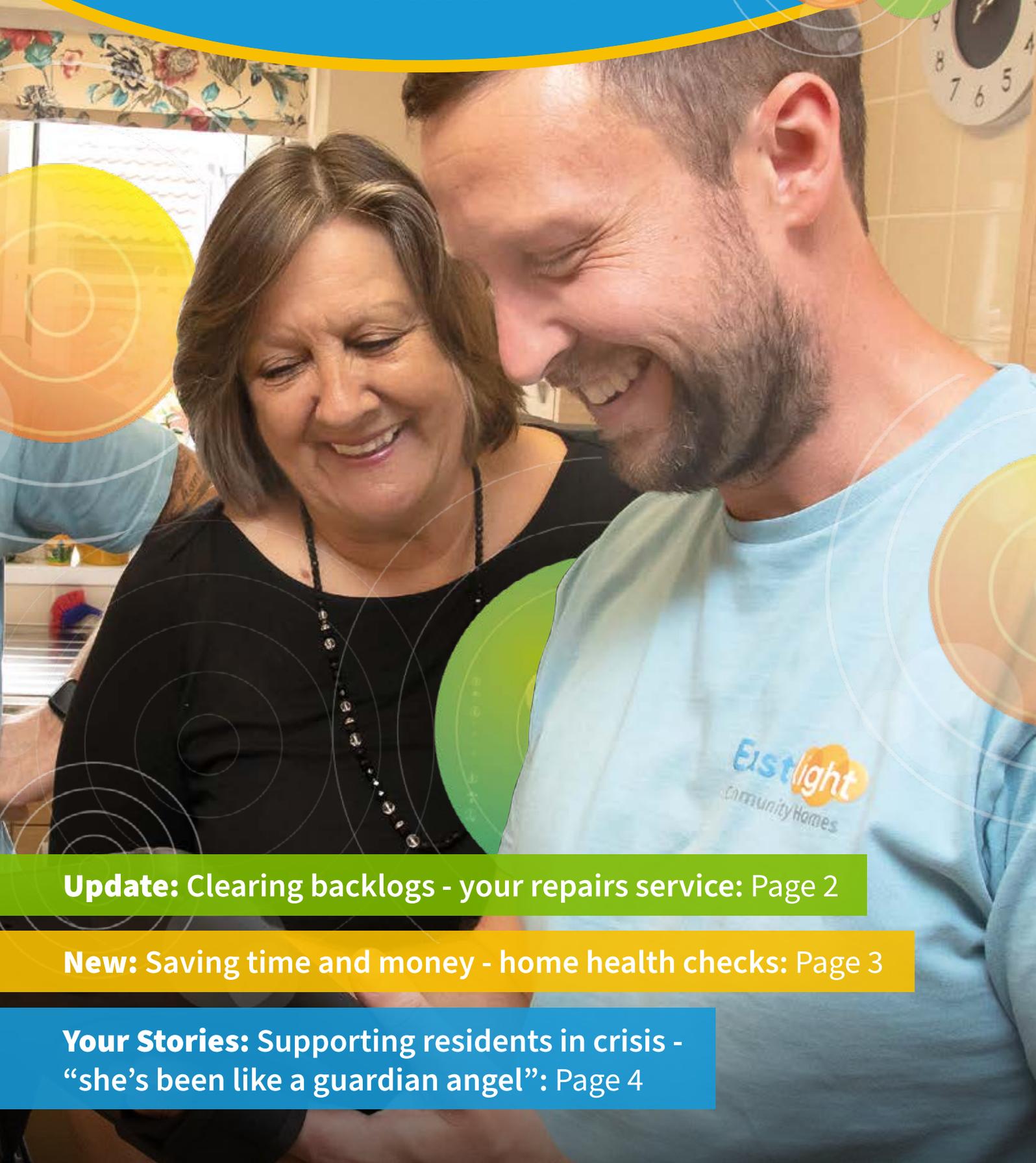


Spring 2022

# Keeping Connected

Your newsletter

**Eastlight**  
Community Homes



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**New:** Saving time and money - home health checks: Page 3

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“she’s been like a guardian angel”: Page 4



## An update on your repairs service

**During late 2021, our Homes Solutions Team increased their resourcing and hours, and have now completed all repairs which were put on hold or delayed as a result of the pandemic.**

We would like to thank all our customers for your understanding during this time. During the various lockdowns and restrictions, we took the difficult decision to focus on emergency repairs only, to keep our residents and our staff as safe as possible.

