



[Putting people first]

Residents at the heart

Teign Housing's Annual Report 2024/2025

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Members of the Residents' Forum

Introduction



Carla Osborn

Chair of the Residents' Forum

Welcome to Teign Housing's annual report to residents. It has been a busy year for resident involvement, with a wide range of work going on across all areas.

As an involved resident, it does make me feel proud to be working with staff at Teign Housing and Templer HomeBuild to improve services. I was personally involved in the inspection by the Regulator of Social Housing, and it's really positive that residents feel they are listened to. It's all part of making our houses become homes and loving where we live.

Residents were involved in developing the new Teign Housing and Templer HomeBuild website. It has a lot of user-friendly information for residents, and the accessibility tool is easy to use. If you have access to the internet, take a look at teignhousing.co.uk

There are many opportunities for residents to get involved in Teign Housing's activities. If you are passionate about where you live, as well as wanting to have your say, it's a great way to learn skills and build confidence – contact the team at getinvolved@teignhousing.co.uk or call **01626 322748**.



Richard Gammage

Chair of the Teign Housing Board

As Carla says, it's been an active year for us all at Teign Housing. Thank you for taking the time to read this report and for your ongoing support, thoughts and comments.

A key activity for our Board was the inspection by the Regulator of Social Housing, who found that we meet the second highest standard for customer services on a scale of one to four.

The regulator noted that we have a good approach to safety, deliver effective maintenance services, and offer a wide range of meaningful opportunities for residents to influence our services. However, as this report demonstrates, we want to improve.

The regulator said that we need to improve how we manage anti-social behaviour, how we deal with complaints, and how we consider the diverse needs of our residents. We are now actively working with residents to achieve these improvements.

The Board is particularly concerned that resident satisfaction has reduced slightly from the previous year. We are taking careful notice of all the comments we have received, and this annual report sets out several areas that we are prioritising. Our focus remains, as always, that homes are safe, warm, comfortable and affordable.

My personal thanks, and those of the rest of the Board, particularly go to the team of involved residents who work with us on the Residents' Forum, Scrutiny Panel and the Customer Experience Committee. They play a key role in holding us to account on behalf of you all and helping us continue to improve services.

If there is any other information that you would find useful, or if you have any comments or suggestions about our services, please let us know by emailing customerhub@teignhousing.co.uk or calling the Customer First Team on **01626 322722**.

Keeping properties in good repair



You deserve your home to be somewhere you are proud to live. Here's how we invest our funds and time on repairs and maintenance.

Magnolia block after the retrofit improvements



In numbers:



74% of residents who have had a repair carried out in the last 12 months are satisfied with the overall repairs service



72.4% are satisfied with the time taken to complete their most recent repair



74.6% are satisfied that we provide a home that is well maintained

Projects and progress

Knowing our homes is key to ensuring we invest in the right things. Our full housing stock condition survey continued over 2024/25, meaning Rand Associates, on our behalf, surveyed 83% of homes to build a picture of the works needed.

Improvements and repairs

During the year, we installed 104 new kitchens and 7 new bathrooms. We also replaced 23 roofs, 33 doors and windows at 84 homes. Satisfaction with these works was 100%.

We completed an average of just over three repairs per property – that's 12,419 in total. All emergency repairs were completed within 24 hours, and Templer HomeBuild kept more than 99% of all repair appointments made.

Energy efficiency investment

Our commitment to a greener future, reducing our carbon footprint and helping residents use less energy to heat homes continues.

In June, we completed the retrofit improvements to Magnolia block at Kingsway in Teignmouth, including complete re-roofing, replacement windows and new external wall insulation. This work has improved the energy efficiency of the building, as well as cheaper energy costs and warmer homes for residents.

In March 2025, we were allocated government funding worth close to £4m to bring warmer homes to residents. The money, awarded under the government's Warm Homes Social Housing Fund, will part-fund improving the energy efficiency of just over 400 homes with an EPC rating below C, cutting carbon emissions, and making homes warmer and more affordable to live in. These improvements will be completed by March 2028, and the funding will be received in phases.



