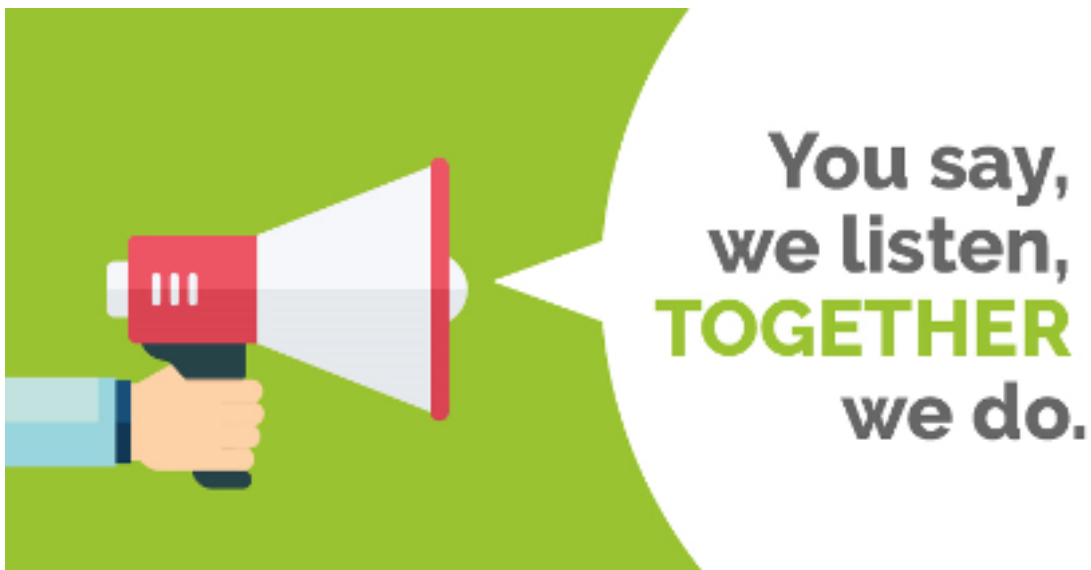




**You say, we listen, together we do.**



Our Survey of Tenants and Residents STAR survey launches soon.

We would like to understand what you think about the services we provide so we can make improvements. You will receive a paper copy to your home address soon.

The return cost has been covered, so it's free to post back. All you need to do is complete the form as soon as possible and return it. You'll also be given the opportunity to access the survey online via a portal with a unique login password if you prefer.

We've asked an external company to carry out this survey for us. Marketing Means will deliver the results to us once they have been collated. There are a variety of questions, ranging from quality of repairs, whether you feel your home is true value for money, and how well you feel we are serving you as a resident.

Our STAR survey is an important aspect of our commitment to you.

Return your completed STAR survey **by Friday 9 December 2022** to have a chance of winning one of 10 shopping vouchers worth £25.

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## Help for Households

The **Government's Help for Households website** has lots of resources and links to support you and your family at this time.

To see what cost of living support you are eligible for, whether it's income support, childcare costs, energy bills or companies offering discounts to those struggling with the cost of living, please visit [www.helpforhouseholds.campaign.gov.uk](http://www.helpforhouseholds.campaign.gov.uk)

Ofcom, the regulator for the communications services, also has some great information on broadband deals for those receiving benefits or on a low income. Visit [Cheaper broadband and phone packages - Ofcom](#) to find out more.



## Annual report and value for money statement 2021/22

Each year we report to residents on our performance and key work. Our aim in our [annual report](#) is to be transparent about areas where we've done well, and where there is room for improvement or unexpected challenges in meeting targets.

We also produce financial reports and a [value for money statement](#) which covers off the money side of things. Again, so we are clear to residents and others about how we spend rent and any other income.

You can access the latest versions of all three documents, and previous ones for comparison, online on our website. Please [click here](#) for our annual reports and [here](#) for our account accounts and value for money statements.

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## Compensation changes

The **Scrutiny Panel**, whose members are all residents, recently reviewed our compensation arrangements – leading to immediate changes to improve how we work.

Thanks to their findings, we have changed how we pay people back for the use of temporary heaters and dehumidifiers and increased the amount. We are making it clearer on how residents can get reimbursement for the extra energy costs to run these items, and also providing more heaters for larger homes. The new payment will also now start as soon as the items are provided by us.

The changes will help residents with the cost of living, should there be any delay in repairing boilers and heating systems when there is a wait for parts.

Many thanks to the Scrutiny Panel members for their time and expertise in pulling this report and actions together.

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## Transforming Douglas House



Douglas House in Teignmouth town centre is the last of the four blocks in the area to receive a warm water wash.

Work had to be delayed until after the summer season as a lane of a main road in the town needed to be closed for access. The wash down was carried by Torbay based exterior cleaning specialists Pristine Clean (SW), using a lorry platform lift hired from Sky Platform. In total, it took four days to complete.

To meet the requirements of the road closure, that part of the work was carried out on a Sunday morning to minimise disruption to traffic. Whilst on site, the gutters and footpaths also received a clean.

As you can see from the photos, it has made such a difference and shouldn't need doing for another 10 years. Using this method and hiring in a platform lift to access the four individual blocks, has saved thousands of pounds and weeks of scaffolding needing to be in place around each of the buildings, making it quicker and less disruptive for residents and leaseholders.

All the wash downs were arranged by Templer HomeBuild. The Planned Maintenance team supervised the works and liaised with the residents and leaseholders from start to finish

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## Complaints summary

Our latest complaints report, covering July to September 2022, has shown a decrease in complaints.

We received 25 complaints during the quarter, compared to 36 this time last year. We responded to 100% within our target time, and 88.4% were happy with how we handled their concerns.

Fifteen of the complaints related to repairs, and a key theme is the need for us to improve how we communicate with you about timescales and update you on progress when parts or further work is needed.

We recently moved our repairs reporting team in-house and they are now based locally, so we are monitoring this closely to see if it has improved your satisfaction and our communication.

For every complaint, we do a detailed investigation into what happened and any areas for improvement. We report this to staff, the residents' Service Board and our Board to ensure lessons are learnt.

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## Grounds Maintenance update



As we approach November, the Grounds Maintenance team is starting the Winter Schedule.

This involves them completing all the hedge work and shrub bed maintenance needed at one location, before moving onto the next. The time spent on the site will depend on the nature and extent of the works, this may vary from one to three days.

We are looking at new ways you can give us your feedback to help us monitor how we are doing and the service we provide. We will be placing QR codes on the communal noticeboards. You can scan the QR code using your mobile device to access a short survey.

Following previous trials, we are replacing, where possible, smaller petrol tools with battery operated equipment. This saves on fuel costs and reduces the hand arm vibration for our workers.

If weather conditions allow, then some winter grass cutting may take place.

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## Do we have your up-to-date email and mobile number?

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.