Issue 62 Winter 2015

# VIEWPOINT








EDEN
HOMES
AND COMMUNITIES

ECHO





# Editor's News

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

Due to the recent Government housing announcements regarding Right to Buy and reduced rent over the next four years, these are challenging times for Eden Housing Association. There are a range of views on how best to respond to these locally. If you have any concerns or comments please do not hesitate to contact us as your views are always very important to us.

Eden Housing are committed to continue to support and work with our communities giving all our residents the opportunities to engage in events and training at Local and National levels.

I was delighted to see the inspirational presentation given by Ian Douthwaite, EHA tenant, at the Place shapers Conference in London, for further details please see the article on page 16. Congratulations to Ian and well done on such a great presentation.

We continue to successfully work in partnership with a vast number of agencies and voluntary groups. If you would like any further information or would be interested in joining our group of volunteers at any level please give me a call as we are always keen to welcome new members.




Sarah Bowman

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## This is the Eden Housing Association newsletter.

**Eden** 住房协会季度快讯。

**Niniejszy biuletyn jest kwartalnikiem wydawanym przez spółdzielnie 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.

**Visit our website www.edenha.org.uk**

**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文版本，或制作成另一格式，
如有此需要，或需要传译员的协助，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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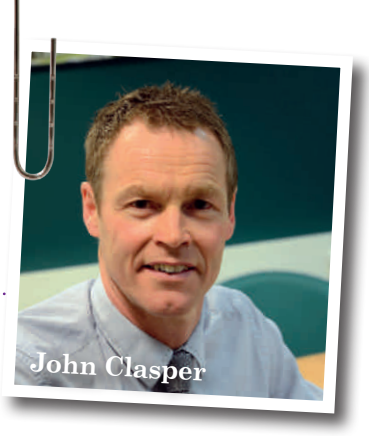
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# EHA News


John Clasper

**The Government published its Housing and Planning Bill on 13th October. I have picked out below some of the clauses that you may be interested to know more about;**

**Pay to Stay –** It is being proposed that housing association tenants where the joint household income is greater than £30,000 a year will be expected to pay a market or near market rent. There is very little additional detail around how this will work in practice and it is probably not going to come into operation until April 2017. However, this has the potential to mean increased rent payments for a significant minority of our tenants.

**Right to Buy –** A voluntary Right to Buy scheme is now underway with five housing associations across the country. These 'pilots' will help to inform how the scheme is rolled out to all associations including Eden Housing Association eventually. It is likely that the association will have the authority to say 'no' to selling a specific property on certain grounds ( such as it is part of a sheltered housing scheme or the property is in a rural location) but the tenant will still be entitled to a financial discount to help them purchase a home elsewhere.

**Starter Homes –** The Bill sets out how it expects first time buyers under the age of 40 to be able to access a new starter home at a discount of 20% of the market value, within a cap of £250,000.

The Bill provides some opportunities for those wishing to buy but there is very little financial support in much of what is being proposed to help fund more affordable homes for rent and there remains a desperate and growing need for this type of provision.

Not everyone is able to raise a deposit or wishes to buy their own home and we will continue to look for ways in which we can build more new homes for rent.

On a more positive note, I was privileged recently to attend the national Placeshapers conference where an Eden Housing Association tenant, Ian Douthwaite spoke fantastically well on the importance of affordable rented housing and his positive experience of Eden Housing Association as a landlord. It's great to hear first hand accounts such as Ian's as to the value of affordable rented housing from his own direct experience. Tenant's voices can often be under-represented or not heard in any proposed changes. I'd encourage you to take an interest and make your views known to your local politicians on the future of housing provision in this country. Please do also let me know what you think at john.clasper@edenha.org.uk

I mentioned last time, that a 1% reduction in rents will take effect from next April and the impact is that the association is forecast to end up with around £2.8m less income over the next four years. We will be arranging conversations and focus groups with tenants and customers early in the new-year to work out how we can manage this situation to the best of our ability whilst making sure we prioritise and protect the services that are most important to you.

Another positive, in January the merger between Eden Housing Association and Eden Community Alarms will come to fruition. The joining together of our services within Eden Independent Living will offer us the opportunity to grow, develop and improve services for older people wishing to remain living in their own home for longer.

All that's left is for me to wish you and your loved ones all the best for Christmas and for 2016! Catch you next time.

