

# VIEWPOINT

Eden Housing Association and ECHO



# EDITOR'S NEWS

## Hello and welcome to the Autumn edition of Viewpoint.

We have had a very successful summer with approximately 800 tenants and residents joining us at an assortment of events: ranging from litter picks, sports events, National Neighbours Day, National Play Day, ECHO fun day and our training programme; this included cookery, first aid, computer skills and gardening to mention only a few. The training program is coming to an end, although there is still time to book on the Household Maintenance on the 16th November, details can be found on page 15.

Our wide range of events and practical training program has definitely been received with open arms and has inspired many more of you to take part. Following our evaluation it would seem very likely that we will continue to develop a similar approach to next year's training. If you have any suggestions or aspirations regarding our training programme for 2012 I would be delighted to hear from you.

I would like to thank the dedicated members of the Editorial Team who provide me with help and assistance producing every edition of Viewpoint. If you would like to join the team please contact me for further details.



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This is the Eden Housing Association quarterly newsletter.

Eden 住房协会季度快讯。

Niniejszy biuletyn jest kwartalnikiem wydawanym przez spółdzielnię mieszkaniową Eden (Eden Housing Association).

Bu, Eden Housing Association'ın üç aylık haber bültenidir.

এটি হল ইডেন হাউজিং এসোসিয়েশনের ত্রৈমাসিক নিউজলেটার।

If you would like to receive future editions of Viewpoint on audio tape, or you know someone who would benefit from this service, please contact Sarah Bowman on 01768 861435 so we can add your name to the list.

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution for you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语版本, 或制作成另一格式, 如有此需要, 或需要译员的协助, 请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

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*New activities at ECHO Family Fun Day*

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# Professional Interview

## Darren Horne

*"The willingness of local people to demonstrate that the local population cared so much about the cinema and wanted it to continue was quite overwhelming."*

To Darren Horne, manager of the Lonsdale Alhambra Cinema in Penrith, the confirmation that the cinema would stay open was a huge relief – not only for his staff, but also for the people of Penrith.

Darren has been manager here since leaseholder Alan Towers took over five years ago, investing more than £75,000 in refurbishing the foyer, fitting new carpets and seats, installing new heating and sound systems and modernising the building throughout – you can even see 3D films! This investment paid off and audience figures have doubled in the last 5 years to 60,000, making the threatened closure harder to bear when it was making a profit. But the community rallied round.

Darren explained *"I knew people were going to be upset and sad to see us go, but I didn't realise that the anger and support would be so widespread. There was Hollywood line up of actors pledging support for the cinema - including actor Richard E Grant who has a special relationship with Penrith - the 1987 cult comedy Withnail & I, was filmed here."*

**What kind of audiences do you attract?** *We show everything from the blockbusters to the non-mainstream movies, so there's something for everyone. Every weekend the 'Sunday Alternative' features foreign or independent movies – the sort of films that the big multiplexes ignore – and they attract regular healthy audiences of 60 or more.*

Darren, who is also a lecturer in film and media at the College of the Arts, Carlisle, argues that the cinema is one of Penrith's only leisure facilities, *"even in these days of DVDs, multi-channel TV and downloadable movies, cinemas are still important places. If you ask anyone their favourite film or the one that has had the biggest influence on them, it will be one they saw at the cinema. In general it's still an affordable day out. And for youngsters going to the cinema is often the first chance they get to go out without their parents."*

**Can you remember the first film you ever saw?** Yes, I was about five and Mum took me to see ET. I didn't like it and fell asleep!

**What is your favourite film of all time?** It has to be Star Wars with Han Solo. Anti-hero's and scoundrels are often most the popular characters.

**What is the most successful film of all time in your cinema** – Mama Mia – we had one guy who came to see it 17 times!

**What is the film of 2011?** The Kings Speech – like Mama Mia, it is a classic and they are few and far between, it's a shame there are so many sequel films rather than good independent stories like these.

**At Christmas what do you think will do well?** Happy Feet 2 – it looks really charming and Puss in Boots 3D (the character from Shrek has his own film).



One thing is for sure, the curtain is not set to close at Penrith's favourite cinema for quite some time – and it is up to the community to keep going, to make sure it is still a legacy for future generations.

