

Summer 2026

# Shine

Your Eastlight residents' magazine

Eastlight  
Community Homes

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# Remembering our **Chair, Hattie**



We are deeply saddened to share that our Chair of the Board, Hattie Llewelyn-Davies, passed away in May.

Hattie played a key role in shaping Eastlight into the resident-led organisation it is today, championing resident voice, fairness and inclusion.

Her career spanned more than 50 years across the housing and health sectors, where she transformed support for people experiencing homelessness and promoted the vital link between good housing and wellbeing.

Her legacy will continue to be felt across our homes, services and communities. Rest easy, Hattie.

You can read all about Hattie and her impact on our website: [eastlighthomes.co.uk/news](https://www.eastlighthomes.co.uk/news)

Board Member, Christopher Cheshire, has been appointed Interim Chair, providing experienced and steady leadership during this period.

**Her legacy will  
continue to be felt  
across our homes,  
services and  
communities.**

# A farewell from Emma

“HELLO EVERYONE,

**AFTER EIGHT INCREDIBLE YEARS AT EASTLIGHT COMMUNITY HOMES, I'VE MADE THE DIFFICULT DECISION TO STEP DOWN AS CHIEF EXECUTIVE.**

It has been a real privilege to lead Eastlight – working alongside residents, colleagues and partners to make sure your voices shape our services and decisions. That commitment has always been central to me, to Hattie, and to everyone at Eastlight, and that focus won't change.

I want to say a heartfelt thank you to all of you – especially those who give your time, energy and passion to help us improve. Your views, feedback and experiences will remain at the heart of everything Eastlight does, and I'm incredibly proud of what we've achieved together since becoming Eastlight in 2020.

I also want to reassure you that Eastlight remains a strong, stable and well-led organisation. We are financially sound, and satisfaction with our homes and services continues to improve.

Our teams will keep working closely with you to deliver excellent services, including improving our digital offer

“I want to say a heartfelt thank you to all of you.”

through the My Eastlight self-service portal, increasing the visibility of Your Eastlight Team and neighbourhood leads, and creating new opportunities to get involved through the Resident Members' Charter.

Following my departure, Dan Jones, our Chief Information Officer, will step into the role of Acting Chief Executive while the Board recruits a permanent successor.

He will work closely with our Interim Chair, Chris Cheshire, who has taken on the role following Hattie's tragic passing in May. Together, they will provide continuity and strong leadership during this transition.

Although it is a difficult decision to leave, I do so knowing Eastlight is in a great place and will continue to go from strength to strength, particularly due to your involvement.

Thank you for continuing to work with us, speak up and hold us to account. While I may be moving on, I look forward to seeing everything you and Eastlight achieve together in the future.

Best wishes,

Emma X





## STRUGGLING WITH HEATING COSTS?



Energy bills are rising, but support is available if you're struggling to heat your home.

Speak to us or your local council, or search online for grants and advice. The Government has also provided over £50 million in funding to help low income

households with heating oil – granted by your local authority.

If you need support, please get in touch. We're here to help.



Visit our website for more guidance and advice: [eastlighthomes.co.uk/cost-of-living](https://www.eastlighthomes.co.uk/cost-of-living)

## MEET DAVE



We're really pleased to share that Dave Lockerman has joined Eastlight's Leadership Team as our new **Chief Customer Officer**.

Dave will help to ensure our services are consistent, resilient and rooted in great customer experience.

Dave said: "I'm incredibly proud to be joining Eastlight in such an exciting role. I grew up in social housing, and I know first hand how powerful it is to have a place you can truly call home. That experience shaped my whole career and belief that housing is always about people – not just processes, numbers or units.

"I'm passionate about doing the basics brilliantly – getting things right first time, clear communication, and providing services that residents can really rely on.

"It's incredibly important to me that residents can see the difference their involvement makes. When they give their time and energy, they deserve to know how it's shaped decisions and improved services."