# Rory Stewart MP joins 'Shoctober' campaign

**Rory Stewart MP dropped in to Appleby's Rampkin House last week for a photograph with residents and their defibrillator, to raise awareness of the importance of public defibrillators (AEDs) as part of the North West Ambulance Trust's (NWAS) 'Shoctober' campaign.**

Following his visit Rory said: "In an area as rural as our own, defibrillators have become an absolutely essential means of providing rapid response and support to those in need of emergency medical care. Even with the best will in the world, emergency services are not always able to respond within eight minutes, so the more awareness we can raise about defibrillators, the safer our towns and villages become. And I am delighted to support this important campaign."




# Heart Start

**Christina Bainbridge and Lucy Richardson both qualified First Responders for Appleby and surrounding area provided a two hour training session at Rampkin House, Extra Care Housing Scheme in Appleby.**

The training was free and open to all tenants and residents. Those who attended were shown Cardiopulmonary resuscitation (CPR) this is a first aid technique that can be used if someone is not breathing properly or if their heart has stopped. Chest compressions and rescue breaths keep blood and oxygen circulating in the body. They also learnt how to deal with serious bleeds and strokes.

The event received some very positive feedback. For some people it was an introduction to first aid and others a refresher, equally as important giving all the ability and confidence to administer possibly life saving first aid.



If you would be interested in attending a Heart Start training event please contact Sarah Bowman on telephone **01768 861417** or **sarah.bowman@edenha.org.uk**

# Success for inaugural Castletown Dog Show

**The first Castletown Dog Show was held at the end of September, and hailed as a success by organisers and participants alike. Castletown residents gathered at Newton Road playing field with visitors from Penrith, Appleby and surrounding villages on a bright autumn morning for a celebration of all things canine.**

Hosted by the Castletown Tenants and Residents Association, the event was the brainchild of PCSO Danielle Dixon; herself an experienced competitor in the equine show arena. PCSO Dixon brought this experience to bear and acted as MC for the show, with assistance from fellow PCSO Nathalie Latham.

In all, 18 dogs were entered in a variety of categories, with prizes and 'doggy bags' to take home provided by Penrith businesses Vets4Pets, WCF and The Dog House. Trish Veitch, owner of The Dog House grooming parlour had a hard task in judging all the beautiful dogs entered and she did a fabulous job, using her knowledge of grooming dogs to help her with some tough decisions.

The Penrith branch of MDNA (the Motor Neurone Disease Association) brought a charity stall, and Eden Housing Association's Community Development team had information on services and facilities available to the community. Castletown resident Malcolm Carruthers came along to spread the word on EHA's Community Poly Tunnel – further information can be obtained by calling him on **(01768) 890289.**

Champion of the day was awarded to a lovely male border terrier called 'Eddie', owned by Louise Tallontire of Penrith, and shown by Louise's granddaughter Mellissa.

Castletown TRA Secretary Laura Tuer thanked everyone for coming along and making the event such a success. It is hoped it will be the first of many.



# The Big Coffee Morning

**The Big Coffee Morning took place at Heysham Gardens, Carlisle and Sim Court Penrith. Heysham residents enjoyed a game of Bingo, Raffle and Cream Tea with the sale of cakes. A grand total of £492.90 was raised with the Tenants & Residents Association making the funds up to £500.**

Sim Court residents enjoyed cake and tea and were joined by Eden Housing Association Board Members and Managing Director. The residents organised a raffle with all prizes donated and raised a total of £141.00.





# Eden Carers

**Eden Carers is a local charity providing support for Carers of all ages and backgrounds. It has just appointed a new Chief Officer following the retirement of Cilla Clarke.**

Dani Leslie comes from Wisconsin in the US which she describes as 'very like Cumbria – but flat'. Dani lives in Appleby and has three boys, all of secondary school age. After living and working in developing countries she used her business degree and the skills she learned about making things happen, to start Bolton Nursery and manage the Childrens' Centre at Kirkby Thore. Dani was previously the Chief Officer at Eden Community Outdoors and she is very pleased to be able to continue her passion for the local community into her new role.

Dani is very interested in links with Eden Housing's Community Development and has already started to talk to the team about possible collaborations. If you are a Carer – or know someone who is – and you have any suggestions about what sort of services or events would be useful then please get in touch with either Eden Carers or Eden Housing Community Development.