# EHA NEWS

## Message from the Managing Director, John Clasper

I am delighted to report that since the last newsletter was issued our flagship mixed tenure extra care scheme, Heysham Gardens in Carlisle, has opened and its first occupiers have feedback that they are really happy with the quality of their new bungalows and apartments whilst also enjoying the support and leisure services on offer.

At the time of writing all of the original allocation of rented homes has been taken up and the interest in the homes for sale is exceeding my expectations given the current market conditions.

We are looking to have all homes fully occupied by the end of January.

The next few months are likely to be a challenging and changing time for the association and its residents in relation to our support services for older people. Cumbria County Council is no longer in a position to provide us with supporting people grant at the rates it has in the past and indeed we are having to enter a competitive open tender competition to try and 'win' much reduced grant finance in future. This money we receive, in the region of £130,000 a year goes to fund the cost of our supported housing officers providing daily on-site support to residents of our sheltered housing schemes and less frequent but valuable support to our older residents living in bungalows and other similar types of accommodation.

At the time of writing we have no certainty as to the outcome of this tendering process though we do know the County Council has explicitly expressed its desire to make substantial cost savings. We will of course do everything we reasonably can to secure the maximum amount of funding and continue to communicate and collaborate with our residents when we know any results. This is clearly also an uncertain and anxious time for our staff who always give of their very best in supporting our residents.

We are also being required to tender to retain the homelessness and housing advice service we carry out on behalf of Eden District Council and which we committed to retain.

I will update you on these issues next time.



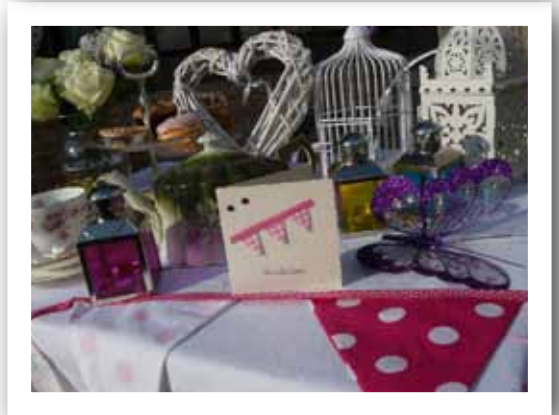
# Strawberries & Sherbert

## Tomboy turns to tea parties for new career path

For Jenny Soulsby from Penrith, former Property Team Leader at EHA, what set out as a glance in an antique shop window has now turned into a new career, creating pretty afternoon tea settings for parties. Her varied china collection has grown and she is now hiring out her tea services – along with a selection of party decorations for gardens and indoors.

A year ago, Jenny fell in love with a Hungarian fine bone teapot, milk jug and sugar bowl and had to buy them. She then started collecting sets of cups saucers and tea plates as well as cake stands and tea pots. When satisfied she had enough, Jenny launched Strawberries & Sherbert. Today she can provide the crockery and décor to cater for an afternoon tea garden party for up to 80 guests!

Jenny said "I found it hard to hire out some of my favourite china, but it looks so good when it is set out that customers love it. There is definitely a market for something a little quirky and I have now produced meters and meters of interesting bunting to dress halls and gardens. I have been asked to decorate gazebos, living rooms and even Penrith Rugby Club. People want something different without having to invest in decorations that may only get used once. I am very happy to reuse and recycle – I found some of my china in charity shops and have even made bunting out of a pair of pj's!"



As well as providing the décor, Jenny has also turned her hand to the bespoke invitations. Flirty thirty and fab at forty are just two of the most popular afternoon tea party themes. Needless to say most of her clients are ladies and word of mouth has also encouraged bookings for christenings and 80th birthdays for ladies and gents. Jenny explains, "Tea dances were once very popular so it's no wonder that families with older relatives are treating their loved ones to a proper tea party for their birthday."

Anyone interested in creating a quirky tea party should contact Jenny Soulsby at Strawberries & Sherbert on 07920 463 645 or email [fabulousjs@talktalk.net](mailto:fabulousjs@talktalk.net)

# 2011 Estate Inspections

Here at Eden Housing Association we are committed to giving you quiet enjoyment of your homes in a clean, safe and secure environment that you can take pride in. We carry out a diverse range of activities to fulfil our promises, one of these being our Estate Inspections.

In the past when we have carried out the estate inspections we have covered the majority of our stock, however this has proved extremely costly, it was also becoming apparent that there was little to do in several of the areas as many of the issues had been picked up the previous year. Therefore in consultation with our residents we have decided that we will cover all of our stock over a three year period, looking at a specific area each year.

