

February 2026

**Eastlight**  
Community Homes

# Shine

Your Eastlight  
residents' magazine

**SPECIAL  
EDITION**

## MEET YOUR EASTLIGHT TEAM

Delivering housing  
services and support  
where you live



**YOUR  
EASTLIGHT  
TEAM**



**See our  
regions**

Pages 6–7



**Meet your  
Neighbourhood Team**

Pages 8–11



**Get involved as a  
Resident Member**

Pages 12–13





# YOUR SERVICES, NOW CLOSER TO HOME



**IT'S EASTLIGHT'S JOB TO MAKE SURE YOUR HOME IS SAFE AND COMFORTABLE, AND THAT YOU CAN FEEL PROUD OF WHERE YOU LIVE.**

## WHAT YOU TOLD US

Last year, around 7 in 10 of you told us that you're satisfied with the overall services you receive from Eastlight, especially when you have a simple issue or query.

However, you said our services felt too slow, and it wasn't always clear who to turn to when you have more complex issues.

You also told us you wanted us to be more present and available when you need us, make larger contributions to your communities, and keep you better informed about the things that matter most to you.

Your new Neighbourhood Teams are here to do just that – giving you the support and information you need, when you need it.

## WHAT WE DID

Across four regions in the East of England, our thirty-two Neighbourhood Teams are more rooted in your community and focused on the housing services you care about.

Your Eastlight Team brings all your services together – such as repairs, tenancy, estate management and community support – giving you faster, easier and more consistent responses from us.



**Residents speaking to Neighbourhood Leads at the Your Eastlight Team Day**

Every Eastlight resident now has a named Neighbourhood Lead who is responsible for your home and local area. They will understand your challenges and work with you and other Eastlight teams to resolve your issues.





# YOUR EASTLIGHT TEAM

Eastlight resident  
Charlea and family



No more delays or confusion around who to contact; your Neighbourhood Lead will take ownership and put steps in place to resolve your concerns swiftly.

They'll also work closely with local authorities and community partners so you can get extra

support – such as wellbeing advice or accessing the benefits you're entitled to.

You'll see more of them about in your community too, with regular visits and neighbourhood meetings where you can discuss local issues and agree priorities together.

## Your new Neighbourhood Lead has the skills and expertise to help when you:



First move into your home



Need help paying your rent or service charge



Have questions about your tenancy or lease



Need something fixed or need help arranging repairs



Want to raise issues or concerns about your area.

## WHAT ABOUT MORE CHALLENGING QUERIES?

We have more specialist teams on hand who can help when you need more focused support. These include our:



### Customer Services Team

– still your first point of contact, they'll answer your query, or work with other Eastlight teams to get you the right support first-time



### Intensive Housing Support Team

– they provide more focused help, so those experiencing serious anti-social behaviour, hate crime, safeguarding issues and domestic abuse can get the right level of care



### Income Team

– they can help you manage your rent, offering guidance and signposting to external services for additional advice, if you need it



### Empty Homes & Allocations Team

– their work makes sure our high-quality homes go to the households and families that need them most



### Leasehold Team

– your go-to team if you're a leaseholder or shared owner and you have a question about your lease.

We're looking forward to seeing how your services improve and how confident and supported you feel in your home as a result.

When you need us, we'll be there – faster, more visible and more personal than ever before.





# HOW CAN I CONTACT MY NEIGHBOURHOOD LEAD?

**YOU CAN STILL CALL US ON 0330 128 0330 OR EMAIL US AT [customer.services@eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)**



**O**ur Customer Services Team will be able to answer most of your queries straight away, but if they can't they'll redirect your question or request to your Neighbourhood Lead who will shortly be in touch with you.

Our full contact details are available on the back page.

In 2026, you'll get the chance to meet your Eastlight Team when they are in your neighbourhood, learn more about your services and explore the ways you can make your voice heard to inspire change.



## REPORT & CHANGE REPAIRS IN A FEW CLICKS

**MANY EASTLIGHT RESIDENTS TOLD US THEY WANTED A MORE ACCESSIBLE, DIGITAL OFFER TO MANAGE THEIR HOME AND BOOK REPAIRS IN WAYS THAT SUIT THEM.**

**W**e've been working with a number of you to redesign our online options, so you receive quicker access to the services you need, when you need them.

