

ELDONIANS

Christmas Briefing 2024

ELDONIAN
COMMUNITY BASED HOUSING ASSOCIATION
PROMOTING SUSTAINABLE COMMUNITIES

Merry Christmas & A Happy New Year

Dear Residents,

As the festive season approaches, I wanted to thank you for your help and support over the last 12 months. It has been a busy year at ECBHA with an ongoing focus on becoming compliant with the Regulator of Social Housing Regulatory Standards which will continue into 2025. I would like to wish you all a very Merry Christmas and all the best for 2025.

Kindest regards, Shirley, CEO

My Home Portal

Repairs can be reported and monitored through our new website and MyHome portal. This will allow you to access your account 24 hours a day, 7 days a week.

However, Emergency Repairs should still be reported via phone. To sign up to the new portal please contact the office

Staff Training

The office will now be closed for training every Wednesday morning from 9am until 2pm.

Emergency repairs can still be reported via the emergency line 07779 111 375.

Christmas Opening Hours

The office will be closing Tuesday 24th December at 12:00pm to allow staff to enjoy the festive season. We will be reopening Tuesday 2nd January at 08:30am.

Non-emergency repairs can still be reported via the portal or to repairs@eldonians.org

Join us for our kids Christmas Party

Join us on Monday 23rd December for an evening of festive celebrations with presents for all the little ones @ The Tony McGann Centre between 3pm til 5pm



MUSIC ❄️ GAMES ❄️ FOOD ❄️ TREATS ❄️ JUMPERS

Tenant Scrutiny Group

Scrutiny Group applicants have been invited for initial meetings with the panel with the aim to have the Scrutiny Group inducted in early 2025 ready to undertake the first scrutiny action in February/ March of 2025

Damp and Mould

Christmas is a time for gathering with family and friends but did you know that each person contributes the equivalent of 10 glasses of water into the air each day. This condensation helps to create damp and mould so it is important to properly ventilate your home, use your extractor fans liberally and try to open the windows or back door for at least ten minutes per day

We received a call earlier this year from a tenant who had issues with damp and mould in their kitchen. Our contractor was able to attend within three days to treat the issue. They were also able to identify the causes and opened the trickle vents and turned on the extractor fan at the socket.

Out of Hours Emergency Contacts



Emergency Repairs:

07779 111 375

07500 722 202

Gas Leaks

0800 111 999

Emergency Police

999

Non-emergency Police

101

Repair Time Frames

Emergency (24hrs) Repairs

Repairs that could endanger life or property - the purpose is to remove the danger within 24 hours. All associated works will normally be completed within 5 days. These include gas leaks, serious electrical faults, burst pipes, and loss of water or all forms of heating.

Urgent (5 Working Days) Repairs

All repairs that may cause discomfort, disruption or further deterioration to property. Types of urgent repairs include direct water penetration, faulty heating systems, loss of hot water, minor electrical/ plumbing works.

Routine (15 Working Days) Repairs

Repairs that are not affecting the health, safety or security of resident or property and don't prevent the reasonable occupation. Types of routine repairs include plastering, repairing/replacing internal joinery and fittings.

General (40 Working Days) Repairs

Jobs which take in excess of 15 days e.g. major adaptations or none routine repairs such as renewing fencing (however removing danger if fencing collapses is likely to be Cat 1 or 2) or discretionary repairs which it is not the Association legal responsibility to carry out, but may agree to do e.g. unblock sinks for elderly or disabled residents.

Final Estate Walkabout of 2024

Our final estate inspection of 2024 will take place on Monday 23rd December at 10am. We will proceed from the office towards Eldonian Way. Afterwards we will regroup in the office with hot chocolate and mince pies when to go through issues in an open forum. 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.