During the estate inspections we will walk around the areas/estates checking the condition of fences, walls, pathways, pavement's and curbs, we will also be investigating abandoned vehicles, graffiti, vandalism, fly tipping, refuse, dog fouling and untidy gardens.

The 2011 Estate Inspections will be taking place on the 11th, 12th and 13th October, if the area you live is being inspected you will already have received a letter inviting you to attend.

If you have any queries regarding the 2011 Estate Inspections please do not hesitate to contact Heidi Ware Team Leader Housing and Support on 01768 861419 or [heidi.ware@edenha.org.uk](mailto:heidi.ware@edenha.org.uk)

# Complaints

Between 1 April and 30 June 2011 we received 13 complaints about Eden Housing Association services.

The majority of complaints relate to Repairs & Maintenance but this quarter saw two complaints about staff and customer services and one complaint about the way we allocate properties.

During the same period, we received six compliments about our services. Three about Repairs & Maintenance, one about tenancy management and one about staff and customer services and, in particular, the advice one of our customer advisors had given to someone applying for housing.

It was interesting to receive both a complaint and a compliment about housing allocations in the same period, particularly as it was within this quarter that the Cumbria Choice Based Lettings Scheme was launched. It was notable that the complaint was logged before Choice Based Lettings was launched and the compliment was received after its launch.

One of the advantages of Cumbria Choice over the old "points" system is that applicants now enjoy greater transparency and applicants can see for themselves the popularity, or not, of a particular property type or neighbourhood.

Please carry on contacting us with your comments – whether they are complaints, compliments or just general comments on our services – any feedback we get from you can be useful to us in planning and improving our future services. You can pass on your comments in whichever way suits you best – by a letter or postcard, by email, fax or a telephone call or text, or by dropping into our reception at Blain House.

We look forward to hearing from you.

# VOLUNTEERS REQUIRED



**Do you want to make a difference in your community?  
Would you like to become a volunteer?**

The Grow IT! In Eden programme is funded by UK Online which is from the Community Capacity Builders Grant, and is delivered partly at Eden Rural Foyer, and partly as Outreach in your Community.

The aim of the programme is to raise awareness of IT and the use of the internet – which is inclusive for everyone. We are working in partnership with many different agencies to raise awareness to their customers, clients and representatives.

As part of the programme we will also be developing a new website – 'Eden Communities Online', and need Digital Champions to volunteer to help take this forward – they will receive training to help them do this.

We are offering IT advice, guidance and tuition, free of charge for the full year's programme, to help raise awareness in Eden and the surrounding area.



For further information, or for an informal chat, please contact Eden Rural Foyer on:

Tel: 01768 861650 Fax: 01768 861651  
or email: [erf@impacthousing.org.uk](mailto:erf@impacthousing.org.uk)

Eden Rural Foyer, Old London Road, Penrith, Cumbria CA11 8ET

# Homeshare Age UK

Since I last wrote an article for Eden Housing, there have been many exciting developments within Homeshare. As you may recall, Homeshare is a simple idea whereby younger and older people share accommodation. The scheme is operated by Age UK Carlisle and Eden.

The main development has been the establishment of the very first Homeshare “match”. This match has now been in place for many weeks and everyone involved is very pleased with the arrangement.

Alongside this development is the news that Homeshare has now been made available in Carlisle. I have already found one householder wishing to take part in the scheme and she is now waiting to meet with potential sharers.

Recently, I began work on a promotional film for Homeshare. I employed a filmmaker named Joel Baker and 3 volunteer actresses. The film will be about 5 minutes long and has a simple storyline which exemplifies the positive aspects of Homeshare. Filming was completed in early August and I intend to premier the film at the official launch of Age UK Carlisle and Eden.

In May, I was contacted by a journalist from The Guardian newspaper. They intend running a story on Homeshare in England and would like to include Homeshare Eden in it. The story will be a positive overview of the scheme.

Homeshare now has a very big online presence – you can find us at [www.homeshare-eden-district.co.uk](http://www.homeshare-eden-district.co.uk), or the Facebook page by searching for “Homeshare Eden” or you can follow us on Twitter at “HomeshareEden”.

