



My Teign Account

More than 400 residents have signed up for our new My Teign Account portal and app since we launched it in November.

To join them you will need to set up an account, it's quick and easy to do. You'll simply need your rent agreement reference number. If you don't know this, contact our Customer First Team.

To find out more about **My Teign Account** and to help you use it, we have produced this handy guide [My-Teign-Account-Help-Guide.pdf \(teignhousing.co.uk\)](#)

You can download the **My Teign Account** app from both Apple's App Store and Google's Play Store. Once it's downloaded, open the app and follow the instructions.

We will be making ongoing improvements to **My Teign Account** and a new feature introduced since the launch is that you can now see more information about your rent account in the form of a mini statement, plus a breakdown of service charges.

If you have any problems setting up your account, please contact us on **01626 322722** or email customerhub@teignhousing.co.uk

Warming hearts, minds, and people!



The residents of **Mill Path** and **The Green** in Ashburton have been keeping busy and warm in The Hub this winter.

The regular craft group decided to make some blankets to be handed out to other Teign Housing residents to help them to stay a bit warmer.

Other residents came along to help wrap presents for children attending a local Christmas party. The wrappers were rewarded with a 'Winter Warmer' lunch of jacket potatoes and soup and a mince pie or two.



Winter Warmer campaign

We are running our Winter Warmer events again throughout January and February 2023.

All residents over 70 and everyone in our sheltered housing schemes are invited to one of the following schemes for a free hot meal and good company:

Lanherne Community Room, Dawlish EX7 9JW. Your next events are taking place at 1pm on:

- Wednesday 18 January
- Wednesday 15 February

To book your slot and select your meal, contact your Senior Hub Co-ordinator **Joanne Daley** on **01626 322775** or your Community Housing Officer **Felicity Ascott** on **07925 373481**.

Jubilee Close Community Room, Exminster EX6 8EF. Your next events are taking place at 12.30pm on:

- Monday 16 January
- Monday 13 February

To book your slot and select your meal, contact your Hub Co-ordinator **Julia Wilmin** **01626 322816** or your Community Housing Officer **Felicity Ascott** on **07925 373481**.

We know that other households with younger residents may also struggle this winter. You can access our Head Start Advisors for advice. They can be reached via our Customer First Team on **01626 322722**

Universal Credit and Direct Debit reminder

This December, if you normally receive your payment between 24-27 December, you will get your money a little early.

If your payment is due on one of these dates, you will receive it on **23 December**. If you are due to receive payment on 29 December, you will receive it on **28 December**.

If you have a Direct Debit with us, remember that if the normal payment date falls on a weekend or Bank Holiday, your rent payment will go out the next working day. So do make sure you keep enough in your bank account to cover the Direct Debit even if your benefits or pay arrives earlier.