

Winter 2026

# Shine

Your Eastlight residents' magazine

**Eastlight**  
Community Homes

## YOUR RENT FROM APRIL 2026

Find out about your rent increase and the support available.

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## What's a reasonable adjustment?

Everyone's needs, abilities and circumstances are different, and every resident should be able to access our services in a way that works for them.

A reasonable adjustment is a change we can make to remove barriers, whether that is how we communicate, when we visit or the support we provide.

Eastlight will always make best efforts to be flexible and responsive to your needs. If you think an adjustment would help you, please contact us. We will listen and treat your request with care.



Read more in our policy: [eastlighthomes.co.uk/policies](http://eastlighthomes.co.uk/policies)

## Win a £50 voucher for your thoughts



We want to make sure your Shine magazine gives you the right information at the right time. If you have any feedback on Shine, please complete our short survey by Tuesday, 31 March.

It should take no longer than 10 minutes, and you'll be automatically entered into a prize draw to win a £50 voucher. Your views will help us improve your communications. Thank you for taking part.




## HOW TO USE VIDEO DOORBELLS SAFELY

Many people choose to use CCTV or doorbell cameras to feel safer at home. While safety is incredibly important, so is the privacy of others.

If you install CCTV or a video doorbell, you are responsible for how your camera is used, what it records and how footage is stored or shared. Cameras should only focus on your home and must not capture neighbours' homes, communal areas or public spaces.

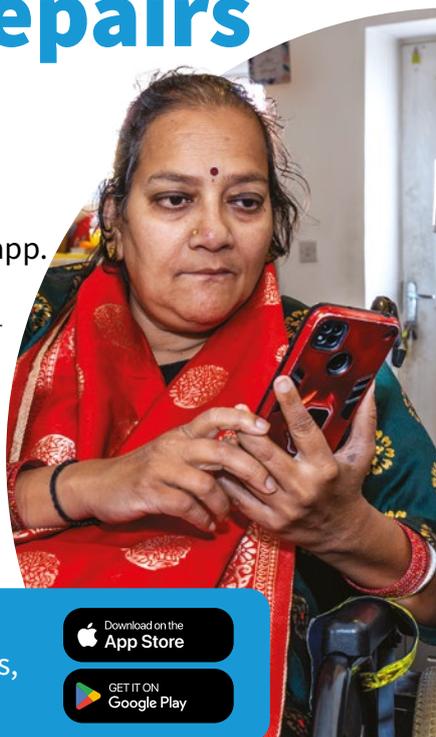
Under data protection law, you may also become a data controller if your device records beyond your home boundary. Therefore, all footage must be captured carefully.

For more advice and guidance, including what to do if you have concerns about your neighbour's CCTV equipment, visit: [eastlighthomes.co.uk/cctv](https://eastlighthomes.co.uk/cctv)

## Use our new app to **report repairs** and more!

You can now contact us anytime, anywhere, through your new **'My Eastlight'** portal and mobile app.

Whether it's to book or change non-urgent repair appointments, check your rent balance and make a payment, report damp and mould or anti-social behaviour, or to send us a compliment or complaint, Eastlight is just a click away.



Search **'My Eastlight'** in the **Apple App** or **Google Play** stores, or visit: [eastlighthomes.co.uk](https://eastlighthomes.co.uk)

Download on the  
App Store

GET IT ON  
Google Play

## HEAR FROM OUR **EXECUTIVE**



*By Jo Barrett, Chief Strategy,  
Governance & Assurance Officer*

Like many housing associations, Eastlight continues to face tough choices in 2026. Demand for affordable homes remains high, particularly at a time when house prices and private rents continue to outstrip local wages. To help meet this need, we're committed to building 200–300 new homes every year.

Many of our existing homes are ageing and require more investment to stay safe, warm and well maintained. This year, we're investing a large amount to improve your homes, and we'll continue to invest at this level in the years ahead.

We're also improving your services, from a more responsive repairs service to better digital access. Alongside this, we're working to make homes more energy efficient, cutting carbon emissions and reducing household bills.

Your rent, set within government rules, funds this work, with any surplus reinvested back into our homes and services.

Despite the challenges, our commitment remains the same: to provide the homes and services you deserve.



# HOW YOUR RENT IS CHANGING THIS APRIL

## ON 1 APRIL 2026, YOUR RENT AS AN EASTLIGHT TENANT WILL INCREASE BY 4.8%\*.

**W**e know that any change in rent can feel challenging and may impact your household budget. If you're worried, or finding it difficult to manage your payments, please reach out to us. We're here to listen and support you.