Welcome to Eastlight, Dave!

## Join us this **PRIDE** season

As part of our commitment to the LGBTQ+ Housing Pledge by HouseProud, our LGBTQIA+ networking group, EastPride, is gearing up for a summer of Pride events:

**Thursday, 30 July:** Join a Pride-themed banner workshop with Eastlight & Colchester Borough Homes at the Dragonfly Lounge (Colchester) from 6–8pm

**Saturday, 15 August:** Come to Colchester Pride to meet our teams, learn about our services, and celebrate the LGBTQIA+ community



**Saturday, 22 August:**

Take part in activities and join the march at the Eastlight-sponsored Braintree Pride event!

We'd love to see you.

For more info, visit our website or email [eastpride@eastlighthomes.co.uk](mailto:eastpride@eastlighthomes.co.uk)



# REPAIRS:

## A SHARED RESPONSIBILITY

**DID YOU KNOW THAT EASTLIGHT IS RESPONSIBLE FOR MOST OF THE REPAIRS IN YOUR HOME, BUT NOT ALL OF THEM?**

**W**hile we'll complete the main repairs to your home – like doors, wiring, taps and boilers – some are your responsibility, including ensuring your home is tidy and in a good condition.

**HERE ARE SOME EXAMPLES OF REPAIRS YOU SHOULD LOOK AFTER:**



### BATHROOM

Toilet seats, plugs, chains and shower curtains



### KITCHEN

Plugs, chains, washing machine connections and fittings



### HEATING

Any heating system supplied and fitted by you



### DOORS

Outside locks and lost/misplaced keys, doorbells, chains, name plates\*, and communal entrance keys or fobs



### ELECTRICAL

Light bulbs, including fluorescent tubes and starters, loss of power due to faulty electrical appliances, and your own TV aerial



### PLUMBING

Resetting time clocks and programmers, blocked toilets, clearing gullies and enabling works for your choice of meter.

\*If you're a shared owner, you'll be responsible after the defect period



You can see the full list of repair responsibilities on our website: [eastlighthomes.co.uk/repairs](http://eastlighthomes.co.uk/repairs)



**NEW: 'HOW TO' REPAIR VIDEO GUIDES!**

Ever wanted to know how to unblock your toilet or reset a circuit board yourself? Well, now you can – thanks to dynamic duo, Roy and Matt!

The Eastlight tradesmen feature in our new set of short videos explaining how to do easy fixes around the home, saving you and Eastlight time and money.

Check them out on our website, or scan this QR code with your mobile camera and tap the link.



### NEED TO REPORT A REPAIR?



You can book most non-urgent repair appointments through **My Eastlight portal** and **app**. If your repair is an urgent or an emergency, please call us on **0330 128 0330**.



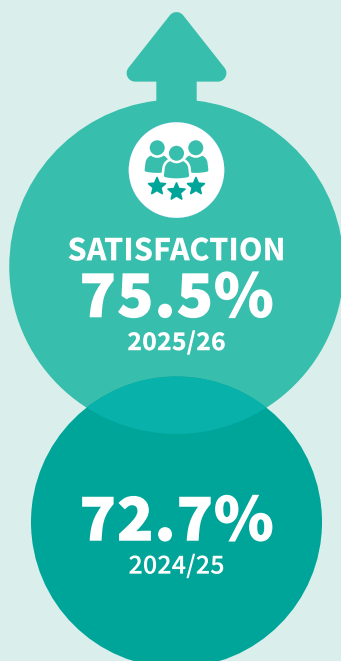
# HOW WE'RE LEARNING & IMPROVING

OVER THE PAST YEAR, 1 IN 10 EASTLIGHT RESIDENTS TOOK PART IN OUR SURVEY TO SHARE HOW SATISFIED THEY ARE WITH THEIR HOMES AND SERVICES.

The survey results – known as the 12 Tenant Satisfaction Measures (TSMs) – allows us to understand what matters most to residents, like clear communication and keeping homes and neighbourhoods well maintained.