Eden Carers already provides Carer Needs Assessments, information and support about all aspects of caring including help with accessing benefits and planning for emergencies.

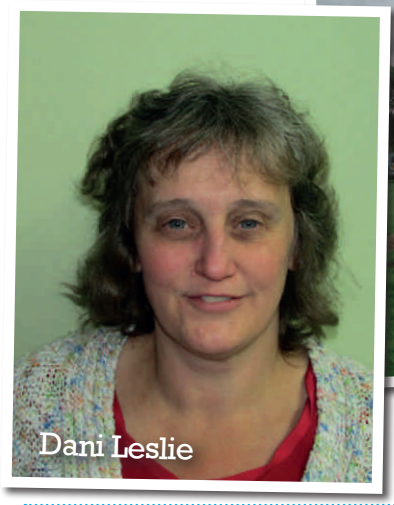
It provides time for Carers to talk in confidence about their needs as well as organising social activities for some much needed 'me' time. There are special activities for Young Carers who are aged between 5 and 18 including After School Clubs and trips.

As well as ensuring the continued success of Eden Carers by safeguarding its financial future, Dani will work with the team at Mardale Road to develop the services and support it offers.

Since three in five of the population will be a Carer at some point in their lives, many of you reading this will be Carers. Help and support is available for anybody who looks after someone who is ill, disabled or elderly.

You can contact Eden Carers on **01768 890280** or **enquiries@edencarers.co.uk** or come to The Office, Mardale Road, Penrith CA11 9EH.





Dani Leslie





# Update on EHA's website

**In the last edition of Viewpoint, we told you about EHA's new website, launched in June 2015. We have received some feedback saying it is hard to find the 'contact us/report a problem' section, so this article will hopefully help.**

When you view Eden Housing Association's website images similar to those shown here will appear. However, more context will be available by scrolling down the homepage.

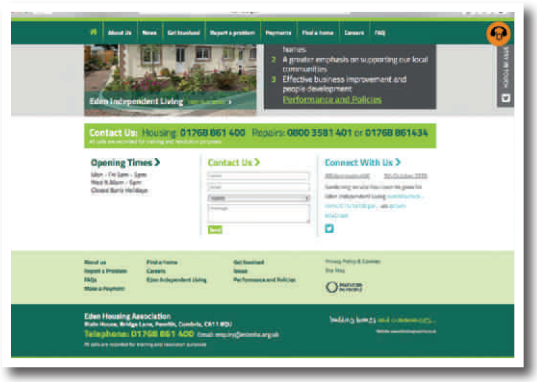
In the middle is the contact section of our homepage, all you need to do is put your name and email into the sections 'name' and 'email', then choose a subject from the drop down list:

- Report a repair
- Make a complaint/compliment
- Feedback/suggestions

Then use the message box to write what you have to say, press send and it will get delivered to the correct department. If you would rather speak to somebody on the phone, or write a letter; there are numbers and an address provided at the bottom of the homepage.

If you have any problems, or need further assistance please don't hesitate to contact me via email **ben.walsh@edenha.org.uk** or telephone **01768 861400.**




# EHA's Facebook page goes live!

**Eden Housing Associations Facebook has now gone live!**

If you would like to be kept up to date with:

- What we have planned
- What we are involved in
- What is happening within EHA
- Any competitions we may have on the wall
- Pictures of EHA related events
- Many more interesting, and important posts.

Then give our page a like at **www.facebook.com/EdenHousingUK** or search on Facebook for Eden Housing Association, and our logo is our profile picture, we should be easy to find!

# Fun day raises funds for three charities

**A Penrith fun day has raised over £1,600 which will be shared by three local organisations. The fun day, held at Penrith RUFC was a joint affair; with local groups working together to create a value for money family event that could also raise funds for nominated charities.**

The event raised £1,637.23 and was jointly organised by Eden Housing Association (EHA), working with ECHO (their Residents Assembly), INSPIRA and Penrith RUFC. Their nominated charities were Hospice at Home Carlisle and North Lakeland, the Great North Air Ambulance and Penrith RUFC Youth Rugby team, each receiving a cheque for £545.74.

