



Head Start support call back service

Our Head Start Team understands the impact cost-of-living is having both in terms of meeting your financial commitments and the impact this can have on your mental well-being.

Trying to understand what support is available and how it can be accessed can be very confusing. That's why the Head Start Team have scheduled every **Friday** to contact tenants who wish to be contacted to give advice and assistance in these difficult times.

To