



JULY 2021



NEWSLETTER.



RESIDENTS' FACEBOOK GROUP

We've recently launched a Facebook group for all Elim residents to join. It's a perfect way for you to offer us your feedback and communicate with each other. We'll share useful documents, surveys and updates via the page and invite you to get involved.

If you'd like to join, visit:

www.facebook.com/groups/elimresidentsgroup

GROUNDS MAINTENANCE AND CLEANING CONTRACTOR

Our new contractor, Ambience, has been delivering services across our stock in the South since April.

If you have any questions about the service they deliver please contact us. We will be updating posters and specifications in blocks of flats soon.

EMPTY HOMES REVIEW

We are in the process of reviewing our management of empty properties for our general needs stock and empty pitches on the Gypsy and Traveller sites we manage. This includes looking at the standard we re-let properties and pitches when they are handed over to you as our customer.

If you have any views on what these standards should include and look like, please contact the office and ask for Sara Bennett.

OPPORTUNITIES AT ELIM

Would you enjoy a rewarding career, where you can make a real difference to people's lives?

We're currently recruiting for a variety of roles at Elim, including a new board member and Supported Housing Officer.

We can offer a supportive and inclusive workplace, where you are encouraged to develop as a professional and as an individual. We are driven by our CARES values, which puts our customers at the heart of everything we do.

Find our vacancies and apply online:

www.elimhousing.co.uk/work-for-us/

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



ELIM PROPERTY SURVEY UPDATE

As most customers will be aware, we carried out a stock condition survey (SCS) of most of our properties between September 2020 and February 2021. We would like to thank everyone who kept their appointments to have their stock condition surveys carried out.

The SCS allows us to assess the condition of our properties and the age of components like kitchens, bathrooms, heating, external and communal area decorations and to enable the ongoing management of our properties. You can find out more on our new Future Maintenance Plans page on the website:

www.elimhousing.co.uk/resident-zone/future-maintenance-plans/

CUSTOMER PORTAL

We are pleased to let you know that our new online Customer Portal is still in the testing stage, but we are hoping to launch the service later this summer. Testing is taking a little longer than planned, but we hope this will mean the system works perfectly when it is available to our customers.

The new portal will enable you 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 computer.

A number of customers have told us that they would like to be 'pilot customers' for the new portal, and we will be in touch with this group soon.

If you would also like to receive an advance log-in for the new system, and the opportunity to join our team for the final stage of the testing process, please let us know via: info@elimhousing.co.uk.

MEET BETH AND HELEN

We've recently had two new staff members join our housing team! Helen Screen started in her role with Elim in June. She is the Specialist Housing Manager, and is responsible for overseeing the Gypsy and Traveller team and the delivery of housing services in shared houses in Bristol.

Beth Valentine is our new Housing Officer and has just started working with us. Beth has responsibility for all general needs and shared ownership properties in Bristol and North Somerset.

Say hello next time you see them!

WOULD YOU LIKE TO INFLUENCE OUR SERVICES AND HAVE YOUR SAY?

We will soon start recruiting for two separate volunteer opportunities. This includes:

- Recruitment of one new committee member to join our People and Culture Committee. This Board committee meets four times a year to review and provide direction on various aspects of our work relating to our culture, staff and customer services. We are recruiting an Elim customer to join this committee as part of our ongoing effort to ensure that our residents' views and insight are sought and used to inform decision-making at every level in the organisation.
- Recruitment for up to ten members of Elim's new Customer Oversight Group. This is a new group, made up entirely of Elim Housing Association customers, that will provide a representative voice to scrutinise our services and hold Elim to account for the decisions that affect the quality of the homes and services we provide. The Customer Oversight Group will have a direct link with our Board and senior staff to ensure that customers are heard and represented. All tenants, leaseholders, shared owners, and anyone who receives a service from us will be able to apply to join this group.

Full training will be provided and you will get the chance to meet new people, gain volunteering experience and develop new work-related skills.

No previous experience is needed, but you will need to have an interest in how services are developed and delivered, and an enthusiasm to improve services for all our customers. We are keen to hear from people across all of our communities so that all needs are met.

To express an interest in finding out more, please email info@elimhousing.co.uk. Further information will also be available on our website in the coming weeks.