For more information about working in communities with Eden Housing Association contact Sarah Bowman on **01768 861417** or email **sarah.bowman@edenha.org.uk**

For more information on Youth Rugby and upcoming events at PRUFC contact Spike Johnson on **07713 074 842.**

ECHO members (Patricia Wadsworth, Jo Scott, Malcolm Carruthers and Hugh Harrison hand over the group cheque for £1,637.23 to be shared with Great North Air Ambulance Service (Rod Bell), Hospice at Home Carlisle and North Lakeland (Julie Blundell) and the Penrith RUFC Youth Rugby Team (not pictured) watched by members of Eden Housing Association's Community Development team Ben Walsh and Eddie Allen.



# Eden Housing Association officially opens




**Eden Housing Association's new extra care scheme in Kirkby Stephen was officially opened by Parish Councillor Joan Johnstone. Mill Gardens was originally a sheltered housing scheme built in 1977, but its bedsit accommodation became dated and was becoming no longer fit for modern day living.**

After considering whether to refurbish and remodel the existing building it was decided that it would prove far better value to provide a brand new facility.

Therefore in 2013 the old building was demolished to make way for this new, modern, and future proofed extra care scheme for the benefit of not only residents but the local community. At a cost of £3.1 million, the new 'Mill Gardens' scheme features nineteen self-contained apartments as well as communal facilities and gardens that meet the support, care and housing needs of local residents.

Work on the old site began in September 2013. The £3.1 million cost created three, one bedroomed and sixteen, two bedroomed apartments over three floors; they have been designed to be 'lifetime homes' that can be adapted as personal needs change. The build cost was met with grant funding of over £500,000 from the Homes and Communities Agency and £250,000 extra care funding from Cumbria County Council to help build and fit out additional floor space and provide extra care facilities like assisted bathing, specialist laundry equipment, secure door entry and flexible space and rooms for health and well-being use.

Residents living in the extra care scheme environment that Mill Gardens provides will benefit from the presence of an on site care team, 24/7 thanks to the investment commitments made by Cumbria County Council.

The footprint of the new scheme is slightly larger than its predecessor and it feels considerably larger because of the clever use of space. Inside the corridor colours and signage have been created to make getting around easier for any residents living with dementia. Work on the scheme was completed in time for residents to move into their new homes in April and the EHA team was pleased to see 75% of the original Mill Garden residents choosing to return to the new Mill Gardens – they were given first choice of the new apartments. Popular from the outset, the scheme is fully occupied and residents are now enjoying their new community, getting together on a regular basis for a coffee and a chat, fish and chip lunches, and afternoon activities. All the residents attended the opening of the scheme.

Welcoming everyone to the launch Henry Barker, Chairman of Eden Housing Association said "Standards and expectations in older persons living have changed over the years and Eden Housing Association has adapted to those needs, firstly in Carlisle with the Heysham Gardens Extra Care scheme, and now in Kirkby Stephen with Mill Gardens. It is a great example of collaborative effort and I would like to extend a big thank you to the whole team for getting the scheme to this stage, and also to those taking it forward and running it on a daily basis.

The scheme is not about a building, it is about the residents and the choices it offers them.

# new Extra Care scheme in Kirkby Stephen





Our oldest resident is 95, with others also in their 90's; the fact we have so many residents able to live independently in their own homes is a testament to the success of extra care models and is certainly the way forward if funds allow.

Residents agree that life is made easier with the extra facilities. Bertha Stary was one of the original Mill Gardens residents; she chose an apartment that was in a similar position to her previous one, overlooking the trees and fells. She loves having the Juliet balcony doors open so she can hear the river and pursue her passion for bird watching. Asked what she likes best about her new apartment she said she really appreciates the walk in shower – it makes life easier. The other residents agree.

Addressing guests at the opening Geoff Cook, Vice-Chairman of Cumbria County Council said "Extra care housing provides people with the security and independence that they need. It means that people can continue to have their very own front door providing them with their own space alongside quality support services and the council is delighted to be part of, and fund, this very exciting scheme".

The honour of officially opening the scheme was given to Joan Johnstone, who has played an important role in the Kirkby Stephen Community for many years. As a past Chair of Eden Housing Association and current Town Councillor Joan has followed the progress of the scheme with keen interest.

In her opening comments she said "Kirkby Stephen is a real community, and it has a much older population than the UK average. This makes the new Mill Gardens scheme even more important to the people who live here. I am honoured to be invited to perform the official opening of the new Mill Gardens.

