

Winter 2021

Keeping Connected



“We need you to be Eastlight’s guiding light”

By Michelle Baker, Board member and chair of our Customer Influence Committee

“I have been an Eastlight resident for four years now. I live in a small hamlet called Beazley End, just outside Braintree, with my husband and two boys aged 4 and 6. I’m passionate about communities and making a difference. Both of my children have disabilities and I want to create a better world for them to grow up in, where their differences are normalised, and they can achieve anything.

I believe that Eastlight can help our communities accomplish this and so much more. You’ll see more about how Eastlight is improving their service for disabled people and how we residents can help with that in future editions of this newsletter.

One of the keys to success for everything that Eastlight does is listening to residents. They need us to be the guiding light in everything they do. One of my

ambitions is to leave a legacy of residents’ voices throughout the organisation.

I want Eastlight’s residents to push the barriers and be heard. Already, I’m seeing changes in how reports are written and decisions are made, but we can always do better.

I would encourage everyone to see how you can get involved, too. I suggest beginning by taking a look at the opportunities offered in our new community-led initiative, All In. If you are passionate about joining with others to tackle the big issues that matter to you, Eastlight can provide the training, funding and support you need to make a difference in your community (see more on page 3).

Wishing you a merry festive season, and a happy and peaceful 2022.”

Michelle x



Service update: It’s all hands on deck

We’re aware that you may be experiencing service delays as a result of lockdown and an increase in demand since restrictions lifted, and we apologise for this.

We have temporarily moved staff within our Home Solutions Team to tackle the backlog in repairs. The opening of our new Stores facility in Marks Tey earlier this year has also helped support the delivery of our repairs and maintenance service.

Due to the latest Covid restrictions, Eastlight House is open to the public via appointment only. Our Colchester office is now permanently closed, but you can get in touch in lots of other ways (see back page).

Christmas opening hours

Our offices close at 5pm on Friday 24 December 2021 and reopen on Tuesday 4 January 2022 at 8.30am. During the break you can still report emergency repairs and anti-social behaviour any time by calling 0330 128 0330 (local rate) or, for non-urgent matters, contact us however you choose at a time convenient to you.

Community news: getting back out there in 2021

It's been fantastic to get back out into our communities and meet with you again this year. Here are some highlights:

Silver Sunday celebrations

Thank you to everyone who joined us for an afternoon tea at our housing for older people across our communities. Sweet treats were laid on to celebrate Silver Sunday - a national day in October to bring together older people and help to reduce loneliness. It was lovely to see you all!

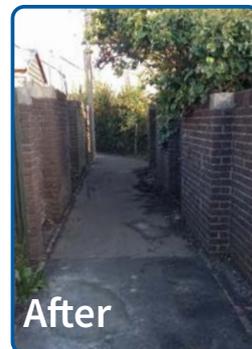


Neat November!

November was pretty neat for some residents in the Colchester area, when our rangers got stuck into some serious tidying up in their estates. They cleared pathways, picked litter, removed graffiti and more. Thank you to everyone who takes the time to let us know if improvements are needed in your neighbourhood.



Before



After

Knitting group's blooming lovely tribute!

The wonderful Knit and Natter group based at Manors in Silver End put their needles to brilliant use with this colourful and creative Remembrance Day tribute. A lovely display!

Telephone box lights up community

Eastlight resident, Michelle Baker, (featured on previous page) and children in her community created their own unique alternative fireworks display in October half term. They laminated cellophane, glitter, feathers and sequins onto their local phone box in Blackmore End near Braintree - lighting up the faces of local residents with a beautiful and, most importantly, *quiet*, creation!

If you'd like to share a story about a special person or project in your community, please get in touch. We love hearing from you.





From reducing anti-social behaviour to needing more support for your mental health, you've told us what the big social issues are that matter to you. ALL IN is your opportunity to roll up your sleeves and make a difference in your community.

Eastlight will provide the training, funding and support you need to make a difference in your community.

Join a community team

If you want to work full-time to come up with new ways to make a difference in your community, ALL IN is for you!

In the New Year, we will pay teams of local people to work for at least six months to tackle one of the big social issues you care about.

To be the first to find out more, simply join ALL IN by filling in the short form at www.weareallin.co.uk.

Let's talk together

This month we sent you a letter inviting you for a conversation on your doorstep about making a difference in your community.

We've already had hundreds of chats with local people just like you about what could make your community even better.

If you haven't been in touch yet then we'd love to meet you! Simply fill in the short form at www.eastlighthomes.co.uk/conversation or call **0330 128 0330**.

How safe is your building?

We want all of our residents to understand what health and safety checks we carry out in our blocks of flats and have access to up-to-date information and actions. That is why we are trialling smartphone QR codes in some of our blocks for three months in the New Year. The codes will link directly to our digital safety reports and records. We will keep you posted.

In the meantime, if you have a health and safety concern, do let us know.



Example of a QR code



Job and apprenticeship opportunities at Eastlight!

Visit our website or contact us to see our vacancies and other great opportunities to work with us.



Need a little help?

“You left me wanting to do cartwheels after helping me to secure an injunction. I can finally live normally and without fear.”

Quote from an Eastlight resident

We're here for you

We want all our residents to be comfortable, safe and happy. To help with that, we offer a range of support services, including advice on managing your finances and bills, and assistance if you find yourselves in an abusive relationship or are living with issues relating to anti-social behaviour.

Please contact us if you need support, we are here for you.

Improving your online services

Your new website has lift-off!

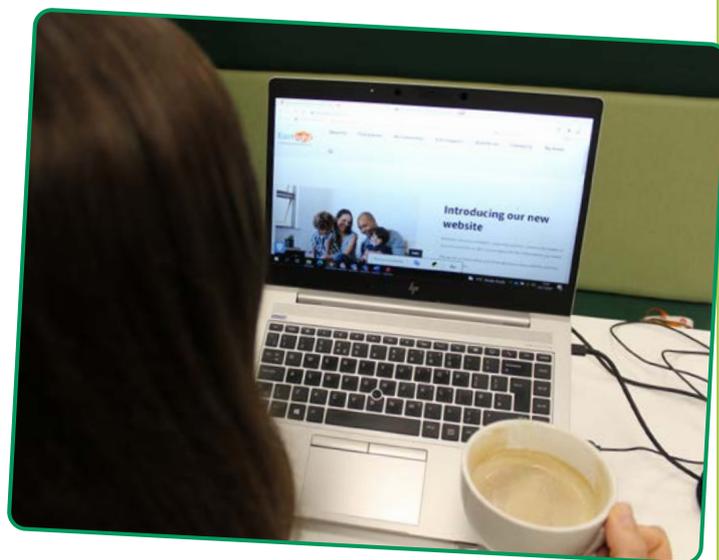
Our new and improved Eastlight website helps you to keep up with all the latest news, service information and support.

Please use the button on the homepage to tell us what you think of the new website - we would really appreciate it.

The Colne and Greenfields websites are closing, so make sure you add the new site to your favourites – www.eastlighthomes.co.uk.

Manage your home around your life

Want to manage your home at a time that suits you? Our relaunched MyEastlight online portal will soon be available for all our residents who want to use it. It will enable you to check your rent and repairs appointments 24/7 – without having to call us! Watch this space for more information and new features coming soon. And don't worry if you are not online, you can contact us in other ways.



Visit: www.eastlighthomes.co.uk

Email: customer.services@eastlighthomes.co.uk

Text: 07860 024 511

Call: 0330 128 0330 (local rate)

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



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, or someone you know, needs this newsletter in a different format or language, please let us know.



Eastlight
Community Homes