

Spring 2021

Keeping Connected

With our customers and communities

Eastlight
Community Homes

We're all for one -
and one phone number
for all!

Since Eastlight Community Homes formed in July 2020, we've worked hard behind the scenes to make sure you receive the same consistent quality service. So we're very pleased to announce the following improvements:

NEW contact details

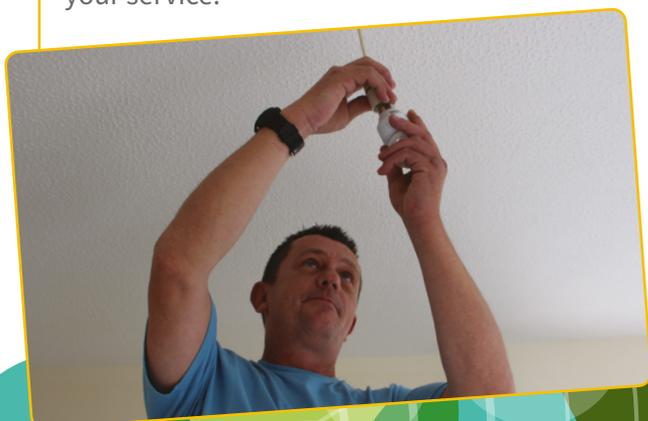
We have one new phone number to reach our Customer Service Team. Our former phone numbers will divert to the team for the time being.

Call: 0330 128 0330 (local rate)
Text: 07860 024 511
Email: customer.services@eastlighthomes.co.uk

ONE repairs service for all

All repairs and planned maintenance work is now being carried out by our in-house Homes Solutions Team! That's nearly 100 skilled tradespeople at your service.

Home Solutions
Eastlight
Community Homes



HANDY Home MOT service

Just like a car MOT, we can carry out a general check of your home and complete a range of minor repairs there and then. This means you'll only have to wait in for one appointment from us.

We'll let you know when your home is due to receive an MOT.

Home MOT
Eastlight
Community Homes

NEW-LOOK vans

Look out for our eye-catching new-look vans in your neighbourhood this summer!



If you are waiting for a repair you do not need to contact us.

We have a record of all work requested and will be in touch in due course. Please bear with us as we work through a backlog of repairs due to the pandemic restrictions.
Thank you for your patience.

Safely resuming your services

We're now safely resuming services in line with the Government's roadmap.

At all times,
we will follow the
Government's
roadmap out of
lockdown

What does this mean for you?

- ✓ We can visit you at your home or outside, if you want us to
- ✓ You can still contact us online or by phone
- ✓ You can book an appointment at either Eastlight House in Braintree or our Colchester office through our Customer Service Team.
- ✓ You will soon start seeing us out and about more, including litter picks and inspecting our blocks of flats to keep them safe.



Please get in touch if you have any questions or concerns.

Opportunity to help your community

Tell us what it's like for you!

As restrictions ease, we finally have the chance to meet up again and connect with our family, friends and neighbours.

NEW!

At the same time, the impact of the pandemic will be felt in our communities for years to come. Sadly, that could mean everything from more job losses and homelessness to a lack of opportunities for young people or isolation among older people.

But together we can get to grips with this, and we're working on something incredibly exciting to do just that.



It's an opportunity for you to come together and work with great people to solve these challenges and make a difference in your community.

This project will be unique. Everything, from the challenges you take on to the solutions you come up with, will be decided by members of the community - and that could include you!

Share your thoughts

To start with, we want to hear from you about your experiences over the last 18 months.

If you feel passionately about your street, your neighbourhood or your community, we'd love to hear from you.

Please answer the following questions and email your responses to:
community@eastlighthomes.co.uk.

1. **How have you and your community got through during the coronavirus pandemic?**
2. **What are the big challenges now facing you and your community?**
3. **What are your hopes for the future?**

Your comments will help shape our plans - and we may contact you to find out more.

Want to hear more about this project in future?

Email community@eastlighthomes.co.uk with the subject: Tell me more!

Building homes that people can afford

All 35 homes in Braintree's Victoria Square development will now be affordable after we bought them from Braintree District Council.

Initial plans would have seen 12 homes offered for shared ownership (part buy, part rent) and the rest sold privately.

The apartments are part of Braintree District Council's regeneration project in the town centre, which will also include businesses, services and amenities.

Eastlight has now built nearly 200 homes since we formed in July and we aim to build 3,800 for people who need them in our first five years.



Charities receive £130,000 funding boost

We've split £130,000 between six fantastic causes through a partnership fund with Braintree District Council.

Here's how the grants will be shared in this latest round:



£26,000

CARA Centre for Action on Rape and Abuse to help people affected by sexual violence.



£12,000

Crossways Church Fellowship to provide a youth group.



£31,832

Braintree, Halstead & Witham Citizens Advice to support disabled people.



£20,000

Action for Family Carers to provide support to young carers.



£30,000

Braintree Youth Project Charity to help employ a member of staff to support young people.



£12,000

Crossroads Braintree and Chelmsford to provide respite support for unpaid adult carers.

NEW!

Eastlight influencers to reflect your views!



Michelle Baker

Seven Eastlight customers have been appointed to work with our Board to make sure we deliver our commitments to you and our communities.

They will ensure that your views influence key service decisions and will aim to improve overall customer satisfaction.

The Customer Influence Committee (CIC) members are:

Michelle Baker

An accountant from Braintree

Marlene Carter

A retired PA living in Tiptree

Steve Blows

A retired delivery driver from Halstead

Michael Gooderham

A service engineer from Hatfield Peverel

Penny Newby

A Business Development Manager from Ipswich

Joanne Farmer

A nurse living in Braintree

Paul Hocker

Director of a children's charity living in Wivenhoe

You will be able to keep up-to-date with their work on our website and in future editions of this newsletter.

Michelle, who will become Chair of the CIC from September, said: "What matters to you is what matters to Eastlight. We want to ensure customers have a say in the services that affect them."

The CIC oversees and checks service standards as well as significant plans and policies which benefit our customers and communities. Members were recruited for the skills, knowledge and experience they would bring and will receive plenty of training and support so they can do their best for you.

Thank you to our Community Gateway Group

The CIC launch follows the final meeting of our former customer-led Community Gateway Group. This group was founded more than 10 years ago to reflect the views of Greenfields Community Housing customers.

Achievements include:

- Ensuring that customers had a choice of colours for new kitchens and bathrooms
- Helping to design the Greenfields Decent Homes Standard
- Agreeing many changes and improvements to services, including setting our Customer Service Standards.

We'd like to thank group members past and present for their valuable contribution to services and volunteering their time.



Because we believe it is important for customers' voices to be at the heart of Eastlight, the CIC is a full sub-committee of our Board, with the same status as the other committees.

Get in touch

Call: 0330 128 0330 (local rate)

Text: 07860 024 511

Email: customer.services@eastlighthomes.co.uk

Write to: Eastlight House, Charter Way, Braintree, Essex, CM77 8FG

Visit: www.eastlighthomes.co.uk



facebook.com/eastlighthomes



instagram.com/eastlighthomes



twitter.com/eastlighthomes



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