I have watched the scheme develop and now finished, I do hope that all residents will be part of the local community and feel happy and contented in their new homes. I applaud and thank everyone at Eden Housing Association, along with the consultants, contractors and funders, for this project which has provided Kirkby Stephen with this excellent facility." Once opened, guests were shown round apartments before enjoying a celebratory afternoon tea with residents.



For more information about the Mill Gardens Extra Care Scheme, contact Eden Housing Association on 01768 861400.

# Century celebrations for Eden Housing Associations resident

**Mr Robert Dent marked his 100th birthday at home with his family and friends.**



Mr Dent is one of Eden Housing Association's (EHA) oldest tenants and still lives independently in a bungalow that has been his home for over 25 years. Aware of the impending century milestone, the Association asked if they could pay a visit to mark the occasion.

John Clasper Managing Director at EHA wished Robert Dent a happy birthday, presenting him with a card featuring a vintage truck and books on vintage wagons – a subject that has been a passion for Mr Dent for decades. Commenting on his visit John Clasper said "It is an honour to be able to wish one of our tenants a happy 100th birthday in person, even rarer to be present when a card from the Queen arrives – special delivery, followed by a telegram from Ian Duncan Smith at the Department of Work and Pensions!

It's also very gratifying to see that as a centenarian, Mr Dent is still being able to live independently in his own home. He is fiercely independent but knows he has the support of his family and our Eden Independent Living Service, when needed. We wish him continued health and good luck into his second century."

Mr Dent began his working life in the Middleton in Teasdale coal mines, bringing out coal in a cart with a horse named Julie. In 1938 he began driving wagons, leading from Helbeck Quarry and later hauling animal feed from Kirkby Stephen.

Buying his own wagon, Mr Dent continued in the haulage business until he retired and his son took over the business.

Mr Dent was married to Doris Mary and they raised a family of five: Edna, Enid, Christine, Pauline and David. Today he has eighteen grandchildren and twenty six great grandchildren.

There's certainly an air of pride when Mr Dent confirms he has been looking after himself since he lost his wife thirty three years ago. More recently Mr Dent has used the Eden Independent Living Service to organise a care alarm being fitted and does make use of home care support in the mornings. The combination of a little extra support and help from his family means Mr Dent can continue enjoying his independence into his second century.

After reading his cards and opening his special delivery from Buckingham Palace, Mr Dent enjoyed a celebratory lunch with his family and friends.

For more information about the Eden Independent Living Service, contact the team on 01768 861468 or visit the website www.edenindependentliving.org.uk

# Cumbria and North Lancashire tenants' and residents' participation forum

**Designated Person Training took place at Penrith Rugby Club in October with representatives from Eden Housing Association, South Lakes, Barrow Borough Council, Lancaster City Council and Two Castles Housing Association. Funding for the event was provided by Trafford Hall.**






The speaker Michael Smith from the Housing Training Company Limited covered all aspect ranging from a power point presentation, exercises and background reading material. A designated person or panel looks at complaints. Michael gave an overview of the legislative and regulatory framework for dealing with complaints, the Landlords complaints procedures and the role of 'designated persons' and Tenant Panels. He also looked at the role and responsibilities of the Housing and Local Government Ombudsman service.

The Chair Eileen Soulsby was delighted with the wide representation and felt that everyone present gained lots of very useful information regarding how to set up a panel and deal with all levels of complaints.

## Jo Scott, Echo member, received a grant from Trafford Hall for Echo Training.

**Eddie Allan gave a talk on Affordable Warmth.**

The group was informed on how heat could be lost from your home (fabric and ventilation) this was followed by a presentation on how to keep warm in your home. We also compared and analysed consumption of heat from various appliances.

The next training was given by Michael Delebo on the welfare benefits updates. Universal credit, who will receive it and how to apply. At this moment it is just paid to people of working age. It includes all benefits (Job Seekers' Allowance, Housing, Working Tax Credit, Child Tax Credit etc.) except Council Tax benefit – this must be applied for separately.

Anyone needing more help or advice can get in touch with Eden Housing Association on **01768 816400** and they will signpost to the most relevant organisation.



# Changes to the way we charge your rent

**Earlier this year we worked closely with our tenants to consider the implications of moving away from charging rent over 48 weeks. The general consensus was that a move to charging either monthly or over 52 weeks would prove beneficial for both tenants and the Association.**

We wrote to tenants advising that from April 2016 we intended on charging all new tenants their rent monthly. We also invited current tenants in favour of these changes to sign a Variation of Tenancy document allowing us to charge their rent monthly from April 2016.