We understand that you may have felt frustrated at times, as the



service may not have been what you were used to. We very much appreciate your patience.

We are continuing to respond to repairs and other requests, as well as queries as they come in.

The recent storms have resulted in a high number of fencing and other outside repair requests. We have put things in place to reduce the backlog and aim to resume normal service by August.

You can report any repair and maintenance concerns you have in a range of ways, all of which are on the last page of this newsletter.

If your request isn't urgent, and you have internet access, please do contact us online.

This will enable us to respond promptly to phone calls from residents who need to reach us quickly.

## Health checks for your home

**We're delighted to launch our Home MOT service - a one-stop health check for your home to make sure everything is in order and to fix any issues.**

This should reduce the number of times you may need to contact us for repairs, and therefore, the number of times you'll need to be home for our visit.

On some occasions, a return visit might be required but we will always arrange a suitable date and time with you before we leave.

We will be in touch directly when your next MOT is due. In the meantime, if you would like more information just scan the QR code below or head to [eastlighthomes.co.uk/home-mot/](http://eastlighthomes.co.uk/home-mot/).



## Visiting our office

**Eastlight House in Braintree has now reopened to visitors.**



Our staff now work where they need to - in your home, in our communities, at our offices or at their homes. If you would like to visit us, we recommend you book an appointment so we can ensure the best person is there to help you.

If you need to drop keys off to us, please put them in an envelope indicating the address of the garage or property on the outside.

We are continuing with measures to help protect from Covid-19. Please do not visit us if you are feeling unwell.



## Supporting residents in crisis

**We want you to live in a home that's safe, comfortable and affordable for you.**

We understand that life doesn't always go to plan. You may feel like things are getting out of control and you don't know where to turn. Whether it's support for your mental health or more practical help, like learning how to use a computer so you can pay your bills online, we are here to help.

*“She's been like a guardian angel”*

An Eastlight resident went from not being able to move around or leave his home because of excessive clutter, to hosting tea for his niece in his transformed home, after we worked with him to turn his life around.

We became aware that he was struggling when we were unable to visit to carry out a vital electrical safety check. Kelly Phillips, from

**Whether it's support for your mental health or more practical support, like learning how to use a computer so you can pay your bills online, we are here to help**

our Tenancy Sustainment Support team, contacted the resident and discovered he had severe mental health issues, leading to excessive clutter and cutting off contact with other people.

Kelly said: “The resident wasn't able to access his bedroom, kitchen or bathroom. He was living on a small section of the sofa and was struggling to maintain his health and wellbeing.”

Kelly and the resident came up with a plan together that involved working slowly through the clutter and setting small tasks to be

completed by him, as they felt this would be the best approach for him to keep his home clean and tidy in the long run.

Our Eastlight teams and contractors deep cleaned the property, provided new carpets and second-hand furniture, carried out repairs and safety checks, and cut down foliage in and around the property.

*“I'm lost for words. Kelly's efforts have transformed my life. I don't know where I would have been now”*

Kelly said: “Working together, we exceeded our goals. The flat has been cleared, cleaned, decorated and carpeted, and he is continuing to keep it to a nice standard. He is also wearing clean clothes, washing regularly and has had a haircut.”



