



Free Cost of Living events

Teignbridge Community and Voluntary Services (CVS), a charity that exists to improve the quality of life of local people through supporting local charities, voluntary groups and social enterprises in Teignbridge, is running a number of free Cost of Living events across the district.

There are six venues you can come along to, and we will be attending along with lots of other local partners. There is no need to book, just pop in.

It's your chance to get advice on local grants, tips on managing money and bills and to find out about all the support available this winter.

There will also be a free raffle with some great prizes to help with winter energy bills.

See the [poster here](#) for more information on dates and times near you, and how to arrange travel if needed. For a list of the organisations attending, please [click here](#).



Keep your details up-to-date

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@teignhousing.co.uk or call us on **01626 322722**, option 2.

Revised consumer standards: have your say

The Regulator of Social Housing is creating a set of four new consumer standards and a Code of Practice to go with them.

The Regulator has been given new powers to help improve the quality of housing and services for social housing tenants in a way that lasts.

To help make this happen, the standards set expectations that social housing landlords have to meet and that the Regulator will seek assurance against. These standards are building on and replacing five existing consumer standards



The standards set out specific expectations and outcomes that all registered providers, including Teign Housing, will be expected to achieve.

They anticipate that the final set of standards will apply from April 2024:

- **The Safety and Quality Standard**
- **The Transparency, Influence and Accountability Standard**
- **The Neighbourhood and Community Standard**
- **The Tenancy Standard.**

Landlords, tenants, shared owners and anyone with an interest in social housing is invited to give their views on the proposed standards.

You'll find more information and an easy read guide at [Consultation on the consumer standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

If you need an alternative format for any of the documents (for example braille) please contact enquiries@rsh.gov.uk

The consultation closes at 6pm on Tuesday 17 October, 2023.

Child benefit reminder



Are you the parent or carer of a teen (16-19 years) staying in full time education or training?

If so, you need to let HMRC know by Thursday 31 August to continue receiving Child Benefit payments or they will automatically stop.

To find out more visit Child Benefit when your child turns 16 - [Default \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)



We want to be honest when we get things wrong and tell you the changes we've made as a result.

From April 2023 to the end of June 2023, we received 20 complaints. Of these, 80% were about repairs. The majority of complaints were raised by residents who have had a tenancy with us for less than four years.

As well as what the complaint was about, we record and monitor the reasons each complaint was made. In those three months, 55% of complaints were about the service received, and 30% were due to issues around communication.

During this period, we also received two determinations from the Housing Ombudsman, which resulted in a finding of a service failure in the first and a finding of four maladministration areas in the second. As a result of both determinations, we have apologised to the residents and paid compensation. We have also looked at the concerns raised by the Housing Ombudsman so that we can learn from them.

Around 120 staff members from Teign Housing and Templer HomeBuild received updated complaints training as part of our Raising Standards week in June. We've also more in-depth training planned for our Leadership team.

In May, our new Resolutions Manager, Karen Jones, joined us and will ensure that we respond to complaints efficiently and regularly report the themes and outcomes of complaints to our Executive Management Team, Board and Involved Residents so we can continue to improve.

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

Congratulations...to our Teign Housing in Bloom 2023 garden competition winners.



Pictured are two of the three winners alongside **Anne Hext**, one of our Involved Residents and competition judge.

- **Individual garden winner – Shane Beard, Kenton**
- **Container garden winner – Buckfastleigh** (this resident asked to remain anonymous)
- **Communal garden winners – Margaret Close, Kingsteignton**

Each winner was presented with a cup engraved with their name, a certificate and a £25 National Garden gift card. All entries received a certificate and packets of flower seeds.

Thank you to all the entrants and to the residents who put so much time and effort into creating green spaces.

Job roles at Teign Housing and Templar HomeBuild



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

Reminder...



On Friday 25 August we close at 4:30pm and reopen at 8:30am on Tuesday 29 August.

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.