



My Teign Account



We have launched a new resident portal and - for the first time - an app.

You can use them to check your rent account, make a payment, report a repair and update your contact details. There are other functions too, including a budget calculator.

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** app from both Apple's App Store and Google's Play Store. Once it's downloaded, open the app and follow the instructions.

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**.

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



New social rent homes heading to Widecombe

Eight households will be given the keys to a new affordable home next year, after work started on site to deliver a partnership development in Widecombe.

Teign Housing, Teignbridge District Council, Widecombe Parish Council and Dartmoor National Park have teamed up to address the lack of affordable housing in the area.

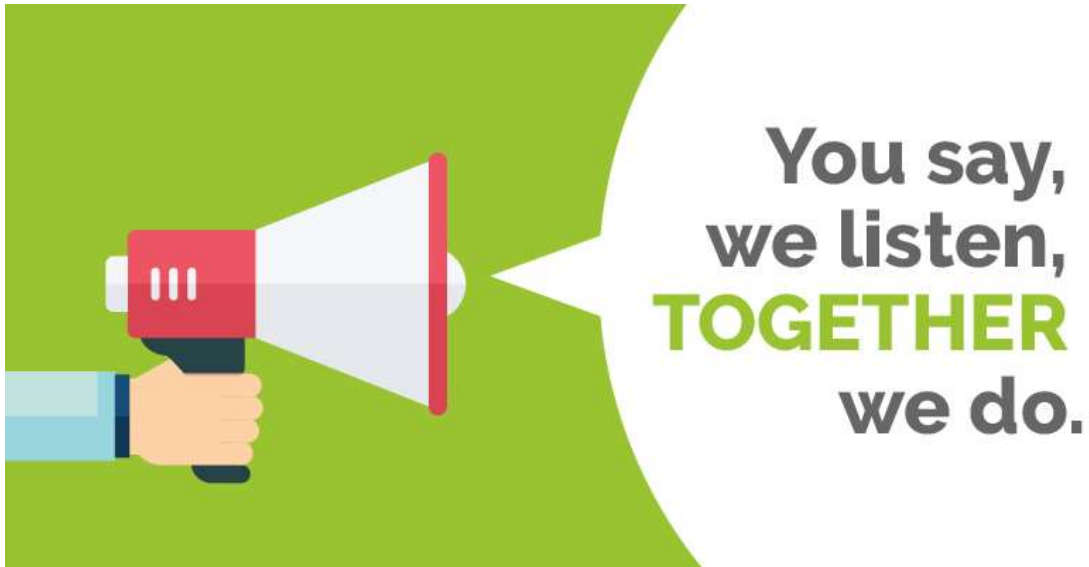
The latest housing needs survey showed that residents who had been raised or had jobs in the village were struggling to remain due to the cost of the average home.

The new development – made possible thanks to a £95,000 contribution from Teignbridge District Council, a £560,000 Homes England grant and Teign Housing funding – will see eight properties completed before the close of 2023. The properties will be a mix of maisonette flats, and two 2-bedroom and four 3-bedroom houses.

The partnership has appointed Coyde Construction, a South Devon company, to invest in local business and provide jobs in the district.

The homes have a special allocation criteria, meaning those who can demonstrate a strong local connection to the area will be given priority. They will be available for social rent. Anyone with a local connection and interested in applying should register now, and keep checking the Devon Home Choice website when the homes are available next year. www.devonhomechoice.com

Pictured left to right are: **Councillor Martin Wrigley**, **Philip Sanders**, Dartmoor National Park - Chair of Development Management Committee, **Yvette Elliott**, Vice Chair Widecombe Parish Council, **Jo Reece**, Chief Executive Teign Housing and Councillor **John Nutley**.



Our Survey of Tenants and Residents STAR survey closes soon. You should have received a paper copy to your home address.

The STAR survey is an important aspect of our commitment to you. We would like to understand what you think about the services we provide so we can make improvements.

Return your completed STAR survey by **Monday 12 December 2022** to have a chance of winning one of 10 shopping vouchers worth £25.

Rechargeable repairs reminder

Unfortunately, beaded shower heads are not designed to be used with the showers installed in Teign Housing properties. Please do not use these.

We have had residents facing repair bills as the shower heads restrict the water flow which causes the electric shower to burn out.

Although some of these shower heads claim to save money, replacing the entire shower as a result of damage is a lot more costly.



Help with food costs

If the cost-of-living crisis has you worried about food bills, there are plenty of local organisations to help. Search for your nearest community fridge and larder online [here](#).

You'll find details of local food banks on this [website](#)

Free Christmas family support

Devon County Council has arranged a programme of funded holiday-time activities, with hot meals, to run for up to four days over the Christmas 2022 school holidays.

All children are eligible to register, although priority places will be given to children aged five to 16 years old (or four-year-olds, if in reception), who are eligible for and receiving benefit-related free school meals and their families.

[Book now](#)

Stay warm and well



Think **fire safety**
when saving money

You might be thinking about making a few changes at home to bring down the price of your energy bills and adapt to the cost of living. It's important that you do this safely.

