



Annual report and value for money assessment 2022/23

Our latest annual report is out now. Each year we report to residents on our performance and key work during the last financial year, so this one focuses on April 2022 to March 2023.

Our aim is to be transparent about areas where we've done well, and where there is room for improvement or unexpected challenges in meeting targets.



We also produce financial reports and a value for money assessment to help you understand how we spend your rent and how we compare against other landlords.

[Click here to access our annual report](#)

You'll find the value for money assessment here: www.teignhousing.co.uk/about-us/value-for-money-assessment/

Drop-in housing sessions

Looking to move, downsize or swap your social housing home? Do you need some housing advice or information about Universal Credit? Or simply want to tell us about an issue affecting your home or community?

Our Community Housing Officers and Independent Living Team run regular drop-in advice sessions in your area. No need to book, just pop along and say hello.

Even if you don't have a specific issue or concern, you're welcome to drop by and meet your local team. We are happy make or buy you a brew and get to know you.

Please see details below and for more information, you can call us on **01626 322722**.

Drop-In Venue	Address	Day	Time	Regularity
Alberta Court	Teignmouth TQ14 8TD	Monday	11am - 12pm	Weekly
Bidder House	Moretonhampstead TQ13 8NS	Tuesday	11am - 1pm	2 nd Tuesday of the month
Bitton Court	Teignmouth TQ14 9DG	Wednesday	10.30 - 11.30am	Weekly (except 4 th October)
Bradley Court	Newton Abbot TQ12 1TT	Monday	10 - 11am	1 st Monday of the month
Buckland Hub	Gilbert Road Newton Abbot TQ12 4HS	Tuesday	10am - 12pm	Weekly
Jubilee Close	Exminster EX6 8EF	Wednesday	10am - 12pm	1 st Wednesday of the month (except October when it will be held on October 11th)
Kingsway	Pow Wow Café 87/89 Kingsway TQ14 9AG	Wednesday	9:30 - 11am	Last Wednesday of the month
Lanherne	Dawlish EX7 9JW	Wednesday	1 - 2pm	Weekly (except 4 th October)
Mapleton Close	Newton Abbot TQ12 1RF	Monday	10 - 11am	2 nd Monday of the month

Mill Path / The Green	St Andrews Close Ashburton TQ13 7EG	Tuesday	2 - 3.30pm	Weekly
St Marys Court	Newton Abbot TQ12 1FB	Monday	2 - 3pm	1 st Monday of the month

Tenant Satisfaction Measures – survey out now

We are preparing for greater regulation of the sector by listening more to our residents' voices to shape our services.

In late 2020, the Government published the Charter for Social Housing Residents (Social Housing White Paper), which set out ways to improve things for people living in social housing. Some of these improvements give greater powers to the Regulator of Social Housing (RSH).

One of the steps they have taken is to introduce a set of Tenant Satisfaction Measures (TSMs) from April 2023. 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 will be 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.**



Some residents have already completed their survey responses online – thank you! If you haven't already completed the survey, you will shortly receive a printed survey to your address. The return cost has been covered, so it's free to post back. All you need to do is complete the form as soon as possible and return it. You'll also be given the opportunity to access the survey online via a portal with a unique login password if you prefer.

We've asked an external company to carry out this survey for us, so it will come from 'Marketing Means'. This is to ensure independent checks and so you can be confident in the results.

We're doing this survey so that we can understand where we are doing well and where we need to improve. Once the results are in, they will be anonymised and then reviewed by our team and considered by our Resident Involvement groups and our Board. They will also be published on our website, alongside our plans, and shared with the Regulator of Social Housing to help them get an accurate picture of what our customers think of Teign Housing.



Community Chest FUNDING

The Tenants' Forum Community Chest has funds available

Apply now

Do you know a community project or event that could benefit from some funding?

Each financial year, we set aside £5,000 for the Tenants' Forum Community Chest, which awards up to £500 each to projects or events that improve the lives of Teign Housing residents and the surrounding community.

Members of the Tenants' Forum decide what awards will be given. You do not need to live in a Teign Housing property to make an application, but its impact must benefit Teign Housing residents as well as the wider community.

In 2022/23, projects that benefitted from funding included events to bring

communities together, summer activities for a youth club and information days to promote benefit checks for older people living in two towns.

To make an application, complete the form on this [webpage](#) and either email it to Nicholetta.holmes@teignhousing.co.uk or print and send it to **Nicholetta Holmes, Resident Involvement Manager, Teign Housing, Millwood House, Collett Way, Newton Abbot, TQ12 4PH.**

You can also contact Niki on 01626 322825 for help completing the form or an informal chat to see if your project might be suitable before applying.

One year on: repairs reporting at a new local centre

Our new repairs reporting centre went live this time last year.

Feedback and performance suggests residents are happy with the change and that you prefer a locally-based team as they know the areas you live in and it's led to a more personal service. The repairs operatives are also pleased, as they think the booking of repairs is better planned, allowing them to do more repairs and improve communication.

We now also have monthly "toolbox talks", which see our Customer First Team and the repair operatives from all the different trades talk about the repairs service to increase the knowledge of the team, so they can handle your enquiries more efficiently.

Since the launch on September 15 2022, we've raised almost 14,000 repairs.

Please do let us know your feedback. We will be monitoring customer satisfaction to understand how the change has influenced the service you receive.



Free Cost of Living Events, run by Teignbridge CVS, continue across October. Click [here](#), or the image above, for the dates in your area.

Make your home winter ready



Now it's starting to get darker earlier and the nights colder, it is a great time to test your heating. Make sure that the thermostat for the heating is in the 'on' position and turn the thermostat up fully. Leave for half an hour and check that your radiators are heating up. You can then let us know of any problems before it gets into winter.

Our repairs service is free to use, and we encourage you to make use of it to keep your home maintained. Sorting problems out before they turn into bigger issues can often save you time and disruption.

Each year Templar HomeBuild completes more than 12,000 repairs in Teign Housing homes, with just under 98% of residents saying they are satisfied with the work done.

To report a repair, call us on FREEPHONE number 0800 197 9790.

South West Residents' Design Conference

Can you help shape the future of housing in the region?

The South West Residents' Design Conference is a chance for residents and staff from across the region to get together for engaging talks and interactive activities. The theme of the conference this year is: Future homes design and technology.

This year's event will take place on Wednesday 22 November, from 10am to 3pm. It is being held in person at Plymouth Community Homes' office or you can join online from home through Microsoft Teams. Anyone travelling to Plymouth will be reimbursed for their travel expenses, and lunch will be provided.

To register your interest, please email developmentadmin@teignhousing.co.uk or phone **01626 322779**.

Office closure: advanced notice



Our offices, phone lines, email monitoring and webchat will be closed on Wednesday 4 October for staff training and development. We re-open again on Thursday 5 October at 8:30am.

You can continue to report emergency repairs during this time by calling 0800 197 9790.



Job roles at Teign Housing and Templar HomeBuild

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