By the middle of March, your rent increase letter and leaflet will confirm the amount you need to pay and the types of support Eastlight and our partners can offer.

**You won't lose your home if you're struggling to pay your rent.** All we ask is that you reach out early and work with us to manage any arrears you have together.

*\*If you're a shared owner, your rent will change based on your lease agreement with Eastlight.*

## WHY HAS YOUR RENT GONE UP?

The Government decides the most rent can go up by. This year, the limit is 4.8%. This is worked out using the Consumer Price Index (CPI), which shows how much the cost of everyday things like food, gas and travel has gone up, plus an extra 1%.

Our Board agreed to the rent increase by following the Government's rules. The Board includes Eastlight residents and members of the Customer Influence Committee.

As a not-for-profit housing association, every £1 we receive goes back into the services you want and need. However, rising costs have affected how we deliver the services you depend on, like repairs to your home, essential safety checks and estate improvements.

Your rent is essential in helping us continue providing this support. It also allows us to

keep improving services, respond quickly when things go wrong, and fund projects that make a real difference to you and your neighbours.

## I'M WORRIED ABOUT PAYING MY RENT. CAN I SPEAK TO SOMEONE?

Yes, our Customer Services Team are on hand to support you. They can provide clear guidance, answer questions and signpost you to additional support if you need it. Please call us on **0330 128 0330**.



For more information on your rent, visit: [eastlighthomes.co.uk/my-rent](https://eastlighthomes.co.uk/my-rent)



For financial support and more, visit: [eastlighthomes.co.uk/extra-support](https://eastlighthomes.co.uk/extra-support)

## FAIRER, CLEARER SERVICE CHARGES

A service charge is an additional payment you may make to cover the cost of services you receive to your home or that benefit your building or estate – like communal cleaning and lighting, repairs to shared spaces, and grounds maintenance.

If you pay a service charge, you may see some changes in your rent letter on how your costs have been calculated.

Until now, many charges have been based on the previous year's spending, which can lead to outdated figures. We've listened to your feedback, and we're now setting service charges based on estimated costs for the year ahead, providing a clearer, more accurate view of expected spending.

We're also looking to:

- Strengthen our oversight of managing agents
- Complete regular checks so your services match the needs of your neighbourhood
- Improve how we manage contracts and utilities
- Review the maximum amount service charges can go up each year, so your costs stay fair and consistent.

→  
Eastlight residents,  
Christine & Hugh  
outside their home

### WHERE DOES YOUR RENT MONEY GO?

Every part of your rent money goes back into improving your services and investing in your communities, so you can live happily in your home and neighbourhood. This includes:



Carrying out more than  
**40,000** repairs in  
your homes



Completing more than  
**10,000** gas inspections



Replacing around  
**500** boilers



Building  
**310** new homes in  
local communities



Want to keep track  
of your rent payments?  
Download our  
payment plan here



If you have any questions about your service charges, please contact us. Visit our website for more information: [eastlighthomes.co.uk/about-service-charges](https://eastlighthomes.co.uk/about-service-charges)



# HOW YOUR EASTLIGHT TEAM IS WORKING FOR YOU



Your Eastlight Neighbourhood Leads

## EVERY EASTLIGHT RESIDENT NOW HAS A NAMED NEIGHBOURHOOD LEAD RESPONSIBLE FOR YOUR HOME AND LOCAL AREA.

**T**hey are here to make it easier for you to get help, have your questions answered and make improvements to where you live.

You can find more information about who your Neighbourhood Lead is and the support they can provide on our website:

**[eastlighthomes.co.uk/eastlight-team](http://eastlighthomes.co.uk/eastlight-team)**

Since launching your Eastlight Team in December, we've already started to see some significant improvements. Neighbourhood Lead, Farran, said:



**Meeting and getting to know residents in my patch, Ipswich, has been such a highlight so far. Our teams and partners are working faster to resolve residents' issues or concerns, and I really enjoy being the person any one of my residents can come to for support."**

This year, we'll be hosting events in your neighbourhoods.

It's a chance to meet your Eastlight Team, find out more about the services available, and share your ideas to help shape your community. Keep an eye out for details coming soon!

Your Eastlight Team is here for you. Whether it's a question, a concern or an idea, get in touch and let us know your thoughts. We're ready to listen and help.

