



In Bloom Garden Competition 2022: now open for entries



Our Teign Housing 'In Bloom' garden competition is now open for entries! Three prizes of £25 worth of gardening gift cards are up for grabs for the best container, communal and individual 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.

To enter simply click [here](#) and fill in your details by **Friday 24 June**. More information about the different categories is included on the form.

Judging will take place in early July, and we will contact you closer to the time with the judging date and time. You do not need to be present for judging as long as we can access your garden.

You can contact **Julie Cleave**, *Resident Involvement Manger*, for more details – email Julie.cleave@teignhousing.co.uk or call **01626 322751**.



Fire safety campaign

More than half of all the fires that Devon and Somerset Fire and Rescue attend start in the kitchen.

Whilst everyone who cooks is at risk of cooking fires, fire statistics tell us that older people are more vulnerable to the risks – on average in Devon and Somerset the service attends 250 cooking fires a year where at least one occupant is recorded as above pensionable age.

To reduce this, they have launched a campaign, including top tips to reduce fire hazards: <https://www.dsfire.gov.uk/safety/home/cooking>

If you have a fire break out in your home, however small, do let us know so we can visit and check for any damage to the electrics etc. Although we cover buildings insurance, we don't provide contents insurance. Recently a resident had an accidental fire, and without insurance was unable to afford to replace their cooker. [Home contents insurance - Teign Housing](#) is an insurance product from Crystal Insurance designed specifically for tenants.



Our Housing Team has taken part in new training to help us protect customers from loan sharks. It is estimated that there are 310,000 people in debt to illegal money lenders in the UK. The Illegal Money Lending Team, who trained our team, work to raise awareness of what illegal money lending is while investigating and prosecuting loan sharks.

Anyone can be a victim of a loan shark – your family, friends, colleagues, neighbours and even you.

If you can answer yes to one or more of these questions you might be borrowing from a loan shark:

- Did they offer you a cash loan?
- Did they not give you paperwork?

- **Did they add huge amounts of interest or APR to your loan?**
- **Have they threatened you?**
- **Are you scared of people finding out?**
- **Have they taken your bank card, benefit card, passport, watch or other valuables from you?**

If you're worried a friend or loved one is involved with a loan shark, letting the person know you are concerned about them might help them take the first step and access support. They might not be ready to talk, but any information you can get from them could help start an investigation into the loan shark.

You can also talk to us. We can help you contact people who can provide support and check your lender. We are now trained to spot the signs of loan sharks operating in the area and know how to help people report it.

If you spot a loan shark or you've borrowed money from one you can report them anonymously:

Email: reportaloanshark@stoploansharks.gov.uk

Telephone: **0300 555 2222**

Text a report to **07860 022 116**



Fire alarm reminder

Many of our blocks of flats with communal areas have a communal fire alarm system with a panel like the one pictured.

If you spot a fault such as the alarm panel beeping and a fault light showing, please call us on **0800 197 9790**.

If the alarm sounds and you believe there is a fire in the building, please follow the evacuation procedure detailed on the existing Fire Action notices. You'll find these displayed in the communal areas on each floor level. Call the fire service immediately.

Once the fire service has declared the building safe, call us on **0800 197 9790** to report the fire. We will then check the electrics and re-set the alarm.

If the alarm sounds and you are confident it is false or accidental and there is 100% certainty of no fire, please call us on **0800 197 9790**. We will visit to re-set the alarm.

Please never interfere with the alarm yourself, as this could cause a risk to yourself and others.

Making Things Right - update



During January to March 2022, we received 36 complaints from across all our services.

Of these, 61% were around repairs, including damp and mould and concerns about timescales for work to be completed.

Of those who complained in 2021/22, 94% were happy with how their complaint was handled and also the outcome.

We have already taken action on all complaints and are making a major change to how repairs are reported to improve this service for all residents. We will include more information on this in the next ezine.

Estate inspections for June

Our teams regularly inspect our estates and complete an action log to put right things they spot. We publish the dates in advance so you know when we are in your area and so you can flag to us in person anything you want us to address.

You'll find the next dates on our website at [Estate Inspections - Teign Housing](#)

Jubilee Bank Holiday closures and contacts



Our phone lines, email monitoring and webchat will close at 5pm on Wednesday 1 June. We re-open on Monday 6 June at 8:30am.

If you have a repairs emergency during this time, please call 0800 197 9790.

To report anti-social behaviour and non-emergency crime, call the police on phone number 101.

We have noticed an increase in returned Direct Debit payments. We believe residents may be getting paid before a Bank Holiday, but then there is no money left in the account when the rent Direct Debit is taken after the break.

Anyone getting wages or receiving Universal Credit is likely to get their money on June 1, but we won't request the Direct Debit until Monday 6 June. Please remember to keep money back for the Direct Debit to pay and not return - as not only does it cause rent arrears, but you are likely to get charged by your bank.



Food safety training

Several Teign Housing colleagues and residents completed training for their Foundation Certificate in Food Safety.

The training was given by Gavin Fearby, Environmental Health Officer at Teignbridge District Council. Other members of the Independence and Wellbeing Team took the same training in October last year.

The training was completed as we held our Winter Warmer lunches and are preparing for the Spring Kitchen events. These are monthly sessions at a number of our independent living and sheltered schemes that see older residents offered free food and good company as part of our work to reduce isolation and improve wellbeing.

Keeping your data safe



Keeping your data secure is a key priority for us. To keep our skills up to date and

ensure we're aware of the latest hacking trends, two of our team recently attended the national Cyber UK conference.

The event, run by the Government, saw the team learn about new threats from hackers and reflect on the systems we have in place to store and keep your data safe.

This Government website has three top tips you can follow to keep your email safe, whether that's getting messages from or sending to us, or any other organisation.

[Cyber Aware - NCSC.GOV.UK](https://www.ncsc.gov.uk/cyber-aware)