



Welcome to your new home

Thank you for choosing Eden Housing Association as your landlord. We hope you will be very happy in your home.

Our Tenants Handbook has been designed to introduce you to our services, and provide useful advice to assist you in your home and to make the most of your tenancy.

Our handbook has been developed with the support of our tenant Scrutiny Panel. Its split in to 9 sections, each focussing on a different area of your tenancy, or an area of our service. Some sections are linked to the government's Social Housing White Paper, so you can see directly how we fulfil our legal obligations as a landlord.

We are Eden Housing Association

Eden Housing Association (EHA) was established in 1997 with the transfer of Eden District Council's 1500 homes.

Since then we have grown and spread our operations and now provide accommodation across North Cumbria.

Over one half of our homes are located in Penrith, where our head office is located and from where our operations are directed.

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What are we about? What do we aspire to do?

Our vision:

To be a leading not-for-profit housing association, providing places where tenants can live safely and well in good homes across rural Cumbria.

Our core mission:

- To be a high performing, community rooted landlord and employer, shaped by our tenants and trusted by our partners.
- To be an efficient, agile housing association empowering colleagues to deliver a personalised and local service.
- To see and embrace difference whilst building inclusivity.

Every few years, we create strategy or plan which sets out our key priorities for the near future. You can see our latest ‘EHA Strategy’ on our website [HERE](#).

Our structure:

EHA is a not for profit organisation, Registered Society under the Co-operative and Community Benefit Societies Act 2014.

We are managed by a voluntary Board of Management, which is responsible for taking the major decisions that affect the organisation.

The work we do is regulated by the Department for Communities and Local Government via the Social Housing Regulator.

A team of professional and dedicated staff, led by the Managing Director and the Leadership Team, carries out the day-to-day running of EHA.

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Our values:

Teamwork – EHA colleagues & partners work as one team to deliver for tenants in a trusting and supportive environment

Integrity – Colleagues take responsibility, keep promises and do the right thing

Customer Experience – We aim to get it right first time and treat tenants with respect

Listen – We value all feedback especially from our tenants so that we can celebrate the good things and learn from and improve when we have not got it quite right

Our contact details:

Have you registered for MyAccount?

Did you know that [MyAccount](https://MyAccount.edenha.org.uk) lets you access your online account at any time from a mobile phone, tablet, or laptop? By registering for MyAccount you will be able to view your rent account, make a payment, update your details, message our teams, book repairs plus much more. To register for an account all you need to do is access: <https://MyAccount.edenha.org.uk>

You can access your account on your mobile phone, tablet or laptop via [MyAccount](https://MyAccount.edenha.org.uk) to:

- view your rent account
- make a payment
- update your details
- message our teams
- view and log your repairs

To register for an account please click the button below and complete the registration process, if you are unsure of any information please contact our office on 01768 861400 and we can assist in helping you to register.

You can make an appointment to see a member of staff at:

Eden Housing Association
Blain House
Bridge Lane
Penrith

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Cumbria
CA11 8QU

Call 01768 861400
Email: enquiry@edenha.org.uk
Website: www.edenha.org.uk

Our Strategic Priorities

We have three simple strategic priorities. The first relates to our Homes, the second to our Tenants and third the Organisation.

1. Good quality, safe and affordable homes

The priority for our tenants is to invest and improve existing homes and we will do this by:

- Improve and increase the energy efficiency of homes
- Providing well maintained homes with an improving repairs service
- Work closely within our local communities to offer safe and attractive homes in places where tenants want to live
- Use technology to improve the data and reporting on the performance of our homes
- Develop new homes in rural areas in need of more affordable housing

2. Tenant voice and influence:

To support our tenants and improve services we will:

- Services will be co-created and shaped by tenants. We will continually strive to improve insight from how we listen to and understand all our tenants' views.
- Clear Communication will build trust and improve tenant satisfaction
- Use technology to improve the data and reporting on the performance of our tenants' services
- Through partnerships within the community we aim to offer wider support for our tenant's well-being
- We will embrace complaints and service failures as opportunities to shape improvement in services
- We embrace inclusivity and recognise difference to offer a more personalised service based on each tenants' needs and circumstance.
- Provide financial support to tenants and engage partner organisations in the community to give support during more challenging times

3. High performing and resilient organisation

To deliver our ambitions to tenants and your homes we need a resilient high performing business. To achieve this our objectives are:

- Creating a culture where colleagues are empowered to make decisions and deliver excellent outcomes for tenants
- Invest in technology and adapt to change to drive smarter ways of working
- Make responsible and prudent financial decisions that increase long-term viability.
- Strengthen our contractor relationships and deliver with a one team ethos
- Be environmentally responsible and reduce the carbon emissions within the organisation
- Improve our communication and keep tenants informed to drive a positive relationship with our tenants.
- Embrace diversity and offer an inclusive and positive working environment