Addressing damp and mould

During 2024/25, we completed 1,224 repairs relating to damp and mould. The majority were attended to within the targets set out in our Damp, Mould and Condensation Procedure, depending on the severity of the issue being reported. Some went over target due to residents not being at home when we arrived to complete the work.

Reducing all damp and mould concerns remains a key priority. We invested in air monitors, installing them in 13 homes with damp, mould or condensation to alert us to humidity and ventilation issues and enable us to resolve them more quickly. Our Damp and Mould Action Group of staff from Templer HomeBuild and Teign Housing and residents met throughout the year. As well as looking at the overall approach to damp and mould, the meetings focus on the homes currently being treated to ensure that work is progressing and the lessons being learnt.





Maintaining building safety

Your safety is our number one priority.

In numbers:



80.3%

of residents are satisfied that we provide a home that is safe



100%

Communal passenger lift safety checks carried out



100%

Gas safety checks carried out



100%

Water hygiene safety checks carried out



100%

Asbestos management surveys or re-inspections carried out



99.92%

of homes have an up-to-date electrical certificate



100%

Fire risk assessments carried out

Projects and progress

We undertake an annual Health and Safety Inspection check across all our buildings to ensure that they comply with the relevant Health and Safety legislation and are safe for our residents and staff.



Fire safety



We have prioritised fire safety by providing clear advice and guidance to staff and residents, especially those living in flats. This has included raising awareness, promoting best practice, and responding to specific concerns to ensure everyone understands their role in keeping homes safe. We work closely with Devon and Somerset Fire and Rescue Service, and during the year, we made 20 referrals for them to carry out free Home Safety visits, to make people feel safer in their home and minimise the risk of fire.

Crews from four fire stations used one of our blocks of flats in Teignmouth for a training exercise. They used an empty flat on the fifth floor as an opportunity to test how the response to an emergency in a high-rise building would go. We will continue to work with Devon and Somerset Fire and Rescue in the future, as exercises like this are very useful for both them and us.



Aids and adaptations

We offer an aids and adaptations service to our residents as we are committed to supporting people with disabilities and other needs to live independently in their homes for as long as possible. We can do this by modifying or adapting your home, where suitable, or requesting assistive equipment. We completed 207 minor adaptations, such as grab rails and shower seats and 28 major adaptations, mostly wet rooms, to help people remain safe and live independently.

Spotting hazards in your community

Our estate inspections contribute to cleaner and greener spaces, but also provide an opportunity for us to identify health and safety concerns. We completed 100% of inspections in 2024/25. At the beginning of each month, the estate inspection dates for the month ahead are added to the website, so residents can arrange to meet us if they wish to. During the estate inspections, the Community Housing Officers and Independence and Wellbeing Advisors look out for potential risks or hazards and report any communal repairs or items needing removing or areas needing tidying. Resident Estate Inspectors often join staff in the communal areas to review the standards of caretaking and grounds maintenance.

If you should notice anything at any of our estates that you feel needs investigating and is of concern, please contact us on **01626 322722**, option 2, or email **customerhub@teignhousing.co.uk**



Effective handling of complaints

We aim to get things right first time. But where we don't, we look to learn and share our lessons.



In numbers:

There were **269** complaints received between April 2024 and March 2025

55 (20.4%) complaints progressed to stage two



36.6% of residents who said they made a complaint in the last 12 months are satisfied with how it was handled

99.2% of stage one complaints were responded to within the Housing Ombudsman's timescale of 10 working days



100% of stage two complaints were responded to within the Housing Ombudsman's timescale of 20 working days

Number of complaints received by service area – 2024/25

Repairs / Templer HomeBuild	142 (53%)
Services provided by the Customers and Communities team	117 (43%)
Development	5 (2%)
Finance	5 (2%)
Total	269

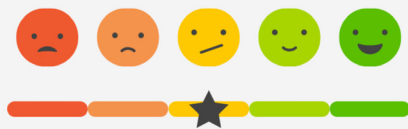
Complaint themes – 2024/25

Poor service	214
Poor communication	34
Policy and Procedure not followed	17
Staff attitude	4
Total	269

Projects and progress

Our complaints service is one we are working on to improve. Between April 2024 and March 2025, we surveyed those who raised a complaint with us, and of the responses, 61% said that they were satisfied that we kept them updated about their complaint, and 51% were satisfied with the outcome of their complaint.