### HOW TO CONTACT YOUR NEIGHBOURHOOD LEAD

If you need support, start with our Customer Services Team. They can answer most queries straight away. If not, they'll put you in touch with your Neighbourhood Lead.

Call us: **0330 128 0330**

Email: **[customer.services@eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)**

### INTRODUCING OUR NEW HEADS OF HOUSING

We recently welcomed two senior leaders who are responsible for ensuring your services are shaped by the things you care about.



**Tamara, our Head of Housing – Neighbourhoods,**

steers our team of Regional Managers and Neighbourhood Leads, making sure you get all your support in one place.

**"I'm looking forward to creating Neighbourhood Teams that are visible, trusted and equipped to respond to the needs of each community."**



**Claire, our Head of Housing – Operations,**

leads our specialist teams which can help whenever you need more focused support, like handling anti-social behaviour or managing your rent.

**"I can't wait to strengthen how we work, whilst building better relationships and being more accountable to residents."**



# SIMPLE STEPS TO PREVENT CONDENSATION IN YOUR HOME

**WE KNOW DAMP AND MOULD IS A BIG ISSUE FOR MANY RESIDENTS, AND OUR HEALTHY HOMES TEAM IS HERE TO SUPPORT YOU IN MANAGING IT.**

**T**hroughout the colder months, you're more likely to experience condensation in your home – this is normal and common.

However, if left unmanaged, it can lead to damp and mould.

If you are struggling to heat your home, please get in touch. We'll find the right support for you.

## WHAT IF IT'S DAMP OR MOULD?

If condensation has escalated, or you spot damp and mould in your home, please report it to us.

We'll investigate all cases of damp and mould within 14 calendar days, or 24 hours if it's an emergency issue.

## GET IN TOUCH



[portal.eastlighthomes.co.uk](https://portal.eastlighthomes.co.uk)



0330 128 0330  
(local rate)



[eastlighthomes.co.uk/damp-mould](https://eastlighthomes.co.uk/damp-mould)

## HERE ARE SOME SIMPLE STEPS TO REDUCE CONDENSATION FROM BUILDING UP IN YOUR HOME:



**Open your windows for 5-10 minutes each day**, even if it's a little chilly out. This can help moisture escape and fresh air to come in.



**Make the most of your window vents** to let in a steady flow of air.



**Use extractor fans when cooking or bathing, keep lids on pans when cooking, and avoid drying clothes on radiators** to stop moisture in its tracks.



**Keep your home at a steady temperature** (we recommend between 18 and 21 degrees Celsius).



**Wipe away condensation** using a dry cloth as soon as you see it, especially in the morning.



# SEE IT, STOP IT!



## HOW YOU CAN HELP EASTLIGHT PROTECT OUR HOMES AND COMMUNITIES FROM FRAUD.

**E**astlight is committed to making sure our homes are lived in by people who need them most. Tenancy fraud puts this at risk. It takes homes away from the thousands of families waiting for a home they urgently need, and it reduces the money available to invest in our services and build new homes.

Fraud also affects residents directly. It can lead to overcrowding, unfamiliar faces coming and going, and less stable neighbourhoods. By working together to tackle fraud early, we can help create safe, sustainable communities where people feel secure and can thrive.

### WHAT IS TENANCY FRAUD?

Tenancy fraud happens when someone lives in a social home without the right to do so. This can include getting a home by giving false information or leaving a home empty while living elsewhere.

It is a criminal offence and can lead to losing the home, a fine or even prison.

### WHAT ARE THE SIGNS TO LOOK OUT FOR?

- A home left empty for long periods, with no sign of the resident returning
- Someone renting out their own home, including for short stints online (for example, on Airbnb)
- The resident selling their keys or passing them onto someone else
- Different people staying there all the time, with the resident rarely seen
- Someone claiming a home after a death when they didn't already live there.

### NOT SURE IF SOMETHING IS WRONG?

Most residents and their neighbours use their homes exactly as intended. Entertaining visitors, being away on holiday, or having family members and

others around are all part of normal day-to-day life.

**Our focus is only on cases where homes are deliberately misused**, preventing others in genuine need from getting housing.

If you are ever unsure about something, please talk to us. We will always work with you to explain, support and put things right.

### WHAT SHOULD YOU DO?

If you notice suspicious activity or believe one of our homes is being used fraudulently, please tell us. You do not need proof, and you can report concerns confidentially.



