



## New training programme



### **Are you looking for a new career, but don't know where to start, or what skills you need?**

Join a new scheme to provide you with Careers Advice and Guidance which can be followed by Construction and Retrofit Training or signposting and support to find work in a different area.

Devon County Council, in partnership with Teign Housing and the Learning & Work Institute, are providing this free programme of support to anyone who was impacted by COVID-19; perhaps you found it harder to find work, lost your job, or ended up in a job you didn't want.

A Careers Advice and Guidance session will take place with the National Careers Service (NCS) and can take place online or in person, to suit you. This will help you work out what it is you want to do as a career, and what you need to do to get there.

We will then work with you to either signpost you to further training or jobs in occupations like Retail, Hospitality or Care, or continue on the scheme with Construction and Retrofit training, where you will be supported by a Mentor. Training will be put in place at an entry level, such as Employability Skills and a CSCS Card (which is the most basic qualification needed to work on a building site) through to Level 3 qualifications in for example Carpentry or Electrical.

This scheme is open to anyone:

- **Aged 21+**
- **Who has been 'impacted' by COVID-19**
- **Who wants to move into a new career.**

To find out more, please visit <https://skillslaunchpad.org.uk/new-futures/> email [Lloyd.Meredith-Chapman@devon.gov.uk](mailto:Lloyd.Meredith-Chapman@devon.gov.uk), or call 07976 664068.

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## Help to Save

The Help to Save scheme gives low-income earners claiming universal credit or working tax credit a savings boost. It pays a 50% bonus on the amount saved, up to a maximum of £1,200 over four years. Martin Lewis explains the basics [here](#).

And you can apply online via the Government [website](#)



# Jubilee celebrations



**Audrey Adams**, pictured, from **Bitton Court** in Teignmouth had a double celebration recently as she marked the Queen's Platinum Jubilee and her 30 years living at the scheme.

Audrey is one of the original residents that moved into the scheme 30 years ago and loves where she lives. Audrey told us that before she moved in, she wanted to live somewhere with a park and view over to the estuary. She says her flat fulfils all of this and she does not want to ever move from her flat and watches the rugby from her window.

Her 30<sup>th</sup> year anniversary was celebrated at the same time as the Jubilee and so we organised a joint event.

We also supported residents at to mark the Jubilee at a number of sites. Here are a selection of images from the celebrations at **Bradley Court**, **Newton Abbot**, **Margaret Close**, **Kingsteignton**, **Bovey Tracey** and **Caunters Close**, **Ipplepen**.



## Help shape our work

We are looking for new members to join our various involvement groups.

More than 98 per cent of residents involved in our work feel their voice is heard and they have a genuine impact on our decisions and work.

We have a number of different groups, allowing you to pick one that suits how much time you have to offer. The groups meet in person or via Zoom.

We offer free support and training for residents who get involved with us, and we will work closely with residents to identify any training needs they may have.

Find out more at <https://www.teighousing.co.uk/get-involved/ways-to-get-involved/>

Or contact Julie Cleave, Resident Involvement Manager on 01626 322751 or email: [getinvolved@teighousing.co.uk](mailto:getinvolved@teighousing.co.uk).

## Residents move into new homes



Mountbatten Mews is a new community of 150 homes in the market town of Honiton.

In June 2022, we welcomed four new households within the development. We purchased the homes from the developer Taylor Wimpey and they were allocated via Devon Home Choice.

Brogan White, pictured with her family above at their new front door, said: *"We have felt so at ease moving into our home, everyone has been very welcoming and the house is just lovely, we are very happy."*

We also welcomed new residents into three new homes in Buckfastleigh this month. The three properties are built on the site of a former garage site.

[DHC Home page | Devon Home Choice](#) has information on affordable homes available in the region, from ourselves, other housing association and local authority landlords.

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## No win, no fee warning

As your landlord, we want to keep your home safe and in good condition. More than 97 per cent of residents who report repairs say they are satisfied with our response, but we are always looking to improve.

A new law came into force a few years ago to ensure that all rented accommodation is fit for human habitation and to strengthen action against landlords who do not fulfil their legal obligations to keep their properties safe. Unfortunately, the laws designed to protect people are being exploited by predatory solicitors, leaving many tenants footing the bill of legal costs well within the thousands.

These predatory solicitors will often use sales-like tactics promising thousands in compensation and a “no win, no fee” arrangement. They will contact you either by cold-calling by phone, email, or in some circumstances door-knocking. These cold callers may dupe victims into thinking they work for the landlord when in fact they do not. They may also ask you to not report repairs or avoid repairs being carried out. Although there may be no fee from the solicitor, you still may be liable for high legal costs.

We won't always get everything right first time, but we will look to make things right when you tell us your issue. We have a new 'Make Things Right' process and a dedicated Resolutions Manager to handle such issues. This is free to access.

You can report a complaint online using this form [Make a complaint - Teign Housing](#)

Equally, if you've received a great service, you can tell us so we can **pass on your praise**

to our staff. You can do so by emailing [customerhub@teighousing.co.uk](mailto:customerhub@teighousing.co.uk) or calling us on 01626 322722.

You can also access free support from your local Citizens Advice. Find the contact details for your nearest one here. [Search for your local Citizens Advice - Citizens Advice](#)

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## Places now available for FREE holiday activities with meals this summer



Places are now available for children from across Devon, aged five to 16 years old, who are eligible for benefit-related free school meals, to take part in holiday activities with meals this summer.

Devon County Council's [Holiday Activities and Food programme](#), provides free physical activities as well as healthy, nutritional, hot meals, runs for four weeks over the summer break.

They've got 40,000 places available for a range of activities including sports and coaching opportunities; indoor and outdoor play activities; outings to local parks and beaches; magic and circus skills; film making, arts and crafts; music; cooking; theatre workshops; yoga and mindfulness, and a lot more.

You can read the full story, with details about how to book, [on the news page of their website.](#)

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## **Garden competition update**

We had a great response to the garden competition this year with lots of new entries. Entries are now closed, but judging will be in early July and results will be included in the next edition.

Thank you to everyone who took the time to enter. The standard is really high, and the time and effort put into creating great green spaces is inspiring.

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## Are you struggling with the cost of living?



We are very aware that many households are struggling. Rising fuel costs, energy bills and inflation mean the cost of living is high.

If you are worried about paying your rent, please speak to a member of our rents team. We offer free advice and may be able to help you access funds and financial support you haven't realised you are entitled to. Telling us early about your concerns means we can help more.

In the article above we have information on free school holiday activities (including meals). But we've lots more information on other options including Energy Relief Schemes for those on pre-payment meters, free school meals, Healthy Start free food and milk for younger children and pregnant women and much more.

You may also be in line to receive £650 from the Government as a Cost of Living Payment. It's a new scheme for those on Universal Credit, JSA, ESA, Income Support or Pension Credit. [Cost of Living Payment: DWP explains who will get £650 and when it will be paid - Devon Live](#) has more information. Or our rents team can help see if you may be eligible. There is also an additional £300 coming in November for those who qualify for Winter Fuel Payments. Again, we can help you understand if you may be eligible.

Last year our Head Start Team helped residents receive more than £70,000 in additional income. Allowing them to pay their rent and so keep their home, as well as reducing other bills and taking away worry and stress.

To contact our Head Start service or our Rents Team, you can:

Call: 01626 322722

Email [CustomerHub@teignhousing.co.uk](mailto:CustomerHub@teignhousing.co.uk)

Use our online webchat on our website: [www.teignhousing.co.uk](http://www.teignhousing.co.uk)