

# Douglas House Newsletter

## Progress update

Thank you to everyone who took part in the recent consultation about the new colour scheme at Douglas House. We received feedback from nearly two-thirds of residents, and the picture below shows the preferred choice of colour and design.



As well as replacing the current external wall insulation with new cladding, we will be replacing all the existing plastic windows and doors with high performance aluminium clad timber windows and doors.

The next step, following approval by the Teign Housing Board, is to submit all the information to the Planning Gateway One, the first step in the Building Safety Act's new building-control and planning permission process for high-rise buildings.

We are still aiming to start the work in the Spring, but it does depend on the time it takes to get planning permission. We will update you as soon as we have more information.

In the meantime, if you have any safety concerns, please let us know straight away by emailing us at [customerhub@teignhousing.co.uk](mailto:customerhub@teignhousing.co.uk), calling us on 01626 322722, or messaging us on Facebook. Our team will make sure we get back to you and act on your concerns.

## New contacts

Hello, my name is Rachel, and I am the Senior Community Housing Officer for Teignmouth. As you might be aware, John Adams left Teign Housing last month, and we are currently in the final stages of recruiting a new Community Housing Officer for the Teignmouth area. When they start, we will forward their contact details to you.



In the meantime, please do not hesitate to contact me if you'd like to discuss anything. You can email me at [Rachel.skeats@teignhousing.co.uk](mailto:Rachel.skeats@teignhousing.co.uk), or my direct dial number is 01626 322803.

Starting in March, we will be arranging visits to all of you as a way to get to know each other. At these visits, we would like to check if there have been any changes of circumstances, provide any updates that we have on the work to the building and talk about any concerns you may have. We'll also be highlighting the main points of our Resident Engagement Strategy for Douglas House, especially how important listening to residents is to Teign Housing.

I very much look forward to meeting you all!



## Not happy about something? Let us know

We welcome your feedback as it allows us to improve our services. Whether you have a complaint, compliment or other feedback you would like to share with us, we would like to hear from you.

The easiest way to make a complaint is to complete the form on our website [www.teignhousing.co.uk/i-want-to/make-a-complaint/](http://www.teignhousing.co.uk/i-want-to/make-a-complaint/) or call our Customer First Team on 01626 322722, option 2. For other feedback and compliments, you can also email [customerhub@teignhousing.co.uk](mailto:customerhub@teignhousing.co.uk).



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