You can now contact us anytime, anywhere, with the new and improved **'My Eastlight'** self-service portal. In just a few clicks, you can:

- Book or change repair appointments (tenants only)
- Check your rent balance and make a payment
- Report damp and mould issues
- Report anti-social behaviour and hate crime
- Send us a compliment or a complaint
- Update your details.

Visit our website to log in, or search:  
**[portal.eastlighthomes.co.uk](https://portal.eastlighthomes.co.uk)**



Managing your home has never been easier with our new **'My Eastlight'** mobile app. Just search **'My Eastlight'** in the Apple App or Google Play stores to download today!



Download on the  
**App Store**



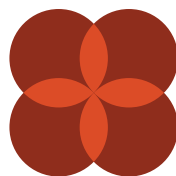
GET IT ON  
**Google Play**





**YOUR  
EASTLIGHT  
TEAM**

**NORTH BRAINTREE & NORTH ESSEX**



**YOUR  
EASTLIGHT  
TEAM**

**SOUTH BRAINTREE & MID ESSEX**



# THE EASTLIGHT REGIONS

ALL EASTLIGHT HOMES ARE  
LOCATED ACROSS FOUR REGIONS  
AND 32 NEIGHBOURHOODS



**YOUR  
EASTLIGHT  
TEAM**

**CHELMSFORD & SOUTH ESSEX**



**YOUR  
EASTLIGHT  
TEAM**

**COLCHESTER & SUFFOLK**

**YOU CAN SEE WHERE YOUR HOME AND NEIGHBOURHOOD ARE,  
INCLUDING YOUR EASTLIGHT TEAM, ON THE FOLLOWING PAGES.**







# WHERE IS MY HOME & NEIGHBOURHOOD?

**EVERY EASTLIGHT TEAM HAS UP TO NINE NEIGHBOURHOODS, EACH OVERSEEN BY A NEIGHBOURHOOD LEAD THAT IS RESPONSIBLE FOR YOUR HOME AND LOCAL AREA. FIND WHERE YOUR HOME AND NEIGHBOURHOOD ARE LOCATED HERE:**



**YOUR  
EASTLIGHT  
TEAM**

**NORTH BRAINTREE & NORTH ESSEX**

- 1 Bocking
- 2 Halstead South
- 3 Meadowside
- 4 Northfields
- 5 St Andrews and Sible
- 6 Sudbury and the Villages
- 7 Trinity
- 8 Uttlesford
- 9 Earls Colne







**YOUR  
EASTLIGHT  
TEAM**

**COLCHESTER & SUFFOLK**

- 1 Clacton
- 2 Colchester Central
- 3 Colchester East
- 4 Colchester North
- 5 Colchester South
- 6 Harwich
- 7 Ipswich
- 8 Norfolk and North Suffolk



**YOUR  
EASTLIGHT  
TEAM**

**SOUTH BRAINTREE & MID ESSEX**

- 1 Bartram
- 2 Braintree East
- 3 Braintree West
- 4 Coggeshall
- 5 Goldingham and Lister Road
- 6 Kelvedon and Feering
- 7 Silver End
- 8 The Greens



**YOUR  
EASTLIGHT  
TEAM**

**CHELMSFORD & SOUTH ESSEX**

- 1 Collingwood
- 2 Greater Chelmsford
- 3 Hatfield
- 4 Humber
- 5 Maldon and Rochford
- 6 Peverel
- 7 Templars Forest





**YOUR  
EASTLIGHT  
TEAM**

**NORTH BRAINTREE & NORTH ESSEX**



**HELLO! MY NAME IS RACHAEL GRIMMER,  
YOUR REGIONAL NEIGHBOURHOOD  
MANAGER FOR NORTH BRAINTREE &  
NORTH ESSEX.**

“This new way of working is all about giving you a better experience with Eastlight. By being based more locally, we can spend more time in your neighbourhood, build stronger relationships and make sure you can get the support you need in the place you live.