Of the 269 complaints received, 53% were about repairs. To improve on this experience, we have recruited a Customer Experience Lead at Templer HomeBuild to oversee their complaints and help ensure we fully capture the details of any dissatisfaction so we can look into it thoroughly.



Help us to improve our services

We want your feedback

Poor service and poor communication are key themes across many of the complaints, and here are some of the changes we've already introduced as a result of your feedback. You can read more in our [Complaints Annual Report 2024/25](#).

- We have held workshops with Templer HomeBuild operatives focused on demonstrating respect within residents' homes.
- We have introduced a new communal scaffolding process to communicate with all residents potentially affected by scaffold installations, ensuring everyone is kept informed and safe.
- We have implemented a standardised process for external works, significantly improving communication with residents, neighbouring properties, and staff involved in such projects.
- We wrote to our residents to update them on the grounds maintenance schedule, outlining the difference between winter and summer works so our residents know what they can expect from the service and when.
- We have appointed a new pest control contractor and sped up the treatment process.
- We have improved the wording when advertising our empty homes on Devon Home Choice, so applicants are aware of any internal and external steps.
- We have introduced the role of Senior Community Enforcement Advisor to enable us to focus on the quality of our work in relation to anti-social behaviour and set up a dedicated anti-social behaviour email inbox.



During 2024/25, three complaints were investigated by the Housing Ombudsman. Three cases of maladministration and one case of no maladministration (one complaint had two parts to it), were identified in the investigations. We were given six orders within the findings, which we complied with, and we apologised to the residents. The Housing Ombudsman findings said that we should have been better in the time taken to complete agreed repairs, our response to damp and mould, and how we let one of our homes.

Responsible neighbourhood management

Our work isn't just about homes. It's also about looking after neighbourhoods, keeping them safe and well-maintained.



In numbers:



57.3% of residents are satisfied with Teign Housing's approach to handling anti-social behaviour

64.9% of residents who live in a building with communal areas, either inside or outside, are satisfied that communal areas are kept clean and well maintained



77% of residents are satisfied with caretaking

78% of residents are satisfied with our grounds maintenance service



Projects and progress

Lettings

This year, we introduced a process, which means new residents are automatically registered with our tenant portal and app, My Teign.

We held a tenant feedback session, with the majority of feedback being positive. Areas we have improved on are being more flexible when people do not have access to the internet, reminding people that we have a service available to show new tenants how to use their boilers, and ensuring that the Housing Officers arrive at viewings earlier if they have limited knowledge of the home.

The Lettings Team Leader completed a quality check of 25% (56) of the lettings during the year to give assurance that correct procedures had been followed and identify any areas for further learning and development.

When asked about the lettings process a few weeks after they moved in, 100% of respondents (172) were very or fairly satisfied.



Tackling anti-social behaviour

We received 67 reports of anti-social behaviour, with 99% of these responded to within our target timescale of between one and five working days, depending on the category. We also received 70 reports of noise nuisance via the free Noise App available for residents to record and share sound levels with us.

We have continued to be fully engaged with the Community Safety Partnership to resolve safeguarding and anti-social behaviour issues where there is a community impact.

Following an assessment of the effectiveness of the Anti-Social Behaviour (ASB) Respect Line, we have decided not to renew it for 2025-26, as the cost outweighs the benefits to residents. The money will be spent instead in other areas of need, such as additional security measures for victims of violence.