Unfortunately after carrying out further research into the legislation required to change the tenancy agreement from weekly to monthly, we have encountered a potential complication which would prevent us from increasing rents annually from the 1st of April.

Moving to monthly rent charges would result in a rolling programme of rent increases throughout the month of April. After careful consideration we have concluded that the Association has neither the capacity nor resources to fulfil this obligation.

We will therefore not be moving to monthly charges.

However we still recognise the benefits identified by our tenants of moving away from 48 week charges therefore:

- From the 1st of January 2016 all **New Tenants** will be charged their rent over 52 weeks.
- In addition we will speak to all current tenants with a view to encouraging a move to 52 week charges from April 2017.

If you have any queries regarding the above please do not hesitate to contact a member of the Customer Advisor Team on **01768 861400.**

# The Eden Housing scrutiny committee

**Our Eden Housing scrutiny committee has explored a number of topics this year, including Value for Money at the association. All recommendations from this review were accepted by the board.**

More recently we've been looking at Eden Housing's external communication; is it effective, is still time being used optimally and in the best interests of the customer, what might be done better? The scrutiny review will be suggesting, for instance, that the standard (until now) practice of always sending a response form to tenants awaiting a repair ceases, and that these forms will be available on request only. With only a fraction of such forms generally being returned it is hoped that, if the board agrees with the committee, money and time will both be saved in this respect.

Eden Housing association's scrutiny commit is made up entirely of tenants, former tenants and leaseholders. Would you like to join us? A level of training is available and expenses to meetings are payable. The group meets six to eight times a year and has made visits to various properties and estates within the area to carry out reconnaissances. Involvement in scrutiny here at Eden is a great way of finding out more about what your (our) landlord is up to and helping them to do it even better.

Neil Hughes *(Chair of EHA scrutiny panel)*

# Pategill Stores converted into apartments

**Pategill Stores had been empty for a number of years and after no success in selling it as a shop, Eden Housing Association decided to convert it into four one-bed apartments.**

The apartments were completed in November 2015 and all have a private entrance, yard and external storage. They offer good sized living accommodation for a couple or a single person. The apartments have an open plan living room/kitchen/diner, a double bedroom, a bathroom, and storage.

The building has been extended onto the original sun terrace to allow greater space for one of the first floor apartments. This also allowed our architects to incorporate a contemporary design feature of zinc cladding to the external shell. Not only does this give a more distinctive feel to the building in its new identity as apartments, but also solved the problem of trying to find bricks to match the original colour.

The apartments are rented through Cumbria Choice Based Lettings at Affordable Rent.



# Gardening service for Eden Independent Living



**The Eden Independent Living (EIL) Service was started three years ago by Eden Housing Association, to provide a range of services to help older residents stay independent in their own home.**

In addition to care alarms it now includes a handy person service, decorating and more recently, a gardening service.

The service has seen 20% growth in customers, with many taking advantage of the handy person and help with gardening. There are now two freelance gardeners covering Eden.

Miranda Lowther, Senior Independent Living Advisor works closely with all the service providers and is delighted that the gardening team is now up to full speed. She said "Adam Tracey runs Adam in Eden Gardening Service and is based in Kirkby Stephen. He's worked with Eden Housing Association for three years, providing gardening tips and courses for residents and the feedback on his work has always been very good."

The most recent addition to the gardening team is 26 year old Greg Corrie from Eden Externals in Penrith. He has only recently set up his own business, but impressed the Eden Independent Living service team with his attitude and helpful manner. Joining the team in late summer he looks after gardens in Penrith and surrounding areas.

Anyone interested in finding out more can contact the Eden Independent Living Team on **01768 861468** or visit the website **www.edenindependentliving.org.uk**

# Proud Eden tenant presents at national conference and visits Kew Gardens

**Ian Douthwaite, an Eden Housing Association (EHA) tenant, was invited to speak at a national housing and health conference in London.**

He was one of only four tenants across the country who spoke, contributing to the theme 'Proud to be a tenant'. Ian made a real impact with his presentation and was also asked to be involved in #nationalhousingday.