“My team is here to listen, understand what matters to you and act quickly when something needs sorting. We want you to feel comfortable approaching us and confident that we'll follow things through.

“We're looking forward to getting to know you, so please get in touch whenever you need us and we'll be there.”

Rachael Grimmer  
and the North  
Braintree &  
North Essex  
Neighbourhood  
Team



**Watch Rachael's message  
to you on our website:  
[eastlighthomes.co.uk/  
eastlight-team](http://eastlighthomes.co.uk/eastlight-team)**



**Neighbourhood Lead**

**Kelly Phillips**

**1** Bocking

**Senior Neighbourhood Lead**

**Mark Garnham**

**2** Halstead South

**Neighbourhood Lead**

**Sarah Metson**

**3** Meadowside

**Neighbourhood Lead**

**Alex Nightingale**

**4** Northfields

**Senior Neighbourhood Lead**

**Natalie Orrell**

**5** St Andrews and Sible

**Neighbourhood Lead**

**Cheryl Bone**

**6** Sudbury and the Villages

**Neighbourhood Lead**

**Lauren Brimson**

**7** Trinity

**Neighbourhood Lead**

**Lisa Harper**

**8** Uttlesford

**Neighbourhood Lead**

**Janette Sheldon**

**9** Earls Colne





**YOUR  
EASTLIGHT  
TEAM**

**SOUTH BRAINTREE & MID ESSEX**



**HEY – I’M RENAE POWELL, AND I’M YOUR  
REGIONAL NEIGHBOURHOOD MANAGER  
FOR SOUTH BRAINTREE & MID ESSEX.**

“I’m excited about the positive difference this new, more local approach will make. You’ll see more of us out and about, picking up issues quickly and making sure your neighbourhood gets the attention it deserves.

“We’ll work closely with you, other Eastlight teams and partners across the area to help you feel safe and supported at home. Although you’ll have a single point of contact, we’re still one Eastlight Team behind the scenes, sharing our skills to get you the right outcome.

“As time goes on, I can’t wait to look back and see what we’ve achieved together.”

Renae Powell  
and the South  
Braintree &  
Mid Essex  
Neighbourhood  
Team



Watch Renae’s message  
to you on our website:  
[eastlighthomes.co.uk/  
eastlight-team](http://eastlighthomes.co.uk/eastlight-team)



<b>Neighbourhood Lead</b>	Georgia Pearmain	<b>1</b> Bartram
<b>Neighbourhood Lead</b>	Joining us soon	<b>2</b> Braintree East
<b>Senior Neighbourhood Lead</b>	Kelly Coote	<b>3</b> Braintree West
<b>Senior Neighbourhood Lead</b>	Laura Chadwick	<b>4</b> Coggeshall
<b>Neighbourhood Lead</b>	Karen Mills	<b>5</b> Goldingham and Lister Road
<b>Neighbourhood Lead</b>	Shirley Beach	<b>6</b> Kelvedon and Feering
<b>Neighbourhood Lead</b>	Daisy Phillips	<b>7</b> Silver End
<b>Neighbourhood Lead</b>	Lizzie Rai	<b>8</b> The Greens
<b>Neighbourhood Lead</b>	Sonia Fairweather	<b>8</b> The Greens





**YOUR  
EASTLIGHT  
TEAM**

**COLCHESTER & SUFFOLK**



**HI, I'M GARY BROWN – YOUR REGIONAL  
NEIGHBOURHOOD MANAGER FOR  
COLCHESTER & SUFFOLK.**

“I’m really pleased residents now have a named person in their community they can rely on. Someone who’s present, approachable and ready to help you get things moving when you need support or advice.

“This new setup will bring many positive changes across our neighbourhoods. We’re committed to working with you to understand what needs improving and making those changes together.

“Your Neighbourhood Lead is already getting stuck into their role and learning everything they need to support you. If you ever need to speak to us, please reach out – we’re always happy to help!”

