

OCTOBER 2020



Elim Housing

NEWSLETTER.



Image courtesy of Ocean Media.

WELCOME!

Welcome to the Elim Newsletter. From now on, a newsletter will accompany your quarterly rent statement. We will use it to share news with you and draw your attention to more in-depth information that can also be found on our website, www.elimhousing.co.uk.

As ever, if you have any queries about the rent statement you have received, you can get in touch with your Housing Officer by following the contact details on this page.

A GREETING FROM OUR NEW CHIEF EXECUTIVE

I am writing to introduce myself as the new Chief Executive of Elim Housing. I had hoped to come and visit as many of our tenants and other customers as soon as possible but COVID has meant it is difficult for me to get out and see you safely just yet.

I have worked in housing for over 30 years in a range of roles and organisations including two Housing Associations. I have also been the Chief Executive of 2 national charities and most recently was the lead Council Member for Housing at Bristol City Council.

I grew up in council housing and my mother is still a housing association tenant. As well as a housing qualification I also have a degree in astrophysics, which I'm sure will come in useful one day. I am keen to ensure that Elim provides excellent housing and maintenance services for you and that you can help us improve the services we provide.

Over the coming months we will be doing more to give you a say in what we do and I hope you can find the time to let us know what you think and what you want. I also hope that it's not too long before we are back to normal and I can meet you in person.

If you would like to contact me direct my email is:
P.Smith@elimhousing.co.uk.

I look forward to meeting you soon. Stay safe and keep well.

Paul Smith

CONTACT US

By Post

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COVID- 19 UPDATE

As we head into Winter, an increase in cases of Covid-19 has led to the government introducing a three-tier system for social restrictions in the UK. Throughout the pandemic, we have strived to ensure that we continue to deliver services wherever possible and we will continue to take this approach.

We will continue to use our website to update residents with any changes to service delivery as a result of the pandemic. We understand that these are challenging times for everybody but that some people are affected more than others. The Office of National Statistics has confirmed that redundancies are growing at the fastest rate ever recorded. Behind this statistic and others like it are hundreds of thousands of households who are concerned about their financial security and their future.

If you are at all concerned about your ability to pay your bills over the coming months, please speak to your Housing Officer. We have already helped many residents access benefits and signposted others to specialist advice services in their area. We are committed to offering our residents the support they need to feel safe and secure in their homes.

CLEANING AND GARDENING SERVICES

Elim has begun the process of procuring new cleaning and gardening contractors to take over from Centigen in April 2021. We are keen to involve our residents in this process so that their views are heard and their experiences taken into account. We will be getting in touch with over 50 residents to speak to them not only about the service that they have been receiving but also to discuss the service that they would like to receive in the future. At this early stage in the process, we are developing the specifications for the cleaning and gardening services. You can find copies of the draft specifications on our website.

We would like to hear from residents currently in receipt of either a cleaning or gardening service with their views on these specifications. Is there anything you would like to include? Anything that you think should be removed? Any points that you think require more emphasis? You can give us your feedback at info@elimhousing.co.uk. Please put 'Cleaning and Gardening' in the subject field.

THE ELIM PROPERTY STANDARD

What is the Elim Standard?

The Elim Standard has been developed to make sure that all homes owned by the Elim Housing Group meet the same property standard. This standard will exceed the requirements of the Government's Decent Homes Standard, and sets out Elim's commitment to providing good quality, well-maintained properties that our customers are proud to call home. The full version of the Elim Standard can be found on the 'Your Property' section of the Elim website.

What will the Elim Standard mean to you?

The Standard will become the new measure for all the properties we own. It will set out the condition that you should expect from your home, and we will ask you to tell us if your property does not meet this standard. We are not able to apply the same standard to properties we manage on behalf of other organisations, but we can work with the owners of these properties to make improvements, with their approval.

The Stock Condition Survey and The Elim Standard:

As you will be aware a stock condition survey is currently being undertaken to assess the current condition of our property and to identify works and improvements required to bring these properties up to this standard. It is then planned to carry out these works over the next 5 years to bring properties that do not currently meet this standard up to the Elim Standard.

It is therefore very important that you provide access to allow us to carry out the stock condition survey in your home, as without it replacements of kitchens and bathrooms etc cannot be planned and your home may not be brought up to the standard.

NEW OPERATING POLICIES

Over the coming months, we will be implementing a number of new or revised operating policies. and we would welcome resident feedback. New policies can be found in the Leaflet Rack section of the website, and those that are open for consultation will be clearly identified. Our new Anti-Social Behaviour Policy is available to read now. Feedback can be sent via info@elimhousing.co.uk.