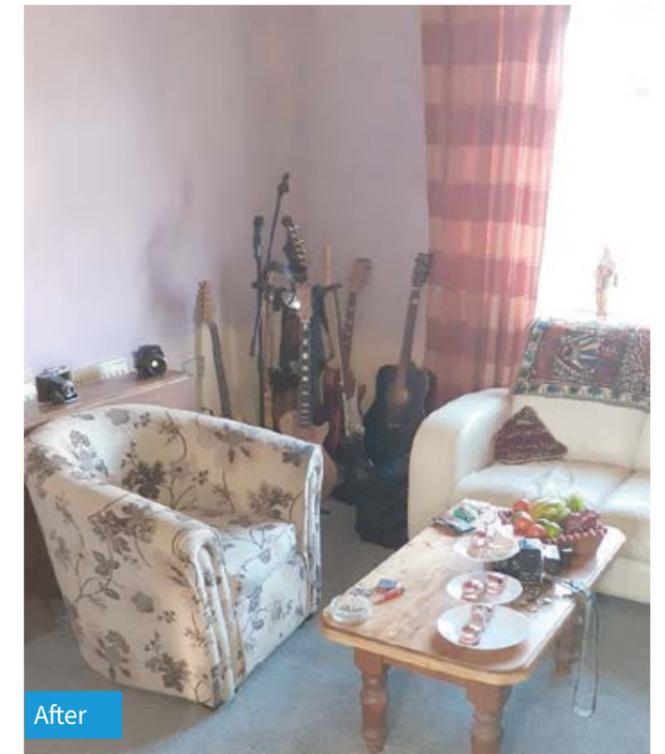
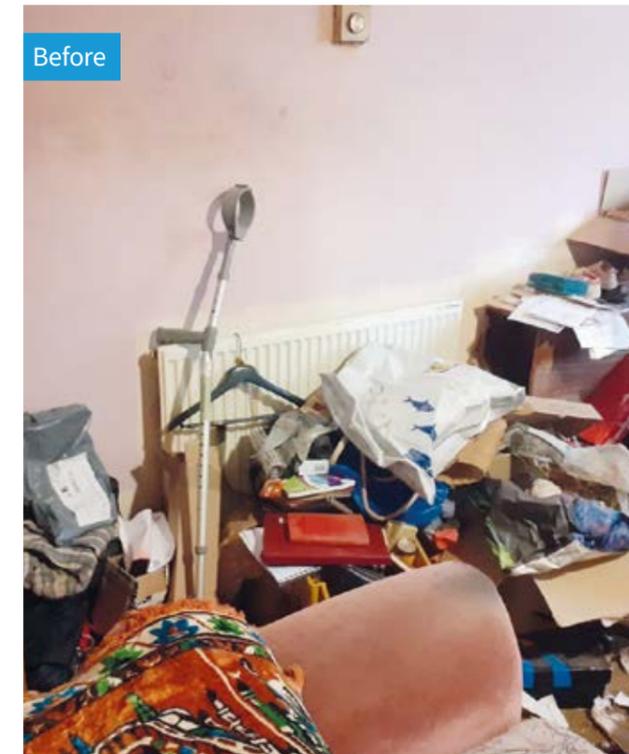
Not only has the customer's home been transformed, but his life too. Not only is he now able to have his niece visit for tea, cooked by him, but he is also engaging with his GP, having therapy, taking medication and has joined the Men's Shed project, which gives

him the opportunity to make friends and share practical skills.

He said: “I'm lost for words. Kelly's efforts have transformed my life. I don't know where I would have been now – I was on a very deep spiral downwards. It's entirely possible that I might not have

survived as I was getting some very dark thoughts. She's been like a guardian angel. The team are marvellous.”

**If you need help or know someone who does, please get in touch using the details on the last page.**



## Support to avoid being scammed

**You may be aware of the rise in fraud and scams since the pandemic began.**

Criminals are taking advantage of the pandemic to advertise fake services or products that aim to exploit you financially or collect your personal information. They typically target people through emails, letters, phone or text, and succeed because they look and sound legitimate.



If you think someone is trying to defraud or scam you, please contact us immediately if it concerns your home and report it to Action Fraud on **0300 123 2040**.

Visit our website for further advice: [www.eastlighthomes.co.uk/extra-support/money-advice/](http://www.eastlighthomes.co.uk/extra-support/money-advice/)

And remember, if it sounds too good to be true, it probably is.

## Tackling anti-social behaviour in your communities

**Everyone has the right to live in a peaceful and safe neighbourhood. We understand the impact anti-social behaviour (ASB) can have on communities, which is why we take all concerns seriously.**

Last year, we worked with our residents, communities and partners to provide support for 731 cases of ASB reported by you.

We've also held events to with the aim of preventing ASB before it happens by working with partners and communities to educate, inform and advise on a range of topics:

### Substance misuse – community event in Witham



Our ASB Team held an event on Allectus Way in Witham on 18 March to give residents advice and support about what to do if they or someone they know is experiencing substance misuse. We were joined by Essex Police and charity, The Children's Society.