PlaceShapers is a network of more than 100 housing associations, who all share a community focus and a commitment to put residents at the heart of what they do, principles that make them more than just a social landlord. This year their national conference wanted to hear from tenants from across the country. Eden Housing Association approached Ian Dowthwaite, asking him if he would be prepared to share his tenant journey at the conference – he was delighted to accept.

Ian's presentation captivated the audience who heard about his tenant history with Eden Housing Association. Ian, his wife and two children became EHA tenants in 1999, having been made redundant from the pub he ran with his wife Pauline. Unfortunately it meant they lost their home too. With impending homelessness, the family contacted EHA who found them a family home in Kirkby Thore.

Ian worked as a freelance chef until his wife was diagnosed with a life changing illness affecting her mobility. Their two children had grown up and the family sized house was difficult to manage, so EHA assisted in relocating Ian and his wife to a bungalow in Greystoke with an all-important garden. Ian has become his wife's carer, but in 2011 he did find time to attend gardening training classes organised by the EHA Community Development Team.

Based at Newton Rigg, Ian was naturally green fingered and the college encouraged him to study a BTEC in Horticulture.

He did fantastically well and even enjoyed work placement at Hugh Fearnley-Whittingstall's River Cottage – the most famous of kitchen gardens.

Coming full circle, Ian now also helps EHA with gardening projects, encouraging others to get the green finger bug. As a thank you for speaking at the conference, Eden Housing Association arranged for Ian to visit Kew Gardens – a visit high on his bucket list.

Ian's presentation made a real impact, leading to numerous mentions on social media which reaffirmed the PlaceShapers ethos that social housing 'is about much more than bricks and mortar'. Ian was also asked to speak on social media during #nationalhousingday on Wednesday 18th November.

John Clasper Managing Director at Eden Housing Association said "Ian's story is a great example of how security of tenure and the right kind of support can make a world of difference. Ian and his family have been tenants for 16 years, and we have enjoyed a great landlord and tenant relationship, working alongside them as their needs have changed. Ian has also embraced our community activities and training, which in turn has led him to cultivate his green fingers. We're delighted that we helped him develop his love of gardening and learn new skills and pleased he was able to join us at the conference."



# Eden Community Alarms and Eden Housing Association merger goes ahead

**Two local organisations, Eden Housing Association (EHA) and Eden Community Alarms (ECA), looking after the interests of older and vulnerable people in Eden are about to merge.**




The two organisations have worked together for many years, supporting the needs of older and vulnerable residents in Eden and surrounding areas. Links between the two were further strengthened in 2012 when Eden Housing Association launched "Eden Independent Living" (EIL) a one-stop-shop service for people looking for extra help to enhance their daily independence at home.

Popularity of the Eden Independent Living Service, combined with feedback by users, meant the range of services has grown. In addition to care alarms, accessing telecare and offering emergency response services, customers also benefit from practical and social support, personal care and help around the home with a gardening and handy person service.

Carolyn Greenhalgh, Eden Housing Association's Assistant Director for Housing and Support said "Marrying the skills and expertise in each organisation will strengthen the long term future for support to older and vulnerable people in Eden and nearby rural areas which is crucial when you look at planning for the future.

"Eden is set to see the 65+ population rise 59% by 2030; even more significantly, those aged 85+ will increase by 90% during the same period. It is vital that we ensure a consistently high quality service to support these residents, joining forces makes us stronger than we were as separate organisations."

Moving forward, the services provided by both organisations will be integrated under the banner of Eden Independent Living. The existing ECA premises will be kept, providing a shop front for the service, and a base from which it can continue to grow.

Kath Hetherington, Chief Officer of Eden Community Alarms, said "The legacy of what we Eden Community Alarms has achieved so far is a testament to our staff and to the dedication of our team of volunteers who will continue with us on our journey. At the same time, our customers can take advantage of the wide range of other services offered by Eden Independent Living and will benefit from more choice and help to maintain their independence at home. We are excited about exploring ways to develop the service further."

A joint merger sub group with board members and key staff from both organisations was formed early in the process, working to ensure a safe, practical and seamless transition for existing customers and staff.

