



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 financial reports and value for money statements.

Energy bill write-off fund

A new fund is open to British Gas and non-British Gas customers with an energy debt between £250 and £1500. The debt must apply to your primary residence and to an active energy account.

To have your energy debt wiped you must:

- **Not have savings over £1,000**
- **Have received money advice – this will be asked for as part of the process, this will be considered alongside household outgoings to determine if the applicant is in or at risk of fuel poverty**
- **Have not received a grant from British Gas Energy Trust in the last 2 years**
- **Provide proof of income as part of the application process**
- **Have a household Income of less than £16,190** (*although for households with 3+ children, caring responsibilities or disabilities a higher income will be considered*).

If you are a British Gas customer, the Energy Support Fund is also now open. This separate grant is for customers with a debt of £250-£1,500.

Check out the criteria, apply or find out more about both schemes by clicking below:

<https://britishgasenergytrust.org.uk/>

Broadband and wider help

Additionally, there are various broadband schemes available to people on lower incomes - some criteria may apply. These will offer low-cost broadband and phone packages to those eligible – you'll find details [here](#). The “Help for Household” website has lots of advice and offers also - <https://helpforhouseholds.campaign.gov.uk/>



Repairs reporting: new local centre

Our new repairs reporting centre went live as planned earlier this month. The handover went smoothly, and we are now fully up and running with extra schedulers to take details of your repairs.

We will be monitoring customer satisfaction to understand how the change has influenced the service you receive.

The phone numbers **0800 197 9790** and **01626 322722** remain unchanged.

Summer Bites in images



Residents of **Bradley Court**, Newton Abbot, enjoyed an afternoon tea in August.

The event, part of our **Summer Bites** programme, gives residents and guests the chance to chat and have a free meal. It also gave everyone the chance to meet Diane, the new Independence and Wellbeing team member.

Independent panel on quality in housing association homes

Housing associations exist to provide good quality, affordable social homes for people who need them and offer vital services to support their communities.

While most housing association homes are of high quality, the National Housing Federation wants to ensure that nationally all homes and services meet high standards.

They, in partnership with the Chartered Institute of Housing, will be bringing together an independent panel, with expertise and lived experience of social housing, to guide the sector on this vital journey.

You can help shape this project by completing the tenant survey [here](#).

The survey will be open until the end of October and the National Housing Federation will then work with housing associations across the country to come up with an action plan.



A specially designed package of support is available, just for Teign Housing tenants, to help support people to work in construction or retrofit.

Starting with free careers advice to help you decide what is right for you, the programme can also offer information on training, mentoring and support to apply for roles.

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.

To get started, either speak to your Neighbourhood Services Advisor, or contact: Lloyd.Meredith-Chapman@devon.gov.uk

You can find out more [here](#).



Shower head warning

A new type of shower head, with beads, has been trending on social media and becoming more popular. Pictured is an example.

Unfortunately, these shower heads are not compatible with Mira Electric Showers that we have in our properties. If you replace the normal shower head with one like this, it could cause the water flow to be blocked.

The problem with this, is it then causes the element in the showers to overheat, leading to irregular temperatures and then the entire unit not working.

As this would be deliberate misuse, we would charge you for the repair or replacement. So please avoid this, by not making such changes.

South West Residents Design Conference

Can you help shape the future of housing in the region?



SOUTH WEST RESIDENTS DESIGN CONFERENCE 2022

15th November • 10am - 3pm • In person & online

Join staff and residents from across the South West for engaging talks, interactive activities and refreshments. Attend either in person at various office locations or online.

This year's conference topics are:



Construction Cost Challenges



Rising energy costs and
combating fuel poverty



For more information, please contact:

Katie Stanbury
developmentadmin@teighousing.co.uk / 01626 322 779

The South West Residents Design Conference is a chance for residents from across the region to talk about key building issues. This year's event will take place

on **Tuesday November 15th**, from **10am to 3pm**.

The key themes are the challenge of construction costs, managing energy increases and reducing fuel poverty.

This year there will be several events, including the opportunity to participate from your own home via an online talk.

More detailed information will be available soon, but to register your interest, please contact Katie Stanbury by emailing her at developmentadmin@teighousing.co.uk or phoning 01626 322 779.