Homeshare is now firmly established in Eden and I am working hard to establish it in Carlisle. If you would like to know more please contact me on 01768 863 618 and ask for Dean Raine. Email [dean.raine@accarlisleeden.org.uk](mailto:dean.raine@accarlisleeden.org.uk).

**Homeshare**  
worked for us

**A HOMESHARE IS SIMPLE: IT'S TWO PEOPLE SHARING A HOME**

The first is the householder. Usually, they're an older person who would like some help and company around their home. The householder gets the security and support they need.

The second is the homesharer, a younger person, who needs somewhere to live and is willing to give some help and friendship in exchange. The homesharer finds a place to call home, at reduced or no rent.

Contact us for more information:

Eden Carers  
Eden Rural Foyer Penrith  
ask for Sarah Boyle or Angela Richardson,  
or email them at [erf@impacthousing.org.uk](mailto:erf@impacthousing.org.uk)  
Age Concern Carlisle and Eden

01768 890280  
01768 861650  
01768 863618

Impact  
erf  
AGE  
Carlisle & Eden  
hact

Homeshare is working in partnership with hact. [www.hact.org.uk](http://www.hact.org.uk)

# ECHO



## ECHO family fun day at Penrith Rugby Club was a huge success.

All proceeds from the day, approximately £700 are to go to Eden Young Carers and Carlisle and North Lakeland Hospice at Home, the charities selected by ECHO.

Activities both inside and out, included a tombola, hood-a-duck, sweets in a jar, bran tub, raffle, face painting, free play area, archery and stunt bike skills.

Staff of Fancy That, Penrith, went along with cupcakes for children to decorate, which they really enjoyed. Moky, a dance fitness organisation, performed one of its dance workout sessions outside, and circus skills were provided by Euphoric Circus.



# FAMILY FUN DAY

Eden Housing Association had displays informing people of its new scheme at Heysham Gardens, Carlisle, planned maintenance and information regarding Cumbria Choice Based Letting.

The success of the car boot meant there was a great presence at the fun day with around 400 people attending in total.

John Clasper, Managing Director, took informal comments from attendees regarding anti social behaviour. Partner agencies had information stands and activities which included, Barnardos, Eden Young Carers, Cumbria Police, Cumbria Fire Service, Age UK, Eden Credit Union, Careline and Brackenfell Rare Breeds.

Refreshments available from Buttylicious, Fancy That and Sless of Winskill.

Many thanks to all those who supported and attended the event.



# Local Offer - Introducing our new Saturday Morning Repairs Service

In previous editions of Viewpoint we have told you about our initiatives for improving our repairs service, for example carrying out part of the repairs service using our own, multi-skilled trade operatives and the launch of our improved appointments system for repairs.

Eden Housing Association places great importance on the quality of service we provide to all our customers. Our Responsive Repairs service standards reflect customers demand for choice and flexibility through the development of an appointment system, which now includes Saturday morning visits.

In addition to our standard service, we can now offer appointments between the hours of 8.30am to 12.30 pm on Saturday mornings for small plumbing, joinery and electrical repairs. Please contact the Repairs Services team, using the freephone number 0800 3581401, for more information regarding this.

So, in future when you contact us to report a repair, we will ensure that our contractors' telephone you back within one working day to make an appointment with you for the repair work to be carried out. The appointment will normally be offered for a specific weekday, however if a Saturday morning slot is more convenient to you, please let Integral know and they will try to make sure that your request is met.

Our contractors will also arrange to telephone each customer who has an appointment booked **the day before the appointment date** to confirm that the appointment is still programmed.

**All our operatives and contractors carry identification cards which show their photograph. You can ask to see their card at any time. If someone who says that they work for us calls on you without an appointment, never let them in without seeing their card. If you have any concerns whatsoever about the identification of contractors calling to carry out work to your home, please do hesitate to ring us on 01768 861400 and we will do all we can to help.**

We are absolutely committed to delivering an outstanding repairs service to our tenants. We will continue to work closely with all our contractors over the coming months to ensure that we give an improved repairs service that is shaped around you, the customer.



# NATIONAL PLAY DAY

Playday is the annual celebration of children's right to play. It is a national campaign where, each year, thousands of children and young people get out and play at locally organised events.

Eden Housing Association supported the campaign providing an afternoon of fun and entertainment on the sports field at Tebay. The event was supported by Eden District Council Community Warden, Duncan Greene assisting Wetheriggs animals.