Gary Brown  
and the Colchester  
& Suffolk  
Neighbourhood  
Team



Watch Gary’s message  
to you on our website:  
[eastlighthomes.co.uk/  
eastlight-team](http://eastlighthomes.co.uk/eastlight-team)



**Neighbourhood Lead**

Mavis Adombire

**1** Clacton

**Senior Neighbourhood Lead**

Donna James

**2** Colchester Central

**Senior Neighbourhood Lead**

Sherri Beresford

**2** Colchester Central

**Neighbourhood Lead**

Bobby Smith

**3** Colchester East

**Neighbourhood Lead**

Shawn Nagle

**4** Colchester North

**Neighbourhood Lead**

Solar Daly

**5** Colchester South

**Senior Neighbourhood Lead**

Emma Faulkner

**6** Harwich

**Neighbourhood Lead**

Farran Wright

**7** Ipswich

**Neighbourhood Lead**

Eleisha Prole

**8** Norfolk and North Suffolk





**YOUR  
EASTLIGHT  
TEAM**

CHELMSFORD & SOUTH ESSEX



**HELLO EVERYONE – I'M KEELEY DOW,  
YOUR REGIONAL NEIGHBOURHOOD  
MANAGER FOR CHELMSFORD &  
SOUTH ESSEX.**

“Your Eastlight Team brings together people with a huge range of skills and experience, all focused on being there for you in the moments that matter. Many of you asked for clearer local support, and I’m proud we can now deliver that.

“Your Neighbourhood Lead will be someone you can trust to guide you, offer advice and help you get the responses you need. We also work closely with local agencies so you can access even more support where you live.

“My team is excited to get to know you better and help make sure your home and neighbourhood feel safe, comfortable and welcoming.”

Keeley Dow  
and the Chelmsford  
& South Essex  
Neighbourhood  
Team



Watch Keeley’s message  
to you on our website:  
[eastlighthomes.co.uk/  
eastlight-team](http://eastlighthomes.co.uk/eastlight-team)



Neighbourhood Lead	Donna Gent	1 Collingwood
Neighbourhood Lead	Megan Garrett	2 Greater Chelmsford
Neighbourhood Lead	Georgina Powell	3 Hatfield
Neighbourhood Lead	Amanda Lawrence	4 Humber
Senior Neighbourhood Lead	Rebecca Bond	5 Maldon and Rochford
Neighbourhood Lead	Hannah Harvey	6 Peverel
Senior Neighbourhood Lead	Zoe Kinniburgh	7 Templars Forest



# MAKE A DIFFERENCE IN YOUR NEIGHBOURHOOD

## THE RESIDENT MEMBERS CHARTER

Last year, many residents told us that our old shareholding offer didn't give them enough say to influence the kinds of things they cared about.

That's why we co-created the Resident Members Charter – a powerful way to make sure your voice truly shapes our services.

Launched in September 2025, the Charter is our long-term promise that we will put your views at the heart of our decision-making.

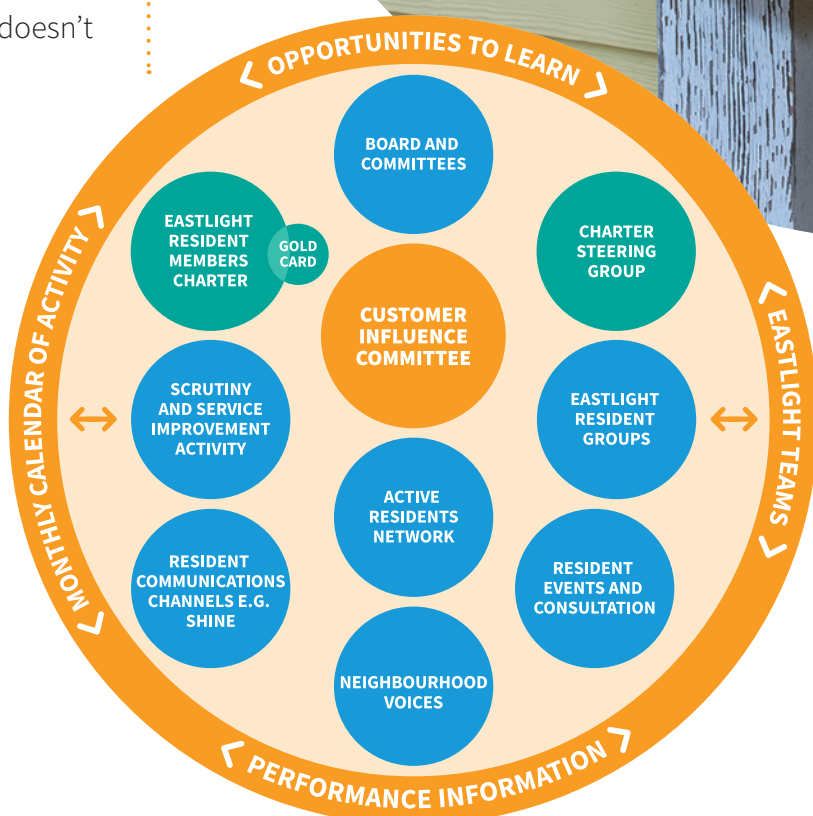
Under the Charter, the Eastlight Community Gateway Circle brings together all existing and new resident involvement activities at Eastlight – bringing people together for surveys, reviews, scrutiny panels and workshops to boost our accountability, inclusion and communication.

