

# Bouverie Court & Easton Rd

## customer newsletter. April 2025

### Home visits

Thank you to everyone for allowing our Head of Housing Services, Nick Jermyn, to visit each of you in your homes.

It is important for Elim to understand everyone's needs, concerns and expectations to help us to support each of you in the best way we can.

If you would like Nick to visit you again to discuss any concerns, please contact Nick to book this in: [n.jermyn@elimhousing.co.uk](mailto:n.jermyn@elimhousing.co.uk) or 01454 411172.

### Meetings

We are holding another residents meeting in May.

Please come along to receive an update from Elim and to ask any questions you may have. We will also invite supporting agencies including Bristol City Council to this meeting.

**The meeting will take place on:**

**Saturday 10th May 2025 at 1:00PM in the Kilburn Room at Easton Community Centre, Kilburn Street, Bristol, BS5 6AW**

### Elim properties & other social housing landlords

Residents of Bouverie Court and Easton Road will be prioritised for any new homes that become available via Elim's housing stock.

We have also contacted other social housing landlords with homes in Bristol. They will let Elim know if they have any available homes that they can prioritise for Bouverie Court and Easton Road customers. Unfortunately, there are no homes currently available from these landlords.

HomeChoice will be the main route to your new home. On 27<sup>th</sup> March 2025 at an ACORN/residents meeting Elim's Chief Executive Paul Smith was asked if residents could be moved as a group/community, the development at Lockleaze was specifically mentioned. Having consulted with Bristol HomeChoice, regrettably they said this would not be possible as it would be unfair and disadvantage other applicants on the housing register.

HomeChoice said this doesn't prevent residents from individually bidding on properties in the same location with their friends and neighbours when advertised. The Council said Lockleaze is also subject to a local lettings plan, where priority is given to residents of that Ward and length of residency in that Ward.

### Support & welfare

We know how stressful this situation is for you. If you need additional support, please seek help. We have attached a list of support agencies, and we can help you contact these if you wish.

Copies of this newsletter will be shared with the following individuals and organisations who have made representations to Elim on your behalf:

Kerry McCarthy MP; Cllr Barry Parson; Your local Councillors; Housing Matters; ACORN

## Key dates for you.

The following are key dates, some of which may be subject to change depending on how circumstances develop:

- **10th May 2025:** Residents Meeting at 1PM
- **September 2025:** Residents Meeting, date and details to be confirmed
- **September 2025:** Home visits to discuss serving notices of seeking possession in October 2025
- **January 2026:** Residents Meeting, date and details to be confirmed
- **February 2026:** Home visits to discuss Elim starting possession proceedings in March 2026

## Advice from Bristol City Council's HomeChoice Team

The following is comment and advice provided to Elim by Bristol City Council's HomeChoice Team which we thought would be useful to share but more information can be found on their website - [www.homechoicebristol.co.uk/content/Information](http://www.homechoicebristol.co.uk/content/Information):

Bristol City Council (BCC) have agreed to speed up all new applications from our tenants at Bouverie Court and Easton Road via a fast assessment process to the point of band award.

BCC have said, if you reside in a household at Bouverie Court and are not the tenant please contact BCC. The Council encourages you to make your own housing application, which will be assessed on your housing need but may not be awarded Band 1 status.

BCC advise, if you are an existing applicant, and you notify them of a change in circumstances they will again reassess as a priority. BCC has confirmed that all tenants affected by the decision to demolish and who apply for rehousing via HomeChoice, will be **Band 1** – this is dependent on the applicant not having rent arrears or causing any anti-social behaviour.

### Band 1

BCC has awarded tenants Band 1 due to your current circumstances and your urgent need to move. BCC have clearly stated that you need to bid regularly to give yourself the best chance of getting an offer.

BCC advised if you are in Band 1 and do not bid within 6 months, your application may be cancelled.

BCC highlighted if someone in your household has a medical condition you must inform BCC in your application when prompted. This will help them find suitable properties for you with existing adaptations.