Young leaders Dan Birkbeck and Conner Ladhams held a number of sporting activities including penalty shoot out and golf. Kirsty Weedon, Young Cumbria enthusiastically encouraged all the young people to enter the egg and spoon races, sack race, skipping and tug of friendship. Kirkby Stephen Mountain Rescue team attended giving advice, Kendalian Dance Troop provided two wonderful displays, Rock UK with archery and stunt bikes, face painting and various side stalls.

The refreshments were fabulous including fruit

kebabs and decorate your own biscuit with a huge thank you to Deanne and Sian Dunkinson, The Old Tea Room, Tebay.

Nathan Wolstenholme aged 10yrs said "I have had a great day, the archery and stunt bikes were my favourite part of the day".

One local resident said "we have very little to entertain our kids during the summer holidays and with little public transport we welcome any events in Tebay that are within budget".

Eden Housing Association aim to provide communities with more than just a home with their continued program of events. For further details contact Sarah Bowman on Tel.01768 861417 (Monday – Wednesday)



# Rampkin House Activities



“Monday afternoons are a buzz of activity, you never know what to expect next, and it’s always fun!” A great endorsement for the group meeting from 12 – 3.30pm at Rampkin House for a freshly prepared meal then doing....well, a whole host of activities!



Age UK Carlisle and Eden have been working with Eden Housing Association to deliver activities in the wonderfully cosy lounge area of Rampkin House. Val Dugdale- project co ordinator from Age UK commented “Each week we aim to deliver activities suitable to those attending –The group is run by Pat Mc Hugh along with the invaluable support of our volunteers - in one session we have several different things going on. We’ve done poetry, looked at works by Dorothy and Mary Wordsworth; done lots of craft work, including producing a fabulous silk painting based on a Clarice cliff design and taken part in exercise (and singing) to music. Following a visit from The Greystoke hand bell ringers the group have practised and perfected a few tunes of their own.....Oh, and have I mentioned the belly dancing?”



The group is very lively and there is such an electric atmosphere whenever you walk in the room. The group recently held an open afternoon, as well as showing off the crafts they have made in the sessions, they put on some informal entertainment – featuring Ken Dodd style jokes, poetry reading along with the bell ringing and belly dancing.

As the group grows we are looking to recruit more volunteers to enhance the range of activities we can offer through each session and ensure this project can continue well into the future – you’ll certainly get a lot of laughs in return!

Interested? Want to know more about our sessions? Contact Val Dugdale on 017683 54918, but be warned.....enjoyment and laughter are essential!

# Tenant Inspectors

We currently work with a number of Tenant Inspectors who play a vital role in checking the quality of services that we provide.

For example, Tenant Inspectors carry out regular inspections on empty properties before they are let to ensure they meet our "lettable standard" that sets out the condition properties should be in.

Tenant Inspector comments and opinions help shape the standard that we work to and ensure that it is met.

Tenant Inspectors also carry out regular inspections on other services to ensure we meet our Service Standards. This may be through inspecting our improvement programmes or our grounds maintenance contracts.

The inspectors are involved in reviewing the service based on the evidence they have helped us gather.

We are currently expanding our inspection activity and we offer FREE training (which could be ideal support for a return to work) to any tenants interested in helping with this important work.

## Do you agree with any of the statements below?

- I like to get involved and do something about a problem
- I like to find out exactly what's happening
- I like to be hands on, rather than just sitting in meetings
- I would like to help improve Eden's services.

If so, becoming a Tenant Inspector could be just the role for you!

Tenant Inspectors are volunteers who are trained to monitor our services and actively report on how well our services are doing. The Tenant Inspectors decide which service area they want to inspect, and they receive feedback on their recommendations for improvement.

For more information, please contact Kevan Guest on 01768 861438.

## Home Contents Insurance Prize Draw

Did you know Eden Housing Association is responsible for the buildings insurance of our properties but not the home contents insurance?

Over the last two winters we have had extremely low temperatures and as a result pipes have frozen and then burst in several of our properties. Unfortunately some of the affected households have not had home contents insurance and have had to renew personal belongings including flooring at their own expense.

From now until 30th November 2011, Royal Sun Alliance and Eden Housing Association are entering all those who take up home contents insurance into a prize draw for Argos vouchers - 1st Prize £25, 2nd Prize £15 and 3rd Prize £10. Winners will be announced in the December 2011 edition of Viewpoint.

