



## Our new Chief Executive and corporate plan



**Teign Housing now has a new Chief Executive, following the departure of Jo Reece after nearly eight years at the helm of the organisation, and twenty years with us in total.**

Tom Woodman has spent a number of months getting to know us and now has officially started in post. He attended the Tenants' Forum meeting in his first week and is looking forward to meeting as many people as possible to hear their views.

Tom has extensive knowledge in the sector and was previously the Chief Executive of Cornerstone Housing Association in Exeter. Before this, he was Executive Director of Strategy & Performance at LiveWest. He started his career in housing

management at Plymouth City Council.

We have also just published our new corporate plan, which sets out the vision for the organisation and the investment in homes and services we'll make, and how we'll measure success. Our Tenants' Forum has been heavily involved in its creation to ensure our values are aligned.

You can view our **corporate plan for 2024-2027** on our website [here](#).

There is also a new corporate plan for Templar HomeBuild, which can be viewed [here](#).





## Damp and mould

The resident Scrutiny Panel has finished its review of our damp and mould service. We have now agreed an action plan to implement their recommendations.

The strong, detailed report from the Panel highlighted key strengths including Templer HomeBuild employing a dedicated Damp and Mould Surveyor, the creation of a Damp and Mould Group and an informative **Damp and Mould leaflet**.

Recommended improvements include:

- **Extending the membership of the Damp and Mould Group to include tenant members and frontline staff**
- **Sharing damp and mould reports with tenants who have been visited by a Surveyor**
- **The Customer First Team shadowing the Damp and Mould Surveyor to get a better understanding of the role and their visits**
- **Giving clearer guidelines to front-line staff, so they are aware of the latest advice regarding the treatment of mould**
- **Considering sending out damp and mould information with the annual rent letter**

Thank you to all the Scrutiny Panel members for their time and hard work throughout the review. Their findings will make a significant difference to how we support residents. Our position on damp or mould is simple – we do not expect residents to live in unhealthy conditions and will work to find a solution.

If you spot either damp or mould in your home, please report it. We have specialist staff that can help quickly. Above are some examples of damp and mould to help you identify each.

This [leaflet](#) has advice on how to avoid damp or mould, and how to contact us if you spot it in your home.

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## Teign Housing in Bloom coming soon



**Teign Housing In Bloom 2024 will launch in May, welcoming previous and new entrants.**

We're looking to celebrate those who help create green spaces of any size that bring joy to others, support local wildlife or simply demonstrate a well-maintained loved space. Novices and beginners are all welcome!

More information and a link to the online application form for Teign Housing In Bloom 2024 will be available in next month's ezine, but with the weather improving and a number of bank holidays ahead, now is the time to get prepared for the judging which will be held in mid-July.

The gardens are judged under three categories – individual garden, container garden

and communal garden. If you are one of our lucky winners you will win a £25 National Garden Centre gift card and have your name inscribed on the winners' cup, which you keep for a year.

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## **Fire and flood reminder**

In the unlikely event of an emergency at your property, such as a fire, gas leak or flood, please do always let us know.

If the emergency services are involved they do have a process for making us aware, but if you also contact us directly or tell us about any instances where a fire or flood was dealt with yourself, we can offer support.

Letting us know means we can secure the property if needed, and check it remains safe and that all repairs are identified and booked in. We can also signpost you to support agencies if you need any additional help.

In an emergency you can contact us on **01626 322722**, including out of hours and during Bank Holidays.

## **Sixth consecutive health and safety accolade for Templer HomeBuild**

**Templer HomeBuild has been awarded an internationally recognised health and safety accolade from the Royal Society for the Prevention of Accidents (RoSPA) for the sixth year running.**





The **Royal Society for the Prevention of Accidents** (RoSPA) is a charity that works towards preserving lives and preventing life-changing injuries, which occur as a result of accidents. It is actively involved in providing directions, guidelines and advice on issues of occupational health and safety, among others.

The RoSPA Gold Medal (6 consecutive Golds) Award is the ultimate symbol of achievement in safety and excellence and recognises Templer HomeBuild's commitment to keeping staff and residents safe.

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*Bank Holiday!*

## Bank holiday reminders

There are two bank holidays coming up. Here's when our offices, phone lines and web chat will be closed.

- On Friday 3 May we close at 4:30pm and reopen at 8:30am on Tuesday 7 May

- On Friday 24 May we close at 4:30pm and reopen at 8:30am on Tuesday 28 May.

If you have a repairs emergency during this time, please call **0800 197 9790**. Then choose option one.



### Job roles at Teign Housing and Templer HomeBuild

You'll find our latest job roles on our website here at [Careers - Teign Housing](#).