**To be clear: this advice, the assessment of applications and oversight of HomeChoice is the responsibility of BCC. Therefore, any questions or concerns regarding your application need to be raised with BCC via:**

- Visit the Customer Service Centre at 100 Temple Street, Bristol, BS1 6AG Mon, Tues, Thurs and Fri 9.00am -4.00pm, or Wed 10.00am -4.00pm, or
- Call on 0117 922 2400 or
- Complete the online contact form, available at Contact Home Choice Bristol - [bristol.gov.uk](http://bristol.gov.uk) or
- [hcb.enquiries@bristol.gov.uk](mailto:hcb.enquiries@bristol.gov.uk)

## Contact us.

Nick Jermyn

Head of Housing Services

### By Phone

01454 411172

### By Email

[n.jermyn@elimhousing.co.uk](mailto:n.jermyn@elimhousing.co.uk)

## Mental health support.

### Emergency support

If you need help now, and you're not sure what to do, call 111.

You can also get support from the Samaritans, get in touch about anything that's troubling you, no matter how large or small the issue feels. Call for free on 116 123.

### Who to contact

Contact your doctor (GP) to get mental health support and advice.

### Find mental health support services

Find your nearest mental health services on the NHS website here:  
[bnssghealthiertogether.org.uk/mental-health/services/](https://bnssghealthiertogether.org.uk/mental-health/services/)

### Mental health organisations:

- **Local NHS mental health and wellbeing services** Go to <https://bnssgccg.nhs.uk/health-advice-and-support/mental-health-and-wellbeing/>
- **Bristol Mental Health** Go to [www.bristolmentalhealth.org/](http://www.bristolmentalhealth.org/): information and support phone line for mental health services in Bristol
- **Avon and Wiltshire Mental Health NHS Trust** Go to [www.awp.nhs.uk/](http://www.awp.nhs.uk/): Inpatient and community mental health care for people living in Bath and North East Somerset (B&NES), Bristol, North Somerset, South Gloucestershire, Swindon and Wiltshire
- **Samaritans** Go to [www.samaritans.org/](http://www.samaritans.org/): emergency (24 hour) support for anyone in emotional distress, struggling to cope, or thinking of suicide throughout the UK and Ireland. Call Bristol's Samaritans on 116 123 or 0330 094 5717 (local call charges apply).
- **Mind** Go to [www.mind.org.uk/](http://www.mind.org.uk/): the mental health charity
- **Bristol Mind** Go to [www.bristolmind.org.uk/](http://www.bristolmind.org.uk/): mental health support service that provides information, low-cost counselling and advocacy services
- **Bristol Dementia Wellbeing Service** Go to [www.bristoldementiawellbeing.org/](http://www.bristoldementiawellbeing.org/)
- **Childline** Go to [www.childline.org.uk/](http://www.childline.org.uk/): free and confidential mental health support for children under the age of 19 years old. Call 0800 1111
- **Well Aware** Go to [www.wellaware.org.uk](http://www.wellaware.org.uk): information about organisations, support groups, community groups, events and activities that can help improve your health and wellbeing
- **Off the Record** Go to [www.otrbristol.org.uk](http://www.otrbristol.org.uk): free and confidential counselling for young people aged 11 to 25 years in Bristol

- **Alzheimer's Society** Go to [www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)
- **Rethink** Go to [www.rethink.org/](http://www.rethink.org/): support to improve the lives of people affected by mental illness through local groups, services and information
- **SANE** Go to [www.sane.org.uk/](http://www.sane.org.uk/): emotional support, guidance and information to anyone affected by mental illness
- **Second Step** Go to [www.second-step.co.uk/](http://www.second-step.co.uk/): support people in their home with mental health problems
- **Womankind** Go to [www.womankindbristol.org.uk/](http://www.womankindbristol.org.uk/): support women in the Bristol area with professional counselling, group psychotherapy, supportive and reliable help and a helpline service
- **Changes Bristol** Go to [www.changesbristol.org.uk/](http://www.changesbristol.org.uk/): support groups in Bristol for anyone aged 18 or over, that offer a safe and friendly space for people to share any worries they might have. Free to access, confidential and no referral needed