Towards the end of the year, we created and recruited a new Senior Community Enforcement Advisor post to strengthen our efforts in combating ASB. This position is dedicated to ensuring residents' experiences with ASB reporting are made easier, combined with each case being handled promptly, proportionately, and by the most appropriate agencies. They support the work of the Community Housing and Independence and Wellbeing teams and link up with key partner agencies to ensure that joint working is an effective and smooth process for victims.

Keeping in Touch (KIT) visits

We aim to visit each household at least once every two years and once a year for those living in our Independence and Wellbeing schemes, as we want to ensure you continue enjoying your home. It also allows us to ensure you are aware of new services we may have introduced since you first moved into a Teign Housing home.

We completed 1,271 of these 'Keeping in Touch' visits during the year. Unfortunately, due to some staff shortages and having to prioritise other core functions, we didn't meet our target of 100% of Independence and Wellbeing tenancies, only achieving 65.9%. However, we carried out a KIT visit with 45.7% of our residents with a general needs tenancy, just short of the 50% target.

Grounds Maintenance

This service covers regular grass cutting of communal areas from April to September, as well as maintenance of shrub beds, hedges and any grounds maintenance improvements.

This year, we continued our two-weekly grass-cutting schedule into late October due to the good weather. Once the grass growth stopped, the team started to work on their winter projects, including planned hedge and shrub bed work.

Following a pilot last year, the Grounds Maintenance team now work on many of the gardens of our empty (void) homes to bring them up to standard before they are re-let. As well as cutting the grass, they clean the guttering, and jet wash the paths.

Caretaking

We want you to have pride in where you live, and to support this, our Caretaking team provide a service for communal areas. Each scheme has a specific schedule, but our caretakers generally carry out litter picking, sweeping and weeding paths, mopping floors, reporting repairs and carrying out health and safety checks. We also remove fly-tipped items and graffiti.

Resident Estate Inspectors

We have a new team of Resident Estate Inspectors. They check the standards of our caretaking and grounds maintenance services in communal areas during estate inspections with staff, and they come into the office to make telephone calls to residents to collect feedback about the communal areas where they live.

If you would like to find out more, please contact our **Resident Involvement Manager, Matt Rushton**, on **01626 322748** or email **getinvolved@teignhousing.co.uk**

Making a positive neighbourhood contribution

We invest in homes, but also in people.
We help neighbourhoods to strengthen connections and support those most in need.



In numbers:



62.5% are satisfied that Teign Housing makes a positive contribution to their neighbourhood



£119,000 extra income secured to help residents on low incomes through our Head Start team and Homemaker Southwest



48 free lunch events held for older residents serving up **460** meals



220 households supported through the Hardship Fund, totalling **£44,000**



13 Community Chest grants given to local community groups, to a total value of **£5,000**

Projects and progress



Independence and Wellbeing Service

We held a number of events at our Independence and Wellbeing schemes throughout the year.



Other agencies attended from time to time, for example, Devon and Somerset Fire and Rescue Service spoke with tenants about fire safety and booked some in for Home Safety visits, and Exeter Community Energy (ECOE) provided information on reducing bills, heating homes, and dealing with large arrears/bills with energy companies.

We have continued to create goal plans to capture the needs of our most vulnerable residents. During the year, 319 of our residents living in our Independence and Wellbeing homes worked with us on a plan to assist them.

Residents' Forum Community Chest

The Residents' Forum Community Chest is an annual fund of £5,000 that we set aside for local community projects and events. Members of the Residents' Forum decide which projects will be allocated funding.

This year's recipients included:

- **SPACE Youth Services in Newton Abbot**
- £500 towards providing summer holiday activities.
- **Teignbridge Community Project CIC**
- £500 to set up a social supermarket.
- **Friends of South Dartmoor Association in Ashburton** - £500 to provide trips and activities for their young carers group.
- **The Yard Youth Centre in Moretonhampstead**
- £500 towards trips and activities for the members.
- **The Alice Cross centre in Teignmouth**
- £500 to support the running of the weekly Memory Café.

Visit our [website](#) for more information on applying for a Residents' Forum Community Chest award or to download the application form.