**fraud@  
eastlighthomes.co.uk**



**eastlighthomes.co.uk/  
fraud**

# WHY YOU SHOULD BECOME A RESIDENT MEMBER

**OUR RESIDENT MEMBERS CHARTER IS OUR LONG-TERM PROMISE TO PUT YOUR VIEWS AT THE HEART OF OUR DECISION-MAKING.**

The Eastlight Community Gateway Circle has a range of opportunities for you to get involved in and have your say, such as through scrutiny and service improvement programmes, the Active Residents Network and our community-based Eastlight Resident Groups.

The Charter gives you the chance to hold us to account, communicate with us about what is and isn't working, and share ideas on how we can improve the way we work for everyone.

## WHY SHOULD YOU GET INVOLVED?

If you like making a difference and collaborating with others to create better outcomes, then becoming a Resident Member is for you.

Over the past year, hundreds of residents got involved with shaping how we work.

This included:

- **Codesigning and testing the My Eastlight portal** – making sure it's easy to use, accessible and has the features you need to report important issues
- **Participating in our Kitchen Workshop** – suggesting improvements to drawer space, flexible handle options and practical cupboard and kitchen design
- **Engaging in scrutiny sessions** – providing thoughts and feedback on our complex repairs and service charge programmes
- **Reviewing and updating our policies** – such as Damp & Mould, Repairs, Rent and Reasonable Adjustments.

## COME ALONG TO OUR CHARTER EVENT

In April, we're hosting an event to celebrate a whole year of you getting involved through the Charter. Not already a Member?

RESIDENT MEMBERS CHARTER

A Resident Member at our Charter launch event



This is your chance to come along, learn more and shape Eastlight for the better.

To make sure you receive an invite, sign up to become a Resident Member today. We'll be in touch to make sure you have the details you need: [eastlighthomes.co.uk/get-involved](http://eastlighthomes.co.uk/get-involved)

We hope to see you soon!



Watch this video on our recent complex repairs scrutiny workshop





## MEET YOUR NEW **CUSTOMER INFLUENCE COMMITTEE** MEMBERS

**OUR CUSTOMER INFLUENCE COMMITTEE (CIC) PLAYS A VITAL ROLE IN HOLDING EASTLIGHT TO ACCOUNT AND ENSURING RESIDENTS CAN INFORM KEY DECISIONS AT THE HIGHEST LEVEL.**

**W**e're pleased to welcome our newest CIC Members, Jo and Julie, who will be working with us to represent your views across our organisation.



### **JO JONES**

**With more than four decades of public sector experience across the NHS and children's services, Suffolk-based Jo brings a blend of data expertise and lived experience to her new role on the CIC.**

“Social housing entered my life at a moment of real crisis,” Jo explains. “At 55, I needed stability for my teenagers, and getting a safe home through Eastlight changed our outcomes completely.”

An Eastlight resident for nearly seven years, Jo wants to ensure every community feels represented. “Suffolk has its own character, and it's important that residents feel heard. Sometimes, as an older woman, you can feel overlooked – but you're never too old to learn new tricks.”

With a background in data and service improvement, she's keen to strengthen how Eastlight uses information to make better decisions for residents. She's also passionate about helping younger people understand why social housing matters more than ever.

Jo is excited to work closely with other residents and our colleagues in 2026 and beyond. “I'm really looking forward to the 360-degree feedback – bringing together residents' experience and staff insight – to help Eastlight keep improving and become the organisation it aspires to be.”

**I'm really looking forward to... helping Eastlight keep improving.”**

## JULIE PARKER

**With extensive public sector and housing experience, Braintree-based Julie brings a sharp focus on customer experience and championing resident voices.**

“I decided to join Eastlight as a Committee Member so that I could get a better understanding of the organisation’s inner workings, including how changes and new policies are proposed, discussed and implemented.

“I also wanted to contribute to top-tier conversations and be a voice for residents – particularly Shared Owners, who can sometimes feel a little left out.”

Every CIC member has a designated part of Eastlight’s business to monitor, and Julie is keen to find out which service area she’ll soon be responsible for overseeing. “It will allow me to build relationships with the relevant team and gain a full understanding of their day-to-day tasks and challenges.

“I’m excited to help the CIC continue being a voice for residents. I want to ensure everyone is heard and that anything that may impact us is fully considered from all angles, so that fair and informed decisions can be made.”



“I’m excited to help the CIC continue being a voice for residents.”

**WELCOME**

**Jo and Julie!**  
**We’re delighted to have you on board and can’t wait to see the positive difference you’ll make.**

**LOOKING FOR OPPORTUNITIES TO GET INVOLVED?**

If you want to have a say in the decisions that affect your home and community, we have a range of activities and programmes that you can get involved in, depending on your level of interest, time commitment and requirements.