After listening carefully to your feedback and taking action on what you told us last year, we've made great progress on every single measure!

## RESIDENTS ARE NOW MORE SATISFIED WITH EASTLIGHT'S OVERALL SERVICE



## HOW WE LISTENED TO YOU IN 2025/26



### NEIGHBOURHOODS & COMMUNAL AREAS

Many of you feel we're making greater contributions to your neighbourhoods (67.3%) and communal areas (66.6%), which both increased by 7.7 points.

Over the last year, we invested almost £2.4 million into your communal spaces – as well as launching Your Eastlight Team, so you now have dedicated contacts who will work with you to resolve any issues or concerns you have about your home and local area.



### COMPLAINTS

More residents think we're handling their complaints better, which rose 8.9 points to 41.9%.

Despite the number of complaints rising, we've used your feedback to streamline complex processes, spending more time addressing root causes and resolving issues earlier.

We're committed to ensuring the services you receive are right first time. We investigated previous complaints and feedback from the Housing Ombudsman to make sure we learn from past mistakes and don't repeat them.



## REPAIRS

Overall repairs reached a high of 80.0%, while satisfaction with the time taken to complete your repair rose to 77.3%.

This year, we worked with Travis Perkins Managed Services to do repairs more quickly and cut down travel time to your home. We've also prioritised older repairs and looked at how we can work smarter through using different technology.



## EASTLIGHT LISTENS TO ME

You also said that Eastlight is listening and truly acting on your views (now at 69.1%).

Last September, we introduced our Resident Members Charter, giving you even more ways to stay connected, influence our services and shape our organisation for the better. Plus, the introduction of Your Eastlight Team allows us to handle multiple issues in your area at once, reducing the number of staff you need to contact to resolve an issue.

Thank you to everyone who shared their experiences, raised concerns and told us where we need to focus. While we're pleased with the progress we've made, we are just as determined to keep listening, learning and improving in the year ahead.

## HOW YOU CAN INFLUENCE OUR TSMS

Independent research company, **Acuity Research & Practice**, contacts a random sample of Eastlight residents every month to ask them about their satisfaction with their home and the services Eastlight provides.

If you're included, Acuity will contact you by phone on **01376 435016** or by email. The survey takes around 10 minutes to complete. Taking part is optional, and you can choose to remain anonymous if you wish.

We may request a follow-up to ask you more questions. This will help us to better understand your feedback and further develop your services. If you agree, Eastlight or Acuity will get in touch.

## SHARED OWNERS SHARE VIEWS



Eastlight shared owner, Charlea, and family

Shared owner satisfaction is progressing steadily, with overall satisfaction increasing from 47.4% to 49.3% in 2025/26.

Shared owners said we are handling complaints better (rising to 34.2% from 23.0%). More residents also said they felt their home is safe, up 2.5 points to 76.9%.

While these results reflect clear progress, we're committed to working more closely with shared owners over the next year to better understand what they need from us to feel happier and safer in their homes and local communities.

If you're a shared owner, we'll soon be sharing more opportunities for you to get involved and have your say. Watch this space!



You can see all the survey results on our website: [eastlighthomes.co.uk/TSM](https://eastlighthomes.co.uk/TSM)

# WHAT DOES YOUR NEIGHBOURHOOD LEAD DO?

**WE WENT OUT WITH NEIGHBOURHOOD LEAD, LIZZIE, TO SEE WHAT SHE GETS UP TO IN A TYPICAL DAY TO SUPPORT EASTLIGHT RESIDENTS.**

**O**ur first stop was to a lovely couple's home who keep their house and garden spotless – there was even the whiff of baking in the air!

The husband was growing frustrated with rats that kept appearing in his garden, which he thought was caused by people leaving rubbish out and not clearing away mess. He also had concerns about a neighbour who is struggling to look after their garden, as well as someone who doesn't look after their pets properly – which all may be contributing to the issue.