Devon and Somerset Fire and Rescue Service has lots of advice on staying safe when heating your home. [Stay warm safely this winter | Devon and Somerset Fire and Rescue Service \(dsfire.gov.uk\)](#)

Their free [online home fire safety check](#) takes around 15 minutes and is a convenient way to help you look at areas of your home and provides tailored fire safety advice.

They also offer [home safety visits](#) for the most at-risk members of the community.

Preparing for potential winter blackouts

There have been some reports in the media of potential blackouts during winter.

Although nothing is confirmed and it is considered unlikely, we are planning for the worst to ensure we can continue your essential services. This includes generators to enable emergency repairs to be carried out.

If a blackout does occur, please remember:

- **If you need to use candles, make sure they are used safely. The article above has tips from the fire service on how to do this**
- **Keep a torch (and spare batteries) somewhere easy to get to. You may have one on your phone, but it will use the battery fast, so a separate torch is better**
- **Write down emergency numbers in case you can't charge your mobile phone**
- **If you haven't got any electricity, before reporting it as a repair, check that the outside lights and your neighbours haven't also gone out because it's a planned power blackout.**

Energy suppliers and network operators will both keep a Priority Services Register of vulnerable residents. Visit [this website](#) for more information and to ask to be added.

Work for us

Looking for a new role? We often recruit for new colleagues. Many roles have flexible hours and a mix of home and office time.

We are an Investors in People Platinum employer, and have a culture of agile working and empowering employees to work flexibly.

[Work for us - Teign Housing](#) has details of our current vacancies.



We want you to **love** where you live.

If you have damp and mould in your home, **tell us**.

The advertisement features a photograph of an elderly couple embracing. The man is wearing a green sweater and glasses, and the woman is wearing a tan jacket and glasses. In the top right corner, there is a logo for 'Templer HomeBuild' with the tagline 'QUALITY YOU TRUST'. In the bottom right corner, there is a cartoon character of a woman wearing a red cap and apron, giving a thumbs up. A small icon of a house with a heart inside is also visible in the bottom left corner of the image area.

Damp and mould

If the problem is caused by a leaky gutter, failed damp proof course, roof repair, render replacement or other building issue, we'll fix it.

We will attend any report of proven damp and mould within fifteen working days to complete an initial inspection. Depending on the level of work required, it may take time to sort fully, but we will agree a time plan with you that suits your household.

Hackney Council produced [this video](#) that captures some tips to avoid condensation. Or this one by Community Housing is useful guide on how to avoid condensation https://youtu.be/g_eExStpjoc

You can report damp and mould to us by completing our online form [here](#) or by phoning us on **0800 197 9790**.

Here's a [link](#) to some top tips to avoid condensation.



Winter Warmer invite for older residents

Our Winter Warmer events are set to take place in early December.

All residents over 75 and everyone in our sheltered housing schemes are invited to one of five schemes for a free hot meal and good company.

The venues are:

- **Mill Path Community Room - St Andrews Close, Ashburton, TQ13 7EG**
- **Lanherne Community Room, Dawlish, EX7 9JW**
- **Alberta Court Community Room, Teignmouth, TQ14 8TD**
- **Jubilee Community Room, Exminster EX6 8EF**
- **Bitton Court Community Room, Teignmouth TQ14 9DG.**

[Click here for the dates and times](#)

Our aim is to provide an excellent customer experience

We are excited to announce that we're renaming our Business Support Team to our Customer First Team to better reflect our strong customer 'ethos'.

The friendly Customer First Team are now the first point of contact for all general enquiries and new repairs. Plus handling incoming calls, emails and web chats for all our residents, leaseholders, licensees and everyone else who contacts us. We wanted a name that

reflects what the team do which is simply *'putting Customers First'*, whoever that customer might be!

Our aim is to provide an excellent customer experience and when you contact us you'll be treated with respect. We'll listen to you and help you access the right information, advice and support.

A promotional banner for Community Chest Funding. The background is a green-tinted photograph of a group of people in a circle. The text is white and green. In the top right corner, there is a white triangular logo for Teign Housing with the tagline 'CREATING FUTURES TOGETHER'. Below the main text, there are three stacks of white-outlined coins.

**Community Chest
FUNDING**

The Tenants' Forum Community Chest
has funds available

Apply now

Teign Housing
CREATING FUTURES TOGETHER

The Tenants' Forum Community Chest is an annual fund of £5,000 that we set aside for local community projects each year.

Awards of up to £500 will be made to successful applicants to support projects or events that will help improve the lives of Teign Housing tenants and the surrounding community in which they live. If you have a project that benefits the community, why not apply?

See our website for more information or to download the application form: <https://www.teignhousing.co.uk/get-involved/community-chest/>

Office opening

Our head office is open to visitors between the hours of 10am to 3pm.

If you'd like to come in and take a seat in our reception area someone will come and greet you. Whilst you're more than welcome to just drop in not all staff will be working in the office every day, so it's best to make an appointment to avoid a wasted journey.

We can easily come to you so you don't have the inconvenience of coming to Millwood, or we can meet you in any of your local drop-down zones.