 See more about what’s coming up here: [eastlighthomes.co.uk/get-involved](http://eastlighthomes.co.uk/get-involved)

# STEP INTO HOUSING

**THINKING ABOUT A CAREER IN HOUSING? START YOUR JOURNEY THIS APRIL, WITH THE EASTLIGHT RESIDENT WORK EXPERIENCE PROGRAMME.**

If you're curious about what goes into creating safe, comfortable homes – or want to gain practical experience in a supportive environment – our Dale Butcher Resident Work Experience Programme could be the ideal way to get started.

You don't need previous experience, just an interest in developing new skills and exploring a potential, future career in housing.

## WHY JOIN?

Named in honour of past Board Member and Vice Chair of Eastlight, Dale Butcher, this flexible work experience programme gives you the chance to spend time with different teams across our organisation and learn how our homes are built, maintained and managed.

You'll also get:

- Hands-on learning with a dedicated mentor who will support you throughout your time at Eastlight

- Access to training courses and e-learning to grow your knowledge, skills and confidence
- A fully funded entry-level Chartered Institute of Housing qualification (only for those aged 18 and over)
- All your travel and food costs covered
- A Certificate of Achievement, presented by Dale Butcher.

Last year, resident Wendy took part in the programme. She said:

“

**I was terribly nervous on my first day, but everyone was so patient, kind and accommodating. Going on site visits, seeing repairs and new homes taking shape, and understanding how hard everyone works was inspiring.**

**“It was the highlight of my week and has made me seriously consider a future career in the housing sector.”**



Previous trainee, Wendy

## THE PROGRAMME

**Time commitment:** Four hours, on one day per week

**Duration:** Around six months

**Location:** Eastlight House, Charter Way, Braintree, CM77 8FG (plus site visits)

**Support:** A friendly, helpful mentor throughout the programme.

## IMPORTANT DATES

**02-20 March:** Register your interest

**23-30 March:** Interviews and selection process

**06 April:** Programme starts.

This opportunity is open to Eastlight residents and their household members.

## APPLY NOW



**careers.**  
**eastlighthomes.co.uk**

# A SAFE HOME FOR IVAN



Eastlight resident, Ivan

## IVAN ENGLISH HAS BEEN THROUGH MORE THAN MOST.

Having lived with health problems for many years including kidney failure, Ivan (53) has spent a lot of time in and out of hospital. Between 2020 and 2024, he had nine heart attacks, which led to a quadruple heart bypass that helped to save his life.

But later that year, Ivan fell seriously unwell again with an infection in his foot. In 2025, doctors had to make the difficult decision to amputate his foot so he could survive.

After a long stay in hospital, it became clear that his previous home no longer met his needs. Ivan would have had to crawl up steps, through narrow doorways and around rooms he could no longer access safely. Living independently would have been almost impossible with his new wheelchair.

That's when Maldon District Council and Eastlight worked together to help.

After spending a few months in temporary accommodation, Ivan was pleased to move into a

wheelchair-accessible Eastlight bungalow in Maldon in October last year.

Ivan now feels safe and comfortable in a home that works for him, regaining a sense of independence and confidence after a very difficult period. He's also just a short journey away from the hospital where he goes for dialysis and other appointments, meaning less travelling, less stress and more energy to focus on his health and recovery.

Ivan said: "The move was easy due to the keys being left in a key safe, and the Eastlight staff who helped me were nice.

“Keep getting out of bed. You've just got to keep going.”

“My Neighbourhood Lead showed me around my new home and made me feel welcome.”

Ivan has also found support close to home. His mate's mum and dad also happen to live opposite and have recently helped him with the small but important things, like taking his curtain hems up and lending a hand with paperwork.

For anyone going through a hard time, Ivan has a simple, but honest message: “Keep getting out of bed. You've just got to keep going.”

### IF YOUR NEEDS CHANGE

We know life can change suddenly. If your home is no longer right for your needs, please get in touch with Eastlight. We will listen and see what we can do to help.



