed on time



Repairs fixed at first
visit



Average number of
repairs per property



Average end to end time for repairs: 5 days

Number of damp & mould repairs reported: 4

Number of damp & mould repairs completed: 4

Number of contractor repair orders completed: 272

Number of complaints received: 1

Number of complaints resolved at stage one: 1

INFLUENCE OUR CORPORATE PLAN

In 2026 we will be reviewing our long-term corporate plan and we want our tenants to play a key role in shaping it. Your experiences, ideas, and priorities are essential in helping us understand what matters most to you and our community.

This is your opportunity to influence how we invest in homes, services, neighbourhoods, and support over the next several years. We strongly encourage everyone to take part as your voice genuinely makes a difference.

More information on how to get involved will be shared early next year but in the meantime contact the office to register interest. We look forward to hearing from you and working together to create a plan that reflects the needs and aspirations of our residents.

Childrens Christmas Party

22nd December - 2pm until 4pm

It's once again time for the annual Eldonian Christmas Party and a special visit from Father Christmas.

We will have food, games, music and dancing as well as a present for all attending children under the age of 10. Join us at The Tony McGann Centre from 2pm on Monday 23rd December



Bingo Nights

Every Thursday 6pm to 8pm

Residents at Robert Lynch House continue to run a weekly Bingo Night and are looking for some new players. This is a great opportunity to share some quality company and win some great prizes.

Damp & Mould

As the colder, wet winter weather sets in, ECBHA would like to remind residents to keep an eye out for any signs of damp, condensation, or mould at home.

Please let us know if you spot any of the following:

- Black mould on walls or ceilings
- Condensation that keeps coming back on windows
- A musty or damp smell
- Damp patches or wallpaper starting to peel

If you notice anything, get in touch with our Repairs Team as soon as you can. The sooner we know, the easier it is for us to put things right and stop problems from getting worse.

Thank you for your continued cooperation and support. If you have any concerns, please don't hesitate to contact the office.

Home Library Service -

Children and adults who can't visit a library due to disability, illness, age or limited mobility. can borrow up to 25 books (hardback, paperback, large print) and audiobooks on CD with deliveries and returns are made every 4 weeks.

This is a free service provided by the city council and available to anyone within the Liverpool city boundary unable to visit a library.

Contact:

0151 233 2796 (leave a message)
mobileservices.library@liverpool.gov.uk

Flytipping

Illegal dumping of rubbish is strictly prohibited. Liverpool City Council may issue fines for fly-tipping, and any associated clean up costs could be passed on through increased service charges.

Please dispose of waste responsibly and use wheelie bins provided.



Canal Footpath Update

The lights along the footpath between the canal and the shops are currently out of operation.

We are in contact with the energy provider to re-establish the supply.

For your safety, we would advise using an alternative route, even if it adds a few minutes to your journey.

Thank you for your understanding. and patience

Festive Office Hours

Monday 22 Dec: Closing at 4pm

Tuesday 23 Dec: Closing at 12 noon

Office Closes from Tue 24 Dec until Sun 5 Jan 2026

Office Reopens: Monday 5th January 2026

Our emergency contact numbers will remain available throughout the entire Christmas period.

Emergency Repairs: 07500 722 202

Gas Leak: 0800 111 999

Security: 07393 195 748

Police: 999

Four Million Homes Keeping Warm

Offers free training to help social housing residents understand their rights, improve building safety awareness, and feel confident raising concerns.

Sessions are free and cover practical guidance, support, and ways to engage with landlords.

<https://www.fourmillionhomes.org/>

As temperatures drop, please check your heating is working and report any issues promptly.

Use curtains to retain heat and block drafts.

If you're struggling with energy costs please contact us, we can guide you to available support and advice.

Wednesday AM Office Closure

The office will continue to be closed until 2pm every Wednesday morning as we enter into 2026.

This allows staff time to complete additional training in order to ensure they are in the best possible position to support with enquires from the our tenants and the community



Pest Control

Keeping gardens tidy of rubbish helps prevent pests and supports a healthy, pleasant environment for the whole community.

Overgrown or neglected areas can attract rodents and insects. By taking care of your own outdoor space and encouraging neighbours to do the same, the whole village benefits.

We continue to employ pest control on a weekly schedule to help combat the issue. However its only through working together that pest control can be managed.

RENT

Even during the festive season, it's important to keep up with rent payments. Staying on track helps avoid arrears and protects your tenancy.

Planning ahead can make managing payments easier, and if you are worried about being able to pay your rent, please get in touch with the office.

Community Spirit

The festive season reminds us of the importance of community spirit.

Keeping an eye on a vulnerable neighbour or spotting someone being unexpectedly absent can make a real difference.

Early attention helps ensure everyone's safety and wellbeing, fostering a caring, connected community.

Making The Most Of Your Porch

Many ECBHA homes have porches, these can often be an overlooked part of the home, but how can the most be made of these small spaces?

Our top tips:

- Clever storage systems can help make the most of the height as well as the limited floor space
- Installing blinds or frosted film can increase privacy
- Porches are unheated so they're prone to damp, leaving damp shoes and coats in a porch may lead to mould.
- Sealing the door between your porch and main living space will help to keep the warm inside as your porch is not insulated
- Porches are usually the main entrance to the home and can be a great welcoming focal point, e.g hanging baskets in the summer and festive decorations in the winter. Studies suggest that ensuring a home has a welcoming first impression can positively impact on mental health and wellbeing.

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

Please also note the office will be closed 24th December 2025, reopening 5th January 2026.

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

Over the Christmas period, please remember to keep your home and cars secure.

Any suspicious behaviour should be reported promptly.

Remember If you require security support during this time or over Christmas, you can contact via the numbers below.

Police Emergency – 999

Police Non-Non Emergency - 101

ECBHA Security Service:

Nationwide Security -07393 195 748

Rough Sleepers

If you see someone sleeping rough please contact Whitechapel to ensure no one sleeps on the streets of Liverpool for a second night.

You can call 0300 123 2041 for free 24/7, or fill in a form on their website. Just google “Whitechapel Always Help Available”



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: 07393 195 748

Police: 999