With the Resident Members Charter, your voice doesn't just get heard – it drives real change.

**“We created the circle to connect everything together, so that all the really good stuff that happens in different places in Eastlight joins up. We also wanted to improve communication, and this circle reflects something continuous, with no ‘us and them’.”**



Tammy, one of our engaged residents







A Resident Member at our Charter launch event



## RESIDENT MEMBERS CHARTER



### BECOME A RESIDENT MEMBER

When you become an Eastlight Resident Member, you'll receive a Gold Card, with regular updates about the opportunities available to share your ideas and influence the services you use every day.

Being a Resident Member opens up lots of ways to get involved:

- Check how well Eastlight is doing and suggest improvements
- Join workshops, surveys and events to share your experience
- Take part in Eastlight Resident Groups (ERGs) to make your area better
- Share your ideas to help develop Eastlight's future plans and services
- Speak up for your neighbourhood so your community's voice is heard.

### HOW CAN I SIGN UP?

Becoming a Resident Member is easy. Just tell us your name, address, phone number, email and what you're interested in.

We'll keep you informed and connected so you can influence the things you care about.

### GET INVOLVED



Visit our website to sign up and see what's coming:  
**eastlighthomes.co.uk/get-involved**





# SUPPORT FOR YOU



Eastlight resident  
Rosemarie



## MANAGING YOUR RENT

The winter months can be an expensive time of year, and we want you to know that Eastlight is here to help if you may struggle to pay your rent.

There are simple ways to pay and set up a payment plan. Your Neighbourhood Lead or our Income Team can offer support options and link you with external services that give budgeting and debt advice.

If you're worried about paying your rent, please get in touch early and we'll do what we can to help you.



See more information about your rent on our website here:  
[eastlighthomes.co.uk/my-rent](https://eastlighthomes.co.uk/my-rent)

## ADDITIONAL HELP, WHEN YOU NEED IT

**B**eyond our housing services, your Neighbourhood Lead is your first point of contact if you need extra support – this can be anything from poor mental health and financial challenges to home adaptations and benefits.

Please contact us, and they'll make sure you receive the best local advice.

Alternatively, our website page has a range of information available, whether it's safeguarding concerns, anti-social behaviour struggles or cost-of-living support.



See more  
information here:  
[eastlighthomes.co.uk/extra-support](https://eastlighthomes.co.uk/extra-support)







## DAMP AND MOULD

We know damp and mould can be a real worry for many Eastlight residents. That's why our expert Healthy Homes Team is on hand to work with you to understand what's causing the problem, find the best way to fix it and prevent it from coming back.

Our teams will respond and resolve concerns around damp and mould within strict timeframes, as guided by Awaab's Law. When you report damp and mould, we will:

- Address all emergency issues within 24 hours
- Investigate other reports of damp and mould within 14 calendar days
- Clean affected areas, checking the levels of damp and humidity in your home
- Fix minor issues if we can and book further repairs that can't be completed that day
- Contact you within two days with a summary of our visit and any next steps.