For a home contents insurance application form please contact Eden Housing Association on 0800 1833948.

# A Chance to Have Your Say

We have been working on setting new aims and objectives for inclusion in a new plan that will set our course as an organisation for the next 2 to 3 years.

Working with our residents assembly ECHO and taking account of views from staff, our leadership team and Board members, we have arrived at 4 key aims to be achieved over the next couple of years;

- **Improve** key services
- **Strengthen** the business
- **Support and improve** the health and well-being of residents and communities
- **Valuing** our staff

**Initially, we wish to invite your views and ideas on the things we should be concentrating on and pursuing that fit within these aims.** For example what are our

key services as far as you are concerned? Do they need improving? In what ways? What and how can we do more to improve the health and well-being of our residents and local communities?

Your input is valuable to us and very welcome. If you have a view you wish to communicate to us it would be great if you would e-mail this to: [futureplans@edenha.org.uk](mailto:futureplans@edenha.org.uk)

If this is not convenient then please contact me, John Clasper Managing Director on 01768 861431 or drop us a line to Future Plans, Eden HA, Blain House, Bridge Lane, Penrith, CA11 8QU.

We will feedback on this next time.

## ECHO Grant



Jo Scott Community Representative for Winskill area presented a cheque of £200 to Hunsonby Swimming Pool committee from ECHO. Stainton Village Hall, Beaconside School and Friends of Alambra Cinema have also received grants from ECHO this year.

ECHO meets every 2 months and have discussed so far this year Rents, Repairs and Anti Social Behaviour. A special meeting on Anti Social Behaviour is to take place in October to discuss procedures taken by Eden Housing Association. ECHO works closely with Eden Housing Association Leadership Team in discussing policies that affect residents.

Eileen Soulsby, Chair ECHO

**If you would like to become more involved at any level or simply just wish to discuss our work please contact Heidi Ware for details on Tel 01768 861419.**

# Wasdale Garden of Dreams

Some months ago, John Innes, one of the residents at Wasdale, Shap, suggested to the scheme officer the possibility of creating a memory garden in the grounds. The idea was to create an area where anyone who had lost a loved one could place a plant or small item; and it would also provide a quiet place where residents could sit and enjoy their surroundings.

The proposal was discussed with other residents who all agreed that it would be a wonderful addition.

Nearly 15 tonnes of limestone from Tata Steel's Shap Fell quarry was donated for use in a community garden project. The limestone rock and chippings were used to create walkways and flower beds as part of the garden improvement project.

The project has also received assistance from Shap Youth Club members, who moved gravel to create a pathway, and Shap beavers, who went in for an afternoon to help with the planting of donated plants.

The garden utilises the natural slope, with a cascade running down into a pond. An archway bearing the inscription 'Welcome to our garden of love, friendship and memories' leads to a sloping gravel path and a higher level with seating. There are also lower level areas for seating which are accessible by wheelchair.

Thank you to the Cumbria Community Foundation for the £200 donation.



# Training Programme Update - October 2011

We are now into the last few stages of the Training Programme, having been all around Eden with Cookery, Digital Photography, and Gardening. In Alston, the Basic Family First Aid Training was supported by Barnardo's who provided the training rooms and a crèche, which made things much easier for the mums who attended! Due to the popularity of Get Digital training at the Wasdale scheme, we are organising an extra couple of sessions for the residents, so they can make the most of their new scheme equipment.

The final cookery and Get Digital training will be organised for Heysham Gardens now that our residents are settled in to the new scheme.

Get digital will be held over four sessions with trainers from Fellside CDC looking at digital photography- how to take, edit and send photographs and any other advice you would like to seek! One pot cookery will be held by Anne Macdonald, who will provide a demonstration on making the best of cooking in one pot, and transforming meals with simple additions. Dates will be advertised at the Heysham Gardens Scheme.



Household maintenance training will be taking place at Eden Housing Association's offices, Blain House, Bridge Lane Penrith. Training will be provided by Paul and Mick from Eden Works, and they will be providing practical advice, hints and tips to keep your home in working order over the winter months: find your stop tap, how to prevent frozen pipes and assistance with small household jobs and electrical tasks... Places are available- please contact Jenny Arragon on 01768 861435 if you would like to join the training

In the next issue of Viewpoint we will be looking at how some of our residents have benefitted from the 2011 training programme, transforming their garden and taking on an allotment using some of this skills they developed through attending the training at Newton Rigg in May.

