



## Universal Credit and your rent charge from April

**If you receive Universal Credit, from Monday April 3 (and not before), you need to tell the Universal Credit team about your change in rent.**

If you do not do this, you will not receive the correct amount of Universal Credit housing costs and you will have to pay the shortfall yourself, or you may receive an overpayment which you will have to pay back.

To report any change in circumstances (<https://www.gov.uk/universal-credit/changes-of-circumstances>), including this rent change, you need to log it on your Universal Credit Account. You may be asked the frequency of your rent charge - this is weekly. If you are a Shared Owner however, your charge is monthly.

You may also be asked if you have any rent free weeks - the answer to this question is 'no'. Telling them this information will ensure your claim is correct.

If you pay your rent to Teign Housing by Direct Debit, we will automatically change your payments, if needed.

If you have any questions about this email or wish to set up a Direct Debit to help you

manage your finances, please call the **Income Team** on **01626 322780** or email us at [rentsteam@teighousing.co.uk](mailto:rentsteam@teighousing.co.uk)

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## Grounds maintenance update

**The winter period has been a little strange this year, with two-weekly grass cutting continuing into November due to higher than normal temperatures. We normally would stop at the end of September.**

Once the grass growth stopped, the team started to work on their winter projects, including planned hedge and shrub bed work, although, during the cold snap in December, they also carried out gritting on several of our sites, as required. Bird nesting season started on 1 March, so they had to finish prepping the shrub beds and hedges before the restrictions came in, as it runs through until August.

To keep standards high and retain skilled team members, the grounds team have been assessed and passed national specialist qualifications in the following:

- Strimmer and brush cutters
- Handheld blowers
- Hedge cutters
- Pedestrian and ride-on mowers
- Pole pruning- needed for heavy hedge work.

We started the new summer grass cutting schedule at the beginning of March, meaning each Teign Housing communal area should be cut once a fortnight (weather dependent). To get ready for the busy six-month summer cutting programme ahead, all the equipment was serviced and prepared.

Our Senior Estates Supervisors will be spending more time out and about checking that the standards of the grass cutting are what we expect. They will also be talking to residents and looking for feedback – so please stop and speak to them if you see them.

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## **Improving handling of anti-social behaviour**

**Residents, our team, the police and council all joined forces in March to look at how we can work together to tackle anti-social behaviour.**

The group is mapping out what happens from an incident being reported, through to resolution and gathering feedback. This will mean we can fully understand the journey from a resident view point and introduce changes based on that.

The session was a huge success with residents and partner agencies leaving feeling enthused and excited about the changes we are going to make to improve customer experience in this area.

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## Community Chest funding

**The Tenants' Forum Community Chest is a £5,000 fund that Teign Housing sets aside for local community projects.**

From 1st April 2023 to 31st March 2024, we will be granting Community Chest awards, up to a maximum of £500 (no minimum amount).

Awards will be made to projects or events that will help improve the lives of Teign Housing tenants and the surrounding community in which they live.

Applicants must be able to clearly demonstrate how the proposed project or event will benefit the community, and that there has been consultation with local residents. A panel of Teign Housing residents from the Tenants' Forum will consider the applications and make decisions about awards.

All successful applicants are asked, as a condition of receiving a Community Chest Award, to submit full details for the money spent, and completed feedback form outlining the success of the project.

As one example, with the Coronation happening in May, the fund could be used for anyone planning an official street party or community event which benefits Teign Housing residents.

Visit our website for more information: [Tenants' Forum Community Chest - Teign Housing](#)

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## Job roles at Teign Housing and Templer HomeBuild

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

One current vacancy, which closes on Monday 3 April is for a Legal Administrator role.

Supporting our Legal Executive in maintaining records and administering transactions, you will be central to the successful delivery of our Right to Buy and Right to Acquire schemes. At the same time, you will update commercial leases and resolve wide-ranging queries, assist with solicitors' enquiries and process shared ownership resale and staircasing applications. What's more, you will play a key role in defining leasehold responsibilities regarding repairs, whilst ensuring we comply with our obligations under the Charities Act, so every day will bring different challenges.

Apply at <https://www.teignhousing.co.uk/about-us/career/>



### Easter closures

Our offices, phone lines, email and web chat close at 5pm on Thursday 6 April and reopen again on Tuesday 11 April at 8.30am.

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