



Keep your details up to date

Without up-to-date contact details, we can't let you know about works taking place in your area, safety checks and servicing in your home or repairs.

We're finding residents aren't updating us when mobile numbers change, making it difficult for our team to book in work or contact you if appointments change.

It's also vital you update us about any changes to your household, such as someone moving in or out or a new baby arrival, as we could be asked to share the number of occupants with the emergency services, if a fire occurred. Letting us know about other changes such as name change due to marriage or divorce is useful also.

You can use [this form \(https://forms.office.com/r/5MXrP9nRDt\)](https://forms.office.com/r/5MXrP9nRDt) to provide your latest contacts and update your information. You can also email the team via customerhub@teignhousing.co.uk or call us on **01626 322722**, option 2.



If the problem is caused by a leaky gutter, failed damp proof course, roof repair, render replacement or other building issue, we'll fix it.

We will aim to attend any report of proven damp and mould within 15 working days to complete an initial inspection. Depending on the level of work required, it may take time to sort fully, but we will agree a time plan with you that suits your household.

Hackney Council produced [this video](#) that captures some tips to avoid condensation.

You can report damp and mould to us by completing our online form [here](#) or by phoning us on **0800 197 9790**

Here's [a link](#) to some top tips to avoid condensation.

Winter Warmer event success

Our final Winter Warmer event took place last week, seeing more than 30 older people across the district enjoy good company and a good meal.



We've run 18 events across three schemes since launching the campaign in December 2021. The aim was to open up our schemes to the wider community and ensure residents over 75 and those in our sheltered properties had a chance to connect with others.

Pictured are some of our Lanherne residents, who were joined at their Dawlish-based scheme by their local PSCO for the event. Thank you to resident Mr Wildly for sharing his adventures of his acting career in theatre.

We are going to continue these at least once a month and also incorporate the other schemes that have community rooms.



New board member appointed

We have a new board member.

Joanna Davoile brings to the organisation more than 20 years' experience in local government and housing associations in England and Wales. She is currently Director of Development at Wales & West Housing and has a strong local connection to the area having lived previously in the region for around 12 years. Her previous roles include working in partnership with Teign

Housing and for Teignbridge District Council.

This webpage on our site has more information on Joanna and our other board members. [Board and management - Teign Housing](#)

New Teignmouth drop-in housing surgeries

Our housing team is running two new drop-ins, at the The Meadow Centre in Kingsway, and the [Alice Cross Centre](#).

The first Kingsway session will be held on Friday 4 March, from 11am-1pm. Future sessions will then take place on the first Friday of every month.

The first Alice Cross Centre session is being held on Monday 7 March, from 10:30am until noon. Future sessions will then take place on the first Monday of every month.

There's no need to book, you can just pop along to meet Emma your local contact and report repairs or ask questions about your home or tenancy.

Consultation on new Tenant Satisfaction Measures for landlords

The Regulator of Social Housing's consultation on tenant satisfaction measures closes on Thursday 3 March. You can still have your say by completing this [online survey](#).



Money advice directory

Looking for advice on benefits, budgeting, grants or want contact information for organisations that can help you with debt? Our Money Directory is an interactive guide to all things financial. View it for free [here](#).



Museum visits for Mapleton and Bradley Court

Residents at Mapleton Close and Bradley Court plus their guests recently enjoyed a talk by **Kate Green**, *Community Engagement Officer* at Newton Abbot Museum.

Kate displayed war magazines and old photos of the clock tower, cattle market, the visit by Queen Elizabeth in 1952 and much more. Residents had the chance to chat about their own memories with many of the objects stirring great conversations.

Everyone enjoyed the trip down memory lane.