Rough Sleepers Initiative

In April 2024, Teignbridge District Council approved funding to provide 12 months of support to four of their clients living in temporary accommodation and ready to move on and take up their own tenancy. The Head Start team worked alongside Teignbridge District Council and CCP (Caring for Communities and People), an organisation that offers support to prevent homelessness, to ensure that these residents have had the best possible experience in starting their tenancies. Two of the residents now have a home with an assured tenancy, and work continues to support the remaining residents to achieve the same.

Tenancy sustainment

Good neighbourhoods are about stable communities, where people feel settled, contribute to their community and have opportunities to thrive. Our rent collection rate increased to more than 100%, as we collected 100% of the rent, and then some outstanding arrears. Our rent arrears have reduced to 2.13%; showing that the majority of residents pay their rent in line with their tenancy agreement. At the end of the year, 74.64% of tenants were in advance with their rent, meaning that when the rent is paid, there is a credit on their account. All rent accounts should be in credit, as set out in your tenancy agreement, and our Income team regularly talks to residents about paying ahead.

Financial support

We continue to work with our residents to support them with issues surrounding Universal Credit and the cost of living. Through our Head Start team, we have signposted and assisted tenants in securing additional financial support. In 2024/25, the amount of extra income generated for our residents is just over £70,000. 100% of residents who responded to a survey about their contact with the Head Start team said they were satisfied with the information and advice they received.

We continued our partnership with the charity Homemaker Southwest to assist with complex cases, ensuring residents maximise their income and are provided with support for debt management or debt advice. This year, their services supported Teign Housing residents in obtaining £48,000 in additional income.

The Head Start team also delivered our Assisted Lettings Scheme, providing 58 eligible residents with free or discounted white goods or carpets to reduce the costs associated with moving home.

In 2022/23, we launched a Hardship Fund to support tenants impacted by the cost of living and rent increases. The support, in the form of £200 in vouchers, has continued since then, with £44,000 spent in 2024/25. The vouchers provide immediate financial respite and reduces other pressures, such as stress and anxiety. This has led to better engagement in managing tenancies.

Avoiding loss of homes

A key part of tenancy sustainment is helping people remain in their homes. Eviction is always a last resort, and we only take this route when people refuse repeatedly to engage with the help on offer or agree an affordable payment plan. We evicted six residents in 2024/25, with only one being for non-payment of rent.



Chair of the Board, Richard, chatting with residents



Respectful and helpful engagement

Allowing residents to shape our services and influence our decisions is key to our success.

In numbers:



71.6% are satisfied they are kept informed about the things that matter to them



62.4% are satisfied we listen to your views and acts upon them



80.4% agree that Teign Housing treats them fairly and with respect

Projects and progress

This year, we consulted on and launched a new Customer Voice Strategy, confirming ways residents can influence our work and the set purpose of each activity and group.

As part of the new strategy, we have launched the Customer Experience Committee. This group reports directly into our Board, and considers things such as how we communicate with residents, your experiences with us and compliance with the Regulator of Social Housing's Consumer Standards.

Our Residents' Forum (renamed from the Tenants' Forum to give a broader perspective) meets every six weeks, looking at service changes, processes, and tenant-related policies, procedures, and strategies. When asked, 100% of those on the Residents' Forum agree that their views are taken into account.

Scrutiny Panel

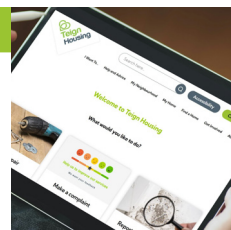
This year, the Scrutiny Panel reviewed the Independence and Wellbeing Service. As part of their research, they spoke to staff, reviewed documentation and surveyed a number of residents who receive the service. This resulted in eleven 'areas for improvement', including a number in relation to improved and consistent communications. The action plan is being worked through, and we will thoroughly review the service during 2025/26.

