



Anti-Social Behaviour - extra support for residents

In the last ezine, we let you know that we were working with the police and residents to further improve how we handle Anti-Social Behaviour (ASB).

We have already taken on board that learning and have launched a new ASB Respect Line. This means you now have experts on hand out of normal working hours to report any ASB incidents.

The ASB Respect Line team has highly trained call-handlers with backgrounds in housing or policing. With extensive experience in dealing with sensitive ASB-related calls, each team member undergoes individually tailored training covering witness support, government legislation, housing policy and procedure and ASB tools and powers.

As well as being on hand when our office is closed, the ASB Respect Line team will also make calls to check in on those who have previously reported ASB and have given permission to be contacted for a welfare check.

It's free to call the ASB Respect Line, you can reach the team on **0800 075 6699**. **The line is open 5pm until 9am on Monday to Friday, and all weekends, and bank holidays.** They'll then let us know of any calls, so we can work with you to resolve these.

During normal working hours you should continue to contact our **Customer First**

Team on 01626 322722.

If it is an emergency such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened, please call the police on 999.



Teign Housing In Bloom 2023 will launch next month, with a chance once again to be recognised for your green fingered talents and work to keep communities looking blooming lovely.

More information and a link to the online application form for Teign Housing In Bloom 2023 will be available in next month's ezine, but with the weather improving and a number of bank holidays ahead, now is the time to get prepared for the judging which will be held in mid-July.

The gardens are judged under three categories – individual garden, container garden and communal garden. If you are one of our lucky winners you will win a **£25 National Garden Centre** gift card and have your name inscribed on the winners' cup, which you keep for a year.

Survey results

At the end of last year we sent our Survey of Tenants and Residents (STAR) to 3,864 households including leaseholders and shared owners. We had a 33.1% response rate.

Thank you to everyone who responded. We are now reviewing the results and thinking about how we can improve things further. As you can see from the new ASB call service article above, we are already making changes.

Congratulations to the 10 residents who won shopping vouchers worth £25 each.

Here are the headline results:



Health and safety award for Templer HomeBuild

Templer HomeBuild has been awarded an internationally recognised health and safety accolade from the Royal Society for the Prevention of Accidents (RoSPA).

The team, who complete repairs for residents, have claimed the Gold Award demonstrating its dedication to ensuring its staff and residents are safe during every working day.

The RoSPA Health and Safety Awards is the largest occupational health and safety awards programme in the UK. Now into its 67th year, the Awards have almost 2,000 entries every year, covering nearly 50 countries and a reach of over seven million

employees. The programme recognises organisations' commitment to continuous improvement in the prevention of accidents and ill health at work.



Free local energy saving advice on hand

Residents of Alberta Court and Bitton Court, in Teignmouth, recently benefitted from a talk about saving money and energy.

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

Their team of trained Home Energy Advisers provide practical energy advice and support by telephone and face to face, with the aim of helping as many residents as possible to save money and stay warm in their homes.

Everyone can access advice, but you can also get a free home visit and potential free energy saving measures such as draught proofing and LED light bulbs if you have a household income of less than £31,000 and receive tax credits or housing, income or disability related benefits.

You can call their team on 0800 772 3617 or fill in a referral form [here](#).



Investing in homes

Each year Teign Housing invests around £9 million in improving and maintaining homes.

To ensure we spend that money on the things that matter most to residents, we seek your views through our resident involvement panels and groups, and also visit homes to know we have an accurate picture of what work is needed so it can be scheduled in.

Soon, Rand Associates, will be visiting 720 properties in the Dawlish and Teignmouth areas to complete stock condition surveys on our behalf. By 2024 we plan to have visited around 50% of all homes we own.

By completing this work, we will know which areas and properties are most in need of new kitchens, bathrooms, roofs and more. So if your home is selected, please do make and keep the appointment.

Our team and contractors working on our behalf will always carry identification. Do check people are genuine before letting them in.



New homes in Okehampton

In March we officially received six new homes, as part of a wider development scheme in Okehampton.

Persimmon, the developer, handed over the first six of 20 properties, which are available for affordable rent and shared ownership. They are a mix of one to four bedrooms and are part of a wider 50 home development called Fatherford View.

For information on the first shared ownership homes, please visit:

[Fatherford View SO, EX20 1ZA – 2 bed house in Okehampton – Devon – Share to Buy](#)



The Big Lunch brings neighbours and communities together to share friendship, food and fun. Get your free pack and start planning something to look forward to!

This year you can be part of history and join millions across the UK, and further afield, with a Coronation Big Lunch on 6-8 May, or join the fun in June and plan your Big Lunch as part of the Month of Community.

Find out more and download the pack

at: <https://www.edenprojectcommunities.com/the-big-lunch>

Bank holiday reminders

There are several bank holidays coming up. Here's when our office, phone lines, emails and web chat will be closed.

- **On Friday 28 April we close at 4:30pm and reopen at 8:30am Tuesday 2 May**
- **On Friday 5 May we close at 4:30pm and reopen at 8:30am on Tuesday 9 May**
- **On Friday 26 May we close at 4:30pm and reopen at 8:30am on Tuesday 30 May**

If you have a repairs emergency during this time, please call 0800 197 9790. Then choose option one. To report non-emergency crime, call the police on number 101.

Job roles at Teign Housing and Templer HomeBuild



You'll find our latest job roles on our website at [Careers - Teign Housing](#).