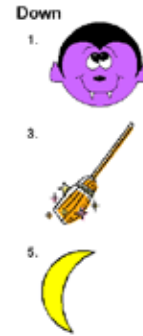
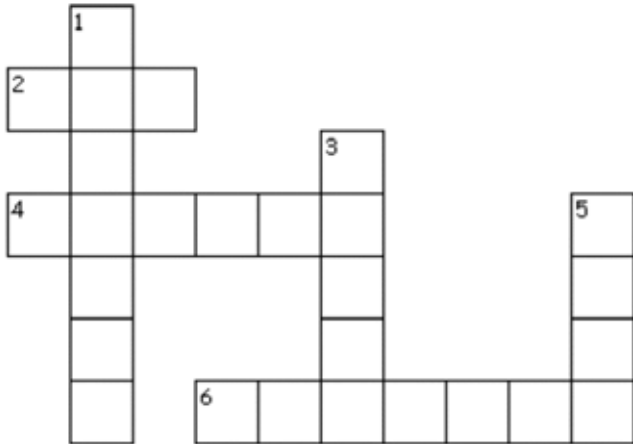
If you have any comments or suggestions for the 2012 training programme, please contact the Community Development Team.



# Kid's competition

Enter and win  
£20 Voucher!

## Halloween Crossword



**Winners** – Congratulations to the Summer edition of Viewpoint winners – 4 year old Imani Jackson from Appleby who won the 'What am I' competition, and Cecil Chapman, Penrith who was the adult winner of the wordsearch.

Entries for the Summer edition – Adult 41, Kids 16.

# Adult's competition

Opposite is a grid containing words all associated with Autumn. Below is a list of 7 words, but you will only be able to find 6 in the grid. Which word is missing? Write your answer on the slip below and return to us to be in with a chance of winning **£25** in vouchers.

Autumn Harvest Leaves  
Scarecrow Pumpkin Fall  
Halloween

S	H	L	A	U	T	U	M	N
P	C	S	H	J	X	Q	E	S
O	Z	A	A	L	O	M	I	T
B	A	Q	R	N	L	B	F	Q
L	E	A	V	E	S	W	A	C
X	A	Q	E	T	C	N	L	R
R	B	U	S	D	D	R	L	U
K	H	F	T	V	Y	I	O	T
C	P	U	M	P	K	I	N	W

### Adult's Competition

Name: \_\_\_\_\_ Answer: \_\_\_\_\_  
Address: \_\_\_\_\_

### Kid's competition

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Answer: \_\_\_\_\_  
Address: \_\_\_\_\_

Return your slip to Sarah Bowman, Eden Housing Association, Blain House, Bridge Lane, Penrith, Cumbria CA11 8QU before 1st December 2011

# Dates for your diary

## OCTOBER

Gemstone - Opal  
Flower - Marigold

- 07 Comedy Club – Brewery Arts Centre, Kendal
- 10-15 Buddy The Musical – The Sands Centre, Carlisle
- 15 Brough Farmers Market
- 31 Halloween



## NOVEMBER

Gemstone - Topaz  
Flower - Chrysanthemum

- 04 Midge Ure – Brewery Arts Centre, Kendal
- 12 Orton Farmers Market
- 13 Remembrance Sunday
- 20 Macbeth, The Sands Centre, Carlisle



## DECEMBER

Gemstone - Turquoise  
Flower - Narassus  
Chrysanthemum

- 07-10 Season's Greetings – Penrith Players
- 07-31 Beast & Beauties – Brewery Arts, Centre Kendal
- 13-31 Cinderella – The Sands Centre, Carlisle
- 17 Brough Farmers Market
- 21-28 Hanukah



## Fact

Halloween was originally a pagan holiday to honor the dead, and the holiday was known as All Hallows Eve. The date, October 31, is the last day of the Celtic calendar.



John Clasper manning the anti social behaviour stand at the ECHO Fun Day



Flower craft with young people at the Pavillion, Kirkeby Stephen

## Contact Us - EHA Telephone Numbers

Repairs hotline: **0800 3581 401**  
(FREE from a landline)  
(24 Hours) or **01768 861434**  
Housing hotline: **0800 1833 948**  
(FREE from a landline)  
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Main office number: **01768 861400**  
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