



Rent update

In early March, you will receive your rent letter outlining any increase in rent and service charges.

If your rent is paid in full by Universal Credit or Housing Benefit, this will cover any increase. The letter will remind you how to update your Universal Credit account if you have one.

We know times are tough for some, with other rising costs in everyday essentials such as energy, fuel and food. As a not-for-profit organisation, no shareholders benefit from our work and our primary income comes from rents. These are invested back into your home through repairs, property improvements and running services. For example, last year we completed more than 12,000 repairs, and invested more than £9m in our 3,700 homes.

If you are worried about your ability to pay your rent, please do talk to us. Where people genuinely want to pay and are open to a payment plan, we will work with you. We also have a free advice service that may help you access financial support you are eligible for.

For anyone concerned about financial hardship, 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.*

In 2022/23 we spent more than £30,000 on the fund, with residents receiving an average £140 in vouchers to support their situation. The next round of funding will re-open in April. We will let you know when it is open to apply.



Every three months we report to the Teign Housing Board about the number and type of complaints received, and the actions we've taken as a result.

Between September and December 2022, we received 25 complaints. This is down on the 47 received in the same period last year.

Most complaints were about repairs, although there has been a significant reduction since we moved to a local service and our own staff managing the phone line for your repair calls. We are working at improving how we keep you updated about repairs reported, including plans to improve the information available on the My Teign Account portal.

We have introduced new detail on damp and mould complaints, to ensure we are treating damp and mould as a high priority. There was one complaint linked to damp and mould during this period.

To make a complaint you can fill in the online form on our [website](#) or call our Customer First Team on 01626 322722.

GARAGES AVAILABLE TO RENT NOW IN...

SHILLINGFORD ST GEORGE - Manstree Terrace

If you are interested in a garage in another area that doesn't currently have a vacancy, please complete the online form on **Teign Housing's** website.



**Tenant rate is
£13 per week**

paid by direct debit, two months
in advance of £113



**Non-tenant rate is
£16.48 per week**

paid by direct debit, two months
in advance of £143

If you would like to be considered for one of these garages,
please complete the online form on the Teign Housing website at
www.teignhousing.co.uk/neighbourhood



For further queries regarding garages,
please contact the **Customer First Team**
on **01626 322722** or email
customerhub@teignhousing.co.uk

Garage availability

Looking for storage space? We've garages available in Shillingford St George.

To register your interest in garages in other areas, please visit our website [Garages - Teign Housing](#)

My Teign Account

More than 550 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



StepChange is the UK's largest provider of free debt advice, online or over the phone. Don't wait to get help. They are there if you need them.

The organisation provides free, impartial debt advice and solutions to anyone struggling

with debt problems.

In **2022** they won the first Feefo Platinum Trusted Service Award for **consistently delivering excellence** and have more than 30 years' experience of delivering debt advice, helping over 7.5 million people since 1993.

To access their service you can:

- **Go online - Online debt advice service**
Available 24 hours a day, 365 days a year
- **Phone the team for free on 0800 138 1111**
Monday to Friday 8am to 8pm and Saturday 8am to 4pm

Warm and Well

Here's some great tips for an energy efficient lifestyle. **Energy 101 - Warm and Well**





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 aim to attend any report of proven damp and mould within 15 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.

Community Housing produced [this video](#) that captures some tips to avoid condensation or this one from [Hackney Council](#).

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.

Asbestos inspections

As your landlord, we complete routine inspections of any properties with known asbestos.

We carry out on average 800 inspections a year. Many older homes have asbestos so the surveys simply check for any damage, so you know your home continues to be safe.

Please don't ignore any letters or visits from KOVIA, who are completing this work for

us, as it's important we can complete the short check.

As with any visitors to your home representing Teign Housing or Templar HomeBuild, if you are unsure about someone's identity, check with us. Call our team on 01626 322722 and we can help check the appointment or communication is genuine.