ASB Co-ordinator, Sue Colyer, said: "We are aware that some of our residents suffer from substance misuse, which affects their lives and can impact on

their families and the wider community.

"This event was run to give everyone an opportunity to talk to agencies that can provide support."

### Domestic abuse – plays held in secondary schools



Hundreds of students were educated on spotting the signs of domestic abuse after we arranged for educational theatre group, Tic Box Productions, to perform their show *The Bruise You Can't See* at seven secondary schools across Braintree.

Anti-Social Behaviour Co-ordinator, Katee Swallow, said: "This is such an important lesson for students and will help them to recognise any signs of domestic abuse before it is too late. I hope it will help them to sustain healthy relationships in their future and know what to do if they are faced with domestic abuse."

Please visit our website or contact us to report anti-social behaviour.

## Concerned for a fellow resident?

**Do you know an Eastlight resident who is being treated poorly, taken advantage of or injured?**

We can help.

We are here to support our residents who may need help due to their age, a disability or illness and may be having difficulty taking care of themselves or stopping someone else from harming, exploiting or abusing them.

### What is abuse?

Abuse can take many forms and includes:

- Neglect
- Physical
- Financial (controlling finances)
- Sexual
- Psychological/emotional
- Discriminatory
- Institutional e.g. within a care home.

### How can you help?

Please contact us, your local authority or the police, and we will work together to see how we can help.



### Let's meet on your street

**We're launching an opportunity to invite us to your neighbourhood!**

Our **ALL IN** team will be on tour this summer, holding fun Street Meets throughout our communities.

There will be a chance for you to spend time with your neighbours, have some fun and discuss ways to build community spirit – both in your street and your town or village.

**If that sounds exciting, then why not invite us to hold a Street Meet in your community?**

All you need to do is tell us about your community and how you'd like to make it a better place to call home. Email: [community@eastlighthomes.co.uk](mailto:community@eastlighthomes.co.uk) and we'll contact you to arrange a catch-up!

### About ALL IN

All In is your opportunity to roll up your sleeves and make a difference in your community.

Last December, we wrote to you to ask if you would like a conversation about community on your doorstep. An amazing **250** of you replied! Many of you told us that you loved your neighbourhood, but sometimes wished there was more going on in your community. That's why we're planning to hold Street Meets this summer.

You also told us of many bigger social issues, from mental health to the cost-of-living crisis, that you'd like to take on. Our four **Community Teams** will begin creating ideas to tackle many of these issues in June, and we'll share opportunities to meet and work with them soon.

### More new affordable homes

**We are delighted that two new developments, each with homes available at the lowest rent level, are now complete.**

35 Eastlight apartments have been built as part of the Victoria



Square development in Braintree town centre.

The scheme comprises 23 homes for shared ownership (part buy and part rent) and 12 for social rent (55-65% of market rent levels). The development also includes a new hotel, health centre and bus interchange.

Longacre, a new development in Cressing, has 17 Eastlight homes - 10 are for social rent and seven for shared ownership. We also



Eastlight staff and contractors

provided a new storage shed and fencing at the local church to enable their children's group to play safely in the garden.



# Supporting those impacted by war in Ukraine

**Like everybody, all of us at Eastlight have been shocked and saddened by the recent events in the Ukraine. We want to play our part in helping Ukrainian residents who have been forced to flee their homes.**

We will support residents who wish to get involved in the government's 'Homes for Ukraine' initiative. This allows local people who wish to sponsor

refugees, but who do not know anyone personally fleeing Ukraine, to register as a sponsor.

We also match-funded donations given by staff to the Disasters Emergency Committee international appeal, raising more than £4,000.

**To find out more, please visit our website: [www.eastlighthomes.co.uk/ukraine/](http://www.eastlighthomes.co.uk/ukraine/) or contact us.**



**Call:** 0330 128 0330 (local rate)  
**Text:** 07860 024 511  
**Email:** [customer.services@eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)  
**Write to:** Eastlight House, Charter Way, Braintree, Essex, CM77 8FG  
**Visit:** [www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)

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 <https://www.linkedin.com/company/eastlight-community-homes-/>

We really value your comments, compliments and complaints, as they help us to shape the services we provide to you. Please get in touch, any time.

If you need this newsletter in a different format or language, please let us know.



**Eastlight**  
Community Homes