[www.eastlighthomes.co.uk/find-a-home/](http://www.eastlighthomes.co.uk/find-a-home/)

# GANGSTA GRANNIES

A FORCE FOR GOOD IN CLACTON SCHEME



Duo, Paula and Maddie

**WHEN LONG-TIME PALS, PAULA AND MADDIE, SNIFF OUT EVEN A WHIFF OF TROUBLE IN THEIR HOUSING FOR OLDER PEOPLE SCHEME IN CLACTON, THEY'RE ON THE CASE AND ON THE PHONE TO EASTLIGHT WITHOUT A MOMENT'S DELAY.**

**P**aula and Maddie, who have been neighbours for several years, are always on hand to speak up for their neighbours whenever they need it. From raising heating and lift issues to keeping track of who is coming and going, they help their neighbours feel safe by liaising with Eastlight to get things sorted as quickly as possible.

The duo call themselves the “Gangsta Grannies” – Paula as the “troublemaker” and Maddie as the “peacemaker” (their words, not ours).

Even during our visit to see the legendary pair, a neighbour tells them that his bike has just been stolen. Immediately, Paula and Maddie are offering advice to call the Police, to contact

Eastlight and check CCTV. And this is just the tip of the iceberg for these two – they support their community to reduce anti-social behaviour, including social disagreements, whenever the opportunity arises.

“I do like living here, and when I report issues to Eastlight, it normally gets sorted. Our Neighbourhood Lead, Mavis, is a queen, and we’ve met other lovely Eastlight staff members too, including, Shirley, Kelly and Janette,” says Paula.

“I love Clacton. I wouldn’t want to live anywhere else. We have a



**I do like living here, and when I report issues to Eastlight, it normally gets sorted.”**

little community in the scheme who go and see shows in Brentwood and Southend.”

Paula and Maddie’s neighbours have lovely things to say about them too. Peter describes Maddy as his angel: “She checks in

on me and brings toast with homemade marmalade – she’s wonderful.”

Peter is also hoping Paula will once again make Christmas dinner, saying last year’s was “fantastic”, with several neighbours attending. Paula claims Peter did “a runner” when it came to helping with the washing up, but we don’t doubt she’ll lay on a good spread again this year!

### ARE YOU EXPERIENCING ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour (ASB) is any action that causes harm, distress or alarm to others in the community. It can affect individuals, families and neighbourhoods, making it difficult for people to feel safe and enjoy their homes.



### HERE ARE JUST SOME EXAMPLES OF ANTI-SOCIAL BEHAVIOUR

- Hostility or prejudice towards someone based on a personal characteristic, like their race, religion, sexual orientation or disability. This is a hate crime – and a criminal offence
- Abusive or intimidating behaviour towards an individual or community
- Physical and sexual assault
- Regular loud and persistent noise
- Vandalism, arson and graffiti
- Illegal drug use or dealing
- Negative comments made on social media.

### HOW TO REPORT

Be like Paula and Maddie, and report ASB or Hate Crime to Eastlight.

If a crime has been committed, please contact the Police immediately. Then send us the incident report number and the officer’s name so we can contact them. We’ll then work with you and the Police to agree the next steps.

### GET IN TOUCH



**portal.eastlighthomes.co.uk**



**0330 128 0330**  
(local rate)



**eastlighthomes.co.uk/ASB**



# MAKING A COMPLAINT

**AT EASTLIGHT, WE AIM TO GIVE YOU CONSISTENTLY GREAT CUSTOMER SERVICE.**

However, we recognise that we might sometimes fail to meet your expectations. Please tell us if you're not happy with the service you receive. We will work with you to try and find a resolution.

You can send us a complaint – or a compliment – via the **'My Eastlight'** self-service portal. Simply download our mobile app by searching **'My Eastlight'** in your Apple App or Google Play store, or visit our website.

We also accept complaints over the phone, in-person, by email or letter, and online including social media. Our contact details are below.

Thank you.



Visit [portal.eastlighthomes.co.uk](https://portal.eastlighthomes.co.uk)

Download our app **'My Eastlight'**

Download on the **App Store**      GET IT ON **Google Play**

## Contact us

-  [portal.eastlighthomes.co.uk](https://portal.eastlighthomes.co.uk)
-  0330 128 0330 (local rate)
-  Eastlight House, Charter Way, Braintree, Essex, CM77 8FG
-  [www.eastlighthomes.co.uk](https://www.eastlighthomes.co.uk)
-  [facebook.com/eastlighthomes](https://facebook.com/eastlighthomes)
-  [linkedin.com/company/eastlight-community-homes-](https://linkedin.com/company/eastlight-community-homes-)
-  [instagram.com/eastlighthomes](https://instagram.com/eastlighthomes)



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 magazine in a different format or language, please let us know.