Roadshows

We really enjoyed meeting residents at the six roadshows we held in August and October. It was great so many of you came along and joined us. The roadshows aim for residents and our teams to meet and chat while answering a survey, with the common objective of making our estates cleaner, greener, and safer places where residents are happy to live. Across the events, we were also joined by local organisations and agencies, including Andys Man Club, Devon and Cornwall Police, Devon and Somerset Fire and Rescue, Exeter Community Energy (ECOE), KingsCare, Stop Loan Sharks and Teignbridge Community and Voluntary Services (CVS). During 2025/26, we will hold more roadshows and introduce Neighbourhood Knocks..

If you are interested in helping shape our services and decisions, contact **Matt Rushton**,

Resident Involvement Manager, on **01626 322748** or email **getinvolved@teignhousing.co.uk**



New homes

New homes provide an opportunity for people to remain in the area where they have family or work connections.



New homes at Turnpike Fields in Chudleigh

In numbers:



45 homes built

100% resident satisfaction
with new homes





New homes in Topsham

Projects and progress



Across 2024/25, we received handover of 45 new homes, against a target of 64. Reasons for the reduction included a review of the impact of rising costs to ensure the development sites being purchased were right and offered the best value.

We continued to build strong local development partners, including working on schemes with Baker Estates, Belfield Developments, Stronvox and Taylor Wimpey.

Of the 45 homes built, 14 were for shared ownership, 16 for social rent (meaning the charge is usually between 50% - 60% of market rents), and the remaining 15 for affordable rent (meaning the charge is at least 20% below local market rents). Reflecting our desire to help communities across our region, the new homes were as far apart as Chudleigh Knighton, Cullompton, Dawlish, Honiton, Ipplepen, Topsham and Stoke Flemming.

We applied for and received Homes England funding of £450,000 during the year, and to support our development at Northleigh near Honiton, East Devon District Council gave us £60,000.

Sites in progress for 2025/26 include developments in Chudleigh Knighton, Dawlish and Northleigh.

As an example of the type of scheme we provide, in Northleigh, six local households are set to receive keys to a new home, following the start on site this year of a new affordable development in an area of natural outstanding beauty.

As a result of hard work by local residents and the Upper Coly Valley Community Land Trust, we are developing the much-needed homes, all of which will be let at social rent. The development, being built by Coyde Construction, includes three two-bedroom houses, one three-bedroom house and two one-bedroom bungalows. Priority will be given to those with a connection to the three local villages.



Here are some of our improvement plans for 2025/2026

We will:

- **Continue** our stock condition work, reaching the 17% of homes due an appointment
- **Develop** at least 44 new homes
- **Introduce** tracking (like deliveries) so you can see when the repair operative is on their way
- **Ensure** our approach and timescales for dealing with damp and mould meet the requirements of Awaab's Law when it comes into force on 27 October 2025
- **Plan** to complete a minimum of 97% of all planned works on time
- **Continue** to fully roll out "Lessons Learnt" on complaints, with the aim to stop the same mistakes from being made again
- **Work** with LivGreen, a specialist retrofit contractor, to confirm which homes have an EPC rating of C or below and identify improvements that could be made. Work will then start later in the year, continuing until March 2028
- **Allocate** £35,000 to our Hardship Fund
- **Introduce** Neighbourhood Knocks, talking to residents on the doorstep about their views on Teign Housing and the services we provide
- **Review** the Independence and Wellbeing service, taking into account the recommendations made by the Scrutiny Panel to ensure the service meets the needs of residents
- **Ask** extra questions through the annual Tenant Satisfaction Measure survey to better understand where we need to improve
- **Target** our work on areas where we know that residents are less satisfied
- **Continue** collecting information about you and your household, so we can use data when reviewing services to ensure they meet the needs of our residents
- **Improve** the ongoing communication with residents who have reported anti-social behaviour.



For more information on our performance, please visit our website teignhousing.co.uk. You'll find details on our **financial performance**, **Corporate Plan**, full **Tenant Satisfaction Measures** results and updates on all services. If you do not have access to the internet and would like a copy, please contact us.



You can find more information on our performance in our **Value for Money Statement**

We can also provide this document in large print, in languages other than English or in audio format.



Contact us



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