



JANUARY 2021



Elim Housing

NEWSLETTER.



HAPPY NEW YEAR!

Welcome to our quarterly newsletter. We would like to wish you all a 'Happy New Year' whilst understanding that for many this remains a difficult time.

SERVICE DELIVERY

Over this last year we have developed an understanding of what services we are able to provide and what is most valuable to our residents at this difficult time. We therefore continue to have two members of the Housing Team based at Head Office, to ensure our response to enquiries is as swift as possible.

MAINTENANCE

Our repairs and maintenance services which includes gas servicing, electrical testing, lift servicing, unvented cylinder testing, asbestos management, water management and fire risk assessments are operating as close to normal as possible. We are also continuing our delivery of stock condition surveys which include health & safety risk assessments.

In line with Government guidelines all our staff, consultants & contractors are wearing face masks and working wherever possible at 2m distances. We ask our residents to maintain social distancing when we are in your home, or in any communal areas.....

In some cases, where our contractors have a specific concern about a particular job, they may decide that it cannot be completed at the current time. This will often be to ensure that both our contractors and residents are able to stay safe, and we will discuss this with you.

Where an emergency repair is required, we will be as creative as we can be to get the job done.

CUSTOMER PORTAL

We are pleased to let you know that our new online Customer Portal will soon be on the way! This will mean that you will soon be able to manage your tenancy account online, with self-service tools to check your rent balance, order a repair and update your personal information via a smart phone or website. If you are interested in becoming one of our 'pilot customers' for the new portal, please let us know via info@elimhousing.co.uk.

CONTACT US

By Post

Elim Housing
Units 3 & 4 Pinkers Court
Briarlands Office Park
Gloucester Road
Rudgeway
Bristol BS35 3QH

By Phone

01454 411172
9:00am - 5:15pm, Mon- Fri

By Email

info@elimhousing.co.uk

Online

www.elimhousing.co.uk



ANTI-SOCIAL BEHAVIOUR (ASB)

All housing providers are experiencing increased levels of ASB and Elim have been no exception. If you have concerns about any ASB in or around your home, please speak to your Housing Officer so that we can advise you further. We work with residents and other organisations including the Police to help you feel safe and peaceful in your home, and have undertaken a number of legal cases during the pandemic to protect residents in their homes.

Any reports are treated in strictest confidence. Further details of our approach to ASB can be found on our website www.elimhousing.co.uk

SUPPORT

The pandemic continues to present challenges to many people in different ways, with people's wellbeing affected by the restrictions and the impact on their life and work.

If you are struggling to pay your rent or other household bills, please contact your Housing Officer. We can provide advice and assistance and can refer you for support where needed.



NEW RESIDENT SCRUTINY GROUP

Would you like to become more involved with the way Elim operates? If so, we hope that you will be interested in our new Resident Scrutiny Group, which we are in the process of setting up. The aim of the Resident Scrutiny Group is to bring together a group of up to 10 residents from across our accommodation, and for this group to have a role in a number of different activities that will help develop the way Elim works and delivers services for all its customers. This is likely to involve:

- Scrutiny of our performance information, including resident satisfaction results, health and safety data and our response to customer complaints.
- The opportunity to monitor progress against important customer facing strategies and key parts of our business plan.
- Reviews of new Policies or proposed changes to service delivery.
- Participation in themed discussions so that we can use the Resident Scrutiny Group's views to make recommendations to our Board and senior management teams.

We expect the Group to meet around four times a year, with perhaps an additional time commitment as part of the training and launch process. We are looking at ways to remunerate members of the Scrutiny Group, and equipment will be provided to support membership where it is required.

Due to current circumstances, we may try and hold early information sessions using virtual tools, like Zoom or WhatsApp calls, but we can discuss these arrangements with you in advance.

Further information will be circulated via mail and on our website in early February, but if you would like to find out more about the early plans for this Resident Scrutiny Group, or to express your interest in joining please email info@elimhousing.co.uk.

If you would prefer not to email, you can also call Head Office on 01454 411172 and ask for a call back from Rachel Pinchin. Rachel is our Deputy Chief Executive and she will have a lead role in the set-up of the new group. We look forward to hearing from you.