



Teignbridge Household Support Fund



Teignbridge District Council has re-opened up the Household Support Fund for applications.

The fund is open to permanent residents within the Teignbridge district who are in financial hardship.

You must be over the age of 16 and be without sufficient resources to meet your own, or your dependants' immediate short-term needs.

Many Teign Housing residents have already successfully applied, allowing them to get funds for such things as school uniform, meaning their remaining income can pay their rent and ensure they keep their home.

To apply, visit <https://www.teignbridge.gov.uk/householdsupportfund>

Check your pension credit entitlement

If you are of state pension age and have a total weekly income under roughly £200, you could be entitled to extra support.

You can check online at www.gov.uk/pensioncredit or call the pension credit helpline on 0800 99 1234 to see if you're due a payment. Martin Lewis has a good summary here: [Martin Lewis: The one thing everyone aged over 66 needs to know \(moneysavingexpert.com\)](https://moneysavingexpert.com/martin-lewis-the-one-thing-everyone-aged-over-66-needs-to-know)

Garages available in Buckfastleigh and Buckfast



We have garages available in Buckfastleigh and Buckfast. The two available locations currently are at Barn Park and Furlong Close.

The cost to rent for Teign Housing residents is £13.00 per week and non-tenants is £16.48 per week. You have to pay two months in advance and by Direct Debit.

Visit <https://www.teignhousing.co.uk/neighbourhood/garages/> to complete the

online form and register your interest. You can also complete this form to join the waiting list for any of our garages.

Spring Kitchen...to Summer Bites

We continue to offer free meals and good company for older residents. Our Winter Warmer was renamed Spring Kitchen, and in the last three months we ran 18 events in some of our sheltered housing schemes. Just under 100 people attended.

All Teign Housing residents over 75 and everyone in our sheltered housing schemes are invited to one of three schemes for a free hot meal. This is continuing across the year and now known as Summer Bites.

Repairs journey mapping



Customer journey mapping is a way for Teign Housing to explore in detail how we can best deliver services from your perspective.

By putting the residents' activities and experiences of accessing a service into a chronological order we're able to create a journey map.

Mapping journeys that our residents experience helps us understand how easy or difficult it feels to receive services by highlighting the points of effort and frustration so improvements can be made.

In May and July we hosted two workshops with residents to gain a better understanding of your experience of reporting a repair, warts and all!

We're using the feedback to shape our decision about the service and will let you know the changes we'll be introducing in a later edition of the ezine.

Cost of Living

Millions of families in the UK recently received their first Cost of Living Payment from the Government.

You may be able to get a payment to help with the cost of living if you're getting certain benefits or tax credits.

If you are claiming a low-income benefit and think that you are entitled to a Cost of Living Payment, you don't need to do anything. You'll get the payments automatically. To find out more visit: <https://www.gov.uk/guidance/cost-of-living-payment>

£650 will be paid automatically to millions of households*

You do not need to apply or contact us.



*Eligibility criteria apply

The first instalment of the £650 Cost of Living Payments should have been paid automatically to eligible people, between 14 - 31 July. The remaining £324 will be paid in the autumn.

New Board Chair



After five years at the helm, we are due to say goodbye to Andy Jones our current Board Chair and welcome Maureen Robinson as Chair.

Maureen brings extensive Board experience in the NHS and social housing, as well as local government, to Teign Housing. She also has considerable professional knowledge about the process of ageing and a focus on encouraging greater joint working between housing, adult services and the NHS for the benefit of residents. Maureen strongly believes that everyone has a right to a decent home and that this should be achieved through a co-operative relationship between landlord and residents.

Maureen has chaired our Templer HomeBuild Board and sat on our main Board since 2015.

We have also welcomed Rebecca Harwood Lincoln to the Board this week. Rebecca has been a co-optee member of our Board since January 2022. Rebecca has global leadership experience, including marketing, project management, business planning and international negotiation. She is Chair of Governors at Bishop Wordsworth's Grammar School, a Trustee of Edukaid (an award-winning education charity) and Sparkle (a charity that supports young people with physical and developmental disabilities).

Everyone at Teign Housing would like to thank Andy for his invaluable contribution to

developing the organisation. His passion, skills and time have left us in a very strong position for the future.

Garden competition judging day

The return of the Teign Housing In Bloom garden competition was a great success, following a break of two years during the pandemic.

Despite a few entrants dropping out in the lead up to the day, the judges visited 24 separate gardens in early July. It was lovely to meet residents and hear how passionate they were about their garden and see how creative they can be in even quite a small space.

Here are some photos taken on the day. The photos of the winners will be in the next edition.





Meet your Neighbourhood Services Advisor

On Friday, August 19, we are holding a 'meet your neighbour' event for Teign Housing residents. Pop down to the Pow Wow Café, Kingsway, TQ14 9AG, between 11am and 1pm. You can meet your new Neighbourhood Services Advisor, local

PCSO and other community representatives.

Free refreshments available and craft activities for children.

Reducing fire risk



Over the past three years there have been a few fires involving chip pans. Not only does this cost us money and time to repair but more importantly it causes the residents involved distress and upheaval. The damage a chip pan fire can cause is significant and smoke damage often affects more than the immediate area.

In the most recent fire, the resident, who is in her eighties, was thankfully unhurt but has had to move out of her home temporarily whilst the repairs are completed.

Devon and Somerset Fire and Rescue's information on fire safety in the kitchen provides lots of advice on the risks to look out for and how to stay safe <https://www.dsfire.gov.uk/safety/home/kitchen>

If the worst does happen and you have a fire, you need to ensure that your possessions are covered for any damage. Crystal Insurance offer a special policy designed for social housing tenants. You'll find more detail here [Home contents insurance - Teign Housing](#)

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@teignhousing.co.uk or call us on 01626 322722, option 2.

Teign Housing's online update for residents July 2022

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