Lizzie took in everything he said, promising to look into the neighbour and their untidy garden (we later found out they were in hospital).

We also knocked on the doors of two other neighbours, one of whom we suspected was taking

drugs, judging by the smell. Recognising a possible breach of their tenancy agreement, Lizzie later sent them a Tenancy Caution. She also contacted the other neighbour – who was reportedly not clearing rubbish away properly – to see what action to take.

Whilst we were in the area, Lizzie called in on another home whose occupants were suspected of sub-letting the property.

The door was opened by an elderly man and his grandson. The man confirmed that his family regularly visit or stay with him from time-to-time, instantly clearing up the sub-letting mystery.

He also explained how he ended up in social housing due to private landlords selling up, and he recollected how he felt

when he first moved into his Eastlight home: “They told me this is your home for the rest of your life – I was so happy.”

**When asked how she finds the job, Lizzie said:**

“

**I really enjoy the job, especially as I have a background in social services (prior to working in Eastlight's Lettings Team for several years). I love it, especially speaking to older people.”**





## MY EASTLIGHT TEAM



Neighbourhood  
Lead, Lizzie



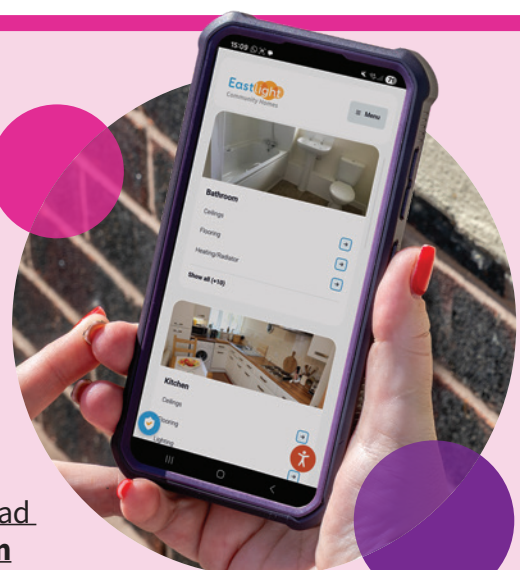
### GOT AN ISSUE TO REPORT?

If you need us, we're here to help you. You can report a range of issues on the **My Eastlight portal** or **app**, including anti-social behaviour. Otherwise, our Customer Services Team are just a phone call or email away, and can usually resolve your issue on the spot.

If not, they will work with your Neighbourhood Lead who will be in touch to find out more and work with you to resolve your concerns.



Find out more about your area and Neighbourhood Lead on our website: [eastlighthomes.co.uk/eastlight-team](https://eastlighthomes.co.uk/eastlight-team)





# CELEBRATING YOUR IMPACT



## IN APRIL, EASTLIGHT RESIDENTS GATHERED AT LITTLE CHANNELS IN CHELMSFORD TO CELEBRATE THE DIFFERENCE THEY'RE MAKING THROUGH THE RESIDENT MEMBERS CHARTER.

The event brought together residents already playing an active role, alongside others who were keen to find out more. It offered time to reflect on the progress made so far, exchange ideas and opinions, and look ahead to what's coming next.

Throughout the day, residents heard about how their feedback is shaping decisions and influencing their services. This included improvements in our Tenant Satisfaction Measures (see more on pages 6-7) – alongside examples of resident-led scrutiny, which have helped to improve how we explain service charges and manage complex repairs.

Residents also heard how their insight is influencing decisions at the very top of our organisation on our Board and Committees, and across our

local neighbourhoods through our Eastlight Resident Groups.

Reflecting on the event, resident, Victoria, said: "It's been really insightful. I definitely want to get more involved in my local community now."

A big thank you to all the residents who attended and helped make the day such a positive and uplifting experience!



**I definitely want to get more involved in my local community now."**

### WANT TO GET INVOLVED?

As an Eastlight resident, you're invited to become a Resident Member – a simple way to unlock opportunities to shape the services that matter to you.

