



Teign Housing In Bloom Garden Competition 2023: now open for entries

Our Teign Housing 'In Bloom' garden competition is now open for entries! Three prizes of £25 worth of gardening gift cards are up for grabs for the best container, communal and individual 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.

To enter simply click [here](#) and fill in your details by **Friday 23 June**. More information about the different categories is included in the form.

Judging will take place in early July, and we will let you know the date closer to the time. You do not need to be present for judging as long as we can access your garden.

You can contact **Niki Holmes**, *Resident Involvement Manager*, for more details – email Nicholetta.holmes@teignhousing.co.uk or call **01626 322825**.

New ways of measuring our services

The Regulator of Social Housing has introduced **Tenant Satisfaction Measures** to assess how well housing providers are doing at providing good quality homes and services.

The new measures, known as TSMs, comprise of 12 tenant perception measures,

which will be measured by surveying residents, and ten landlord management information measures, which are reported by us.

The TSMs cover five themes:

- **Keeping properties in good repair**
- **Maintaining building safety**
- **Effective complaints handling**
- **Respectful and helpful engagement**
- **Responsible neighbourhood management.**

Between now and 31 March 2024, all tenants, shared owners and leaseholders will be emailed or posted a survey to complete. As well as reporting the results to the Regulator at the end of the year, we will use the results to understand where improvements are needed, how we compare to other landlords and which services are working well.

We will report the findings to you annually on our website and include an update in this ezine.



We've recently recruited a new Resident Involvement Manager, as the previous postholder Julie Cleave has moved to another role within Teign Housing.

Niki Holmes already knows many residents from her previous role working as our *Senior Hub Coordinator* within the Independence and Wellbeing team for the last two years.

Before working for Teign Housing, Niki worked for the YMCA and has recently become a trustee for a local YMCA on a voluntary basis. In March she took part in their 'Big Sleep Out' event which raised money for their night stop facility. This involved sleeping outside

during the coldest week of the winter! She loves working with people with differing life experiences and backgrounds.

Niki is originally from Leicester and although she has not lived there for many years, is still a fan of their football team. She enjoys keeping fit and has taken part in several charity events in recent years. She has completed the Moonwalk five times (a walking, overnight marathon in London) finishing in 15th place on one occasion. She has also walked from London to Brighton in just under 21 hours as part of a walking, jogging or running ultra-marathon for the same breast cancer charity.

She said: *“I passionately believe that resident involvement leads to better decision making, improved services and increased customer satisfaction. We have lots of ways for you to get involved depending on what your interests are and how much time you can spare.*

“I’m here to offer support and training for residents who get involved with us, and we will work closely with you to identify any training needs, If you feel that you would like to give up some of your spare time and would like to help us to improve our service to you, your neighbours and your wider community, please get in touch to find out more.”

You can contact Niki by email at: Nicholetta.Holmes@teighousing.co.uk or by phone on **01626 322825**.



Cheaper broadband

Half of low-income households aren't taking advantage of broadband deals which could save them £200 a year.

These special offers, known as [social tariffs](#), are available to an estimated 4.3 million households that receive one of a range of government benefits. The packages offer superfast speeds and a price freeze for the duration of the contract, from as little as £12 a month.

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available. All major providers also include people on Pension Credit, Employment and Support Allowance, Jobseeker's Allowance and Income Support. Some providers might include additional benefits, like Personal Independence Payment and Attendance Allowance.

The person receiving the benefit needs to be the main person on the contract.

Which? has [published a new guide](#) rounding up the eligibility criteria and the steps people need to take to move to a social tariff with each of the major broadband providers.

[Social tariffs: Cheaper broadband and phone packages - Ofcom](#) also has more information on the costs and benefits.

Home contents cover

Home contents insurance provides cover for the contents of your home including cover against fire, theft, water damage, storms & floods and other perils. Cover can be provided for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen. So it's a good idea to consider taking out home contents insurance, either through the Crystal Insurance Scheme or by making your own arrangements.

The Crystal Insurance Scheme was designed for tenants in social housing, and you can pay premiums in cash fortnightly at any post office or pay zone outlet, or monthly or annually by direct debit. Fortnightly and monthly premiums include a transaction charge.

For more information or to get a quote:

1. **Call Crystal on 0345 450 7286**
 2. **Visit www.crystal-insurance.co.uk where you can also request someone to call you back.**
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Job roles at Teign Housing and Templer HomeBuild



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

We are currently seeking an **Estates Caretaker/Cleaner** working 30 hours per week in a permanent role, with an annual salary of £18,193.89.



Coronation celebration and financial help available for future events

Residents at two of our sheltered schemes enjoyed Coronation celebrations. As these photos show, everyone had a great time at Bradley Court and Mapleton Close, both in Newton Abbot.



If you also want to create some community spirit, the Tenants' Forum Community Chest is a £5,000 fund that Teign Housing sets aside for local community projects or events.

From 1st April 2023 to 31st March 2024, we will grant 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.

As one example, with the weather hopefully improving soon, the fund could be used for anyone planning an official street party or community event which benefits Teign Housing residents. [The Big Lunch 2023 | Eden Project Communities](#) has some ideas, as it celebrates community events across June.

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



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 or you can log into your My Teign Account through the portal or app. You can also email the team via customerhub@teignhousing.co.uk, or call us on **01626 322722**, option 2.

Bank holiday reminder

- 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**.

It's also free to call the ASB Respect Line to report Anti-Social Behaviour, you can reach the team on **0800 075 6699**. The line is open 5pm until 9am Monday to Friday, and all weekends, and bank holidays.