



Hardship Fund – *are you struggling with rising costs?*



In April 2022, our Board and Management Team at Teign Housing agreed a Hardship Fund to support residents impacted by the cost-of-living crisis.

Since April, Teign Housing has supported more than 70 households with an average award of £140 per household.

We have partnered up with Sodexo to provide a scheme which allows our residents to receive vouchers for a number of major retailers including: *ASDA, Morrisons, Aldi, Tesco, Sainsbury's, Argos, B&Q and Primark.*

The value of the vouchers can be split between more than one retailer and are sent electronically via e-mail. Any residents who do not have an e-mail address can collect a voucher in person.

To be eligible for the Hardship Fund you will need to meet one or more of the following criteria:

- **Affected by the cost-of-living**

- In hardship owing to an exceptional circumstance i.e. fire, flood, bereavement
- Your home is currently EPC rating E or lower.

If you believe you are eligible for this support, please contact our **Head Start Team** on Headstart@teignhousing.co.uk or call our **Customer First Team** on 01626 322722.

You may be required to provide additional information to support your application.

For general tips on money matters and information on support organisations, please see our free [Money Directory](#).

Benefits ten-minute check

MoneySavingExpert

The team at Money Saving Expert has built a ten-minute benefits calculator, created in partnership with **EntitledTo**. It provides a free ready reckoner on what you might be eligible for. Use it as a starting point before applying online or talking to a benefits adviser.

<https://www.moneysavingexpert.com/family/benefits-check/>



It's never too early to start thinking about a Christmas 2023 Savings Account.

Westcountry Savings and Loans is a not-for-profit community-based credit union offering sensible savings and responsible borrowing. It has more than 3,400 local members.

Their Christmas Savings account pays 1% gross interest on 31 October. You can start at any time in the year and all savings are covered by the [Financial Services Compensation Scheme](#) up to £85,000.

You can open an account today using their secure, instant messaging app Nivo, or by calling their team on **0800 304 7041** between 9am and 1pm, Monday to Friday, so they can set up an account for you.

<https://www.westcountry.org.uk/Christmas-savings>

My Teign Account

Close to 500 residents have already signed up for our new My Teign Account portal and app.

It's a way of checking your rent account, reporting repairs and managing your tenancy without the need to speak to anyone and at a time that suits you.

To join you'll simply need your rent agreement reference number. If you don't know this, contact our Customer First Team.

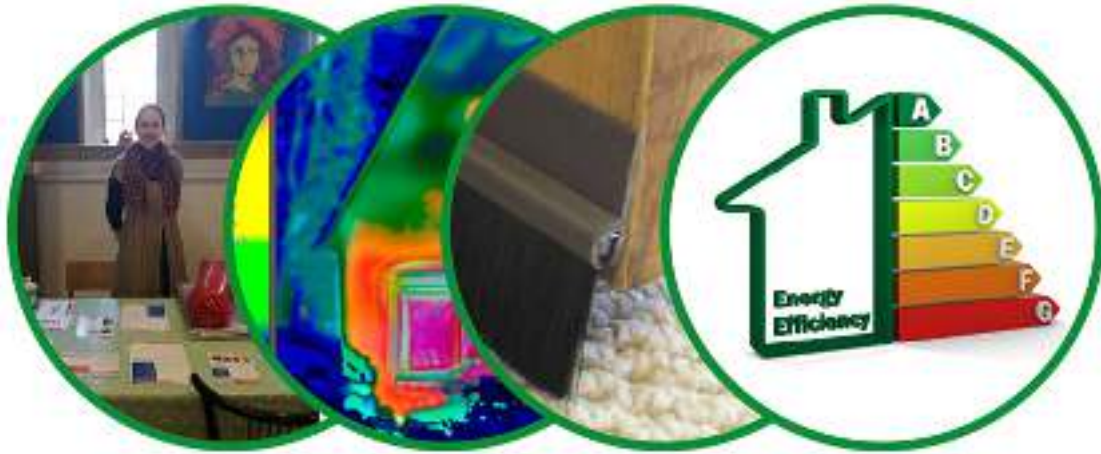
To find out more about My Teign Account and to help you use it, we have produced this handy guide [My-Teign-Account-Help-Guide.pdf \(teignhousing.co.uk\)](#)

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.

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

The old portal closes on Monday February 6, 2023. So please make sure you register for the new portal before then.

Healthy Homes for Wellbeing



Healthy Homes for Wellbeing provides free energy and money saving advice for people living in Exeter, Mid Devon, East Devon, Teignbridge and Torbay.

Its team of Home Energy Advisers provide practical energy advice and support with the aim of helping as many residents as possible save money and stay warm in their homes.

They can help you with:

- **Tariff checks and supplier switching**
- **Applying for the Warm Home Discount**
- **Registering for Priority Services Register**
- **Energy and water saving tips and advice**
- **Grants for insulation and heating**
- **Heating control advice**
- **Smart meters**
- **Referrals for help with benefits and debts.**

To access their support, you can complete their online [referral form](#), call 0800 772 3617 or email healthyhomes@ecoe.org.uk

There is more information on their website <https://www.ecoe.org.uk/healthy-homes-wellbeing>



The **Tenants' Forum Community Chest** is an annual fund of £5,000 that we set aside for local community projects each year, and there is still some money available to be awarded before 31 March.

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 for one.

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

Winter Warmer campaign

As you can see from the photos from a recent event at **Bradley Court** in **Newton Abbot**, our Winter Warmer events are proving popular.



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 event is taking place at **1pm** on:

- **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 event is taking place at **12.30pm** on:

- **Monday 13 February**

To book your slot and select your meal, contact your *Hub Co-ordinator* **Julia Wilmin** on **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 at any time for advice. They can be reached via our Customer First Team on **01626 322722**.

Stay warm and well



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 \(dsfire.gov.uk\)](https://www.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.

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, through the My Teign Account portal or app, or call us on **01626 322722**, option 2.