There are lots of ways to shape Eastlight for the better. You can:

- Join the Active Residents Network
- Take part in scrutiny and service improvement work
- Get involved with your local Eastlight Resident Group (ERG)
- Take part in campaigns, events and consultations, and much more!

You can get take part as much or as little as you like – it's all about what works best for you.



Explore the full **Calendar of Activities:** [eastlighthomes.co.uk/resident-members-charter](https://eastlighthomes.co.uk/resident-members-charter)

# YOUR VOICE MATTERS



## TELL US WHAT YOU NEED FROM US.

At Eastlight, everything we do starts with you, your needs and experience.

By listening and acting on what you've told us, we've achieved a great deal together. Whether it's a survey, a complaint, a workshop or full day bootcamp – your feedback has helped us understand what's working well, what needs to improve and what would make the biggest difference to you, your home and your neighbourhood.

And while we're proud of what we've accomplished, the journey doesn't stop there. We know we need to continually evolve and adapt so we can provide simple, consistent services you can rely on now and in the future – and hearing from you remains an important part of that.

## HAVE YOUR SAY

We want to know what you need from Eastlight over the next few years to feel happier, safer and better supported where you live.

Please take a few minutes to answer some short but important questions:

1. When you interact with our team members, what behaviours matter most to you?
2. What's the one thing we could do that would make a real difference?
3. What additional opportunities would you like to see to get more involved with Eastlight?
4. What do you think are the biggest things we should focus on in the years ahead?

Every response will help inform our next steps and make sure our future plans are grounded in what residents genuinely want and need.

Whether you're a tenant, shared owner or leaseholder, this is your home, your services and your community. So, please complete the survey below and tell us what matters most.

## SHARE YOUR VIEWS

Simply scan the QR code



Deadline: Friday, 7 August.

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

Thank you for helping to shape Eastlight.



# HERO RECEIVES VITAL SUPPORT



**ZEE, 64, FROM COGGESHALL, HAS BEEN AN EASTLIGHT RESIDENT FOR ALMOST 18 YEARS. IN THAT TIME, HE HAS BECOME A WELL-KNOWN MEMBER OF THE COMMUNITY.**

**W**orking as a store detective, Zee has appeared in local newspapers for supporting his local community – from collecting vouchers for a pensioner who had her purse stolen, to helping catch thieves who robbed local charity donation bins.

However, Zee’s most recent act of courage was one he is still feeling the effects of today.

Two years ago, while he was working, Zee noticed a man approaching a teenage girl. Speaking to the Colchester Gazette, Zee said: “There was a 17-year-old who was crossing the road, and the man was just behind her. Suddenly, he tried to remove her scarf and managed to punch her in the back of the head.”

Zee ran over to help the girl and confront the man, who then proceeded to assault Zee, leaving him with a broken shoulder. Taken to hospital for treatment, Zee is still living with his injury and is scheduled to receive surgery.

Forced to step away from work while he recovers, Zee accrued more than £2,000 in arrears.

This prompted Eastlight’s Income Manager, Andrea, to reach out and see what support could be provided. After hearing about his situation, she helped Zee secure a Discretionary Housing Payment (DHP) from Braintree Council and organised care via Age UK.

He also began receiving Universal Credit. These much-needed funds were able to clear his arrears and help him meet his day-to-day needs.

Zee said: “My money situation left me struggling to pay my bills and feed myself and my pet cats. For a few weeks, I was only eating rice and frozen vegetables.

“I suffered physically, mentally and financially from this injury, especially as I have no family in the UK. I had a sister who lived abroad, but then she sadly passed away just months after my injury. It made my life hell.

“The support I received from Eastlight has been above and beyond. I am very proud to live in a community where we have amazing people at Eastlight that take the safety and mental wellbeing of residents seriously. I am forever grateful for all they’ve done.”