*Picture: Kath Hetherington Chief Officer at Eden Community Alarms with Carolyn Greenhalgh, Eden Housing Association's Assistant Director, Housing and Support.*

For further information about the merger please contact: Kath Hetherington at Eden Community Alarms **01768 890657** or Carolyn Greenhalgh at Eden Housing Association **01768 861400.**

# Business and school partnership results in creative van art

**School pupils will be watching the road for traffic this week, watching out for white vans with a difference.**

A project led by two Cumbrian businesses has enabled students at Kirkby Stephen Grammar School to stretch their creativity by designing a van bonnet that expresses how they feel about their local community. The winning designs are now covering two PPM Ltd vans that travel across Eden.

PPM Ltd Managing Director Gordon McGregor came up with the innovative project stimulating students to think more about their community and discover a new range of job opportunities.

The seventy entries were judged by Gordon McGregor from PPM Ltd and John Clasper, Managing Director at Eden Housing Association. Initially they were looking for one winning design for a van, but the standard was so high, they created two winners who both had their designs transferred on to vans, they also added highly commended awards for impressive creativity.

The winning van designs came from Alice Fawcett and Nathan Wolstenholme, with Highly Commended Awards presented to Amy McDonald, Ella Capstick, Hayley Pinder and Benjamin Cottrell.

Head Teacher Ruth Houston said "The school is delighted to work with local businesses like Eden Housing Association and PPM Ltd as part of our growing links between the school and local community. The title of this project "what our community means to me" was very meaningful and real for the students and it's great to know the PPM vans will be seen regularly around the area."







To find out more about supporting community activity, contact Sarah Bowman at Eden Housing Association on **01768 861400.**

## Kid's Christmas Quiz – Colour for Fun!

**1. How many baubles are there?**

**2. How many different patterns are there on the baubles?**

**Answer the question in the box at the bottom of the page!**

**The winner of the Kid's Quiz gets £40 worth of vouchers!***



*** DOUBLE the normal value as the last quiz was incorrect, which we apologise about. Adult's quiz is worth £20 of vouchers!'**

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**Adults Quiz – Christmas Sudoku Rules: solve the following Sudoku puzzle, but instead of using numbers, this time you'll be using the word "Christmas". This means that there will be two 'S' in each row, column, and box!**

**Winner**

Congratulations to the Spring Edition of Viewpoint winner

**Edmund Clark**
**Low Hesket**
**Carlisle**

### Kid's Competition

Name _____ Address _____

_____ Postcode _____

Answer 1 _____ Answer 2 _____

### Adult's Competition

Name _____ Address _____

_____ Postcode _____

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

# Dates for your diaries



## December

- Hanukkah, 6th – 14th December
- Rheged Christmas Food and Gift Fair, 13th December
- Penrith Winter Festival Christmas Market, 18th – 20th December
- Brough Farmers Market, 19th December
- Santa's cottage at Rheged Centre, 21st – 23rd December

## January



- Festive Helter Skelter at Rheged Centre, 1st – 5th January
- Orton Farmers Market, 9th January
- Tu B' Shevat (Jewish) 25th January

## February



- Nirvana Day (Buddhist), 15th February
- Colin Caygill Antiques Fair at Rheged Centre, 21st February
- 10k Marmalade Run – Dalemain, 28th February

## March



- Eden Valley Epic Cycle Sportive starting at Penrith Leisure Centre, 6th March
- Cumbria Life Home and Garden Show at Rheged Centre, 12th – 13th March
- Holi (Hindu), 22nd – 23rd March
- Kirkby Stephen and Brough Classic Commercial Vehicle Rally, 26th – 27th March



Happy Birthday to Eden Housing Association's eldest tenant May Blunsdon, age 103 from Princes Court, Stainton. May enjoys watching all the many birds that feed in her garden.

## Christmas and New Year Opening Times

| | |
|---|---|
| Christmas Eve – | Closed from 2.00pm |
| Monday 28th – | Closed |
| Tuesday 29th – | Open |
| Wednesday 30th – | Open |
| Thursday 31st – | Closed |
| Friday 1st – | Closed |

## 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) |
| or | **01768 861470** |
| Main office number: | **01768 861400** |
| Fax: | **01768 861401** |

Your call maybe recorded for training and monitoring purposes

EDEN HOMES AND COMMUNITIES

EDEN INDEPENDENT LIVING

ECHO

**Eden Housing Association**
Blain House, Bridge Lane,
Penrith, Cumbria CA11 8QU

**www.edenha.org.uk**

**Enquiries:** 01768 861400

**Email:** enquiry@edenha.org.uk