



## Repairs reporting: new local centre



### **Our aim is to provide an excellent customer experience.**

Our repairs performance shows that 97.6% residents are satisfied with our repairs services (an increase from 96.1% last year), but we want to do even better and ensure everyone has this experience.

So, having heard your feedback, we're making a big change. We are bringing back the repairs reporting and scheduling service in-house, launching a new team based in Newton Abbot on Thursday 15 September.

The friendly Customer Hub team you already contact with general enquiries, will now also handle repairs. We have recruited new extra people to take details of your repairs and Templer HomeBuild has recruited schedulers to work from Newton Abbot to book in your jobs and be on hand to help.

The phone numbers **0800 197 9790** and **01626 322722** remain unchanged to report a repair during normal office hours. The number for emergency repairs out of hours also remains unchanged.

There may be some handover delays as everyone gets used to new systems and software. Please do show them patience as we look to make this change as smoothly as possible. Any repairs already booked in won't be affected.

We hope that local knowledge and better access to systems will improve the service. We will listen carefully to your feedback to ensure the new approach is meeting your needs.

To support the above change, we are carrying out some testing on **Saturday 27 August**. This means between 10am and noon, no calls - including repairs - will be answered.

## Garden competition winners 2022





## **Congratulations to our Teign Housing in Bloom 2022 garden competition winners.**

Anne Hext, one of our Involved Residents and competition judge, presented each winner with a cup engraved with their name, a certificate and a £25 National Garden gift card.

*Individual garden winner – Glyn Avery, Ipplepen*

*Container garden winner – Judi Hutchison, Newton Abbot*

*Communal garden winners – Margaret Close, Kingsteignton*

Although we could only have three winners, everyone else who entered has been sent a certificate and a couple of packets of flower seeds.

**Once again, thank you to all the entrants this year who made the competition a great success!**

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## **Shared ownership home available now**

Are you looking to start your home ownership journey?

Shared ownership offers a way of purchasing part of a home and paying rent on the remainder. You can then increase your share if you wish over time. [This three-](#)

[bedroom house](#) is available now, for a buyer with a local connection to Dartmoor National Park.



Anyone who wants to apply needs to register with [Help to Buy](#) and then press the “*register interest*” button on the advert.

**Help for  
Households**

## Cost of Living support

We know with the increased cost of living and energy charges you may be worried about paying for such things as heating bills, school uniform costs and food. The Government is offering help for households. See what cost of living support you could be eligible for from

childcare to energy payments.

### [Cost of living support - Help for Households cost of living](#)

[MoneySavingExpert](#) also has some great information on how energy companies are paying the £400 energy rebate from October, including specific detail for anyone on a traditional pre-payment meter.

The Buckland Centre, in Gilbert Road, Newton Abbot, is running a School Uniform Swap Shop. You can just pop into their entrance foyer and help yourself during their normal opening times. You can take, donate or swap uniform. [The Buckland Centre | Facebook](#)

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### Oven ready



Recently we had a near miss incident where a resident tried to fit a new electric cooker, but damaged a gas pipe causing a leak.

If you are having a new gas or electric hobs and cookers fitted, please make sure that the installer is suitably qualified.

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## 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](#) to provide your latest contacts and update your information. You can also email the team via [customerhub@teighousing.co.uk](mailto:customerhub@teighousing.co.uk) or call us on **01626 322722**, option 2.

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## Bank Holiday reminder

Our phone lines, email monitoring and webchat will close at **4:30pm** on **Friday 26 August**. We re-open on **Tuesday 30 August** 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**.

Please remember that if you pay your rent via Direct Debit and it is due on Monday 29 August, your Direct Debit will not be taken until Tuesday 30 August. If you receive Universal Credit, it will be paid to you on Friday 26 August.

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