Income Manager, Andrea, added: “It’s been really lovely speaking with Zee. He is a really nice gentleman and has been so humble and polite throughout our contact.

“I was very glad to have supported in clearing his rent arrears and putting him in contact with Age UK so that he now has the care he needs.”

**“The support I received from Eastlight has been above and beyond.”**

# KEEPING GREENSTEAD “GOOD AS GOLD”

**FOR LIZ AND TIM GOLDEN, THEIR FLAT IN GREENSTEAD ISN'T JUST A PLACE TO LIVE. FOR MORE THAN 40 YEARS, IT'S A COMMUNITY THEY'VE PROUDLY CARED FOR.**

The couple first moved in as tenants in 1983 and later bought the lease on their home in the 1990s. They say they feel “settled and happy” and take real pride in their neighbourhood, overlooking the Salary Brook Local Nature Reserve.

“If things start to slip or get damaged, we do what we can to put them right, so they don't get any worse – not on my watch!” says Tim.

From clearing rubbish and tidying bin areas after collections, to repainting graffiti and fixing small repairs, the pair are always ready to muck in. They also help to look after a memorial bench installed by a former caretaker's family, and joined neighbours in planting a Wild Cherry tree in memory of a much-loved resident.

Liz said: “We do it for ourselves and for others – it's just the way we were brought up. We're a bit old school.”

Their efforts help create a strong sense of community, where neighbours look out for one another.

“Everybody's good as gold around here,” Tim added. “We talk to people, help where we can and make sure everyone feels welcome.”

Liz is also part of the Eastlight Residents Group (ERG) for Colchester, helping to share feedback and shape our services. “It's important to have a say,” she said. “We all benefit when people get involved.”

“It's about chipping in. Everyone should take pride in where they live.”

Both agree it's the small, everyday actions that matter most. “If you see something that needs doing, just do it – if you're able to,” said Tim. “It's worth it when you see everything looking clean and cared for.”

Liz added: “It's about chipping in. Everyone should take pride in where they live – it really does make a difference.”

## WANT TO MAKE YOUR COMMUNITY A BETTER PLACE TO LIVE?

There are numerous ways to influence the services you use every day and support your local community.



To find out how you can make a difference, visit: [www.eastlighthomes.co.uk/get-involved](http://www.eastlighthomes.co.uk/get-involved)



# IN YOUR AREA

WHAT GOING ON ACROSS OUR COMMUNITIES?

## A FRESH LOOK TO QUEENS ROAD

As part of our ongoing investment in your homes and communities, we're committed to ensuring your homes are places you can feel proud of – and we're pretty proud of this transformation to a block of flats in Braintree.

What used to be dark hallways and tired outdoor paving is now a set of bright, welcoming stairwells and a spacious outdoor area for everyone to enjoy. Everything feels cleaner, fresher and much more modern.

We've got even more communal improvement projects in the pipeline, so keep an eye out for us in your area soon!



## BUZZ-WORTHY WORK IN OUR COMMUNITY

Eastlight Electrician, Roy, recently spent the day lending a helping hand to the wonderful Cressing Temple Garden Friends Group.

The group has a small collection of beehives on the grounds and previously stored their equipment in an old wooden shed. However, gaps in the structure allowed mice to get in and nibble on everything, causing a lot more damage than you'd think.

Teaming up with dedicated volunteers, Roy helped install a brand-new metal shed designed to properly protect the beekeeping equipment for years to come. A big well done to Roy and everyone involved!



## PARTNERSHIPS PROMOTE WELLBEING IN BRAINTREE

Your Eastlight Team for North Braintree & North Essex popped along to Halstead's Age Well Fair in April to meet residents and partners all in one place.

Our team enjoyed chatting face to face with residents, helping them to report repairs, address anti-social behaviour, and receive the right level of support, both from Eastlight and our community partners.

Regional Neighbourhood Manager, Rachael Grimmer, said: "Events like this allow us to connect with local partners and agencies, so it's easy for residents to get the help they need. They also offer an invaluable opportunity to meet residents, build relationships and stay connected to what's going on."

## TACKLING ASB IN SUDBURY

Intensive Housing Support Co-ordinator, Owen, and Neighbourhood Lead, Cheryl, teamed up with residents to tackle anti-social behaviour issues at People Park Way in Sudbury.

The pair organised a community clear-up day to give residents a simple way to have a spring clean – filling a whole skip of unwanted items! – while creating a relaxed space to chat about their concerns.

Many residents opened up about the challenges they're facing locally, offering insight into what Eastlight can do to make things better. As Owen put it: "We're not just coming in to address issues, we're here to listen, understand what people are dealing with day-to-day, and work alongside them to find solutions that stick".



## WANT TO SEE WHAT'S GOING ON IN YOUR COMMUNITY AND HOW YOU CAN GET INVOLVED?



Visit our calendar of activities on our website:

[eastlighthomes.co.uk/activities](http://eastlighthomes.co.uk/activities)



## YOUR FEEDBACK ON SHINE MAGAZINE

Thank you to everyone who took part in our feedback survey on your magazine – you've given us a lot to think about, with some changes sneaking their way into this edition.

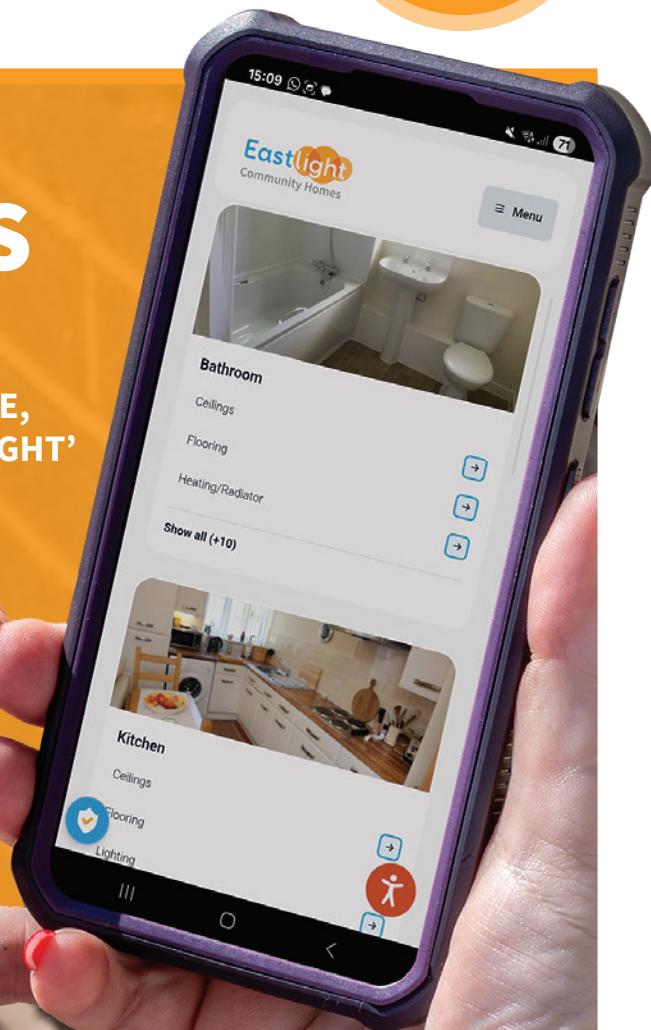
Congratulations to Johanne in Braintree, who won our £50 prize draw voucher!

# USE OUR APP TO REPORT REPAIRS AND MORE!

DID YOU KNOW YOU CAN CONTACT US ANYTIME, ANYWHERE, THROUGH YOUR NEW 'MY EASTLIGHT' PORTAL AND MOBILE APP?


Whether it's to book 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, we're just a click away.


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



## Contact us


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

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 [www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)

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