You can find more information on the causes, top tips and how to report damp and mould on our website here:  
**[eastlighthomes.co.uk/damp-mould](https://eastlighthomes.co.uk/damp-mould)**



## SERVICE CHARGE SUPPORT

A service charge is an additional payment you may make to cover costs for services that benefit your building or estate (like communal cleaning, lighting, repairs to shared spaces, and grounds maintenance). These costs are shared evenly amongst residents who use them.

We've listened to your feedback, and we're making improvements to how we manage service charges. These include:

- Better understanding the services in your neighbourhood through our new neighbourhood teams
- Increasing our oversight of managing agents
- Reviewing high service charge caps each year to help keep costs fair.

Until now, many charges have been based on the previous year's spending which can sometimes lead to outdated figures. We're making changes to set charges based on estimated costs for the year ahead to make sure they reflect current use and are well balanced.

You will receive more information on why your service charge has changed, what's included and what it means for you in February and March.



Visit our website for more information:  
**[eastlighthomes.co.uk/about-service-charges](https://eastlighthomes.co.uk/about-service-charges)**





# REPORT & CHANGE REPAIRS IN A FEW CLICKS

MANAGING YOUR HOME HAS NEVER BEEN EASIER WITH OUR NEW MY EASTLIGHT MOBILE APP.

Search 'My Eastlight' from the Google Play or Apple App Store.

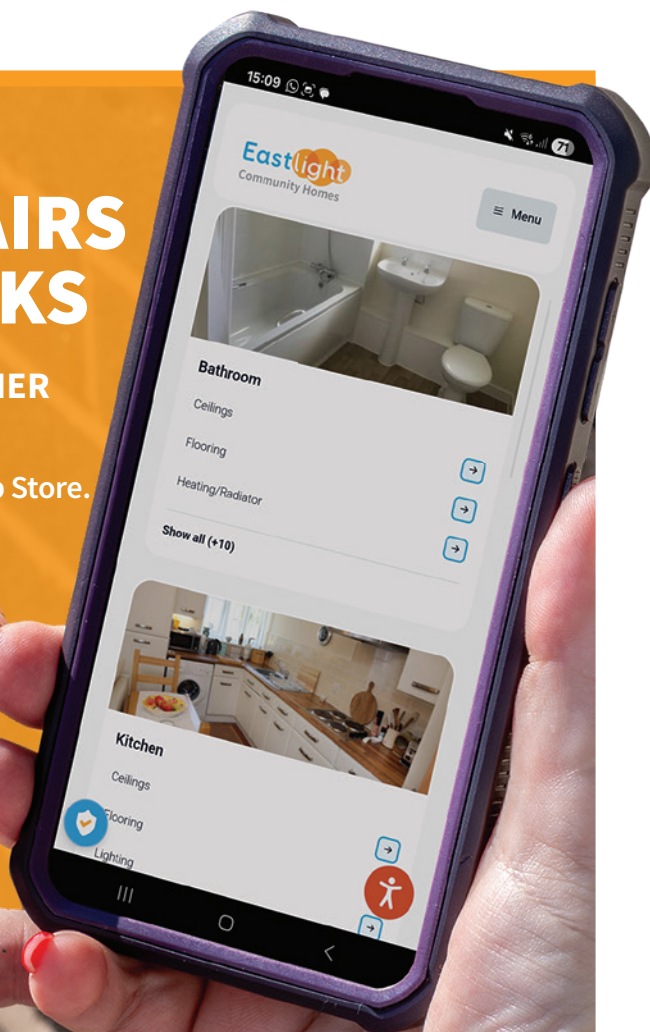
Once you've logged in, you can:

- Report and change repair appointments, quickly and easily
- Pay your rent, anytime, anywhere
- Share a compliment or complaint
- Let us know about damp and mould or anti-social behaviour.

Download it today.



**EASTLIGHT**



## Contact us



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



0330 128 0330 (local rate)



Eastlight House, Charter Way,  
Braintree, Essex, CM77 8FG



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[instagram.com/eastlighthomes](https://instagram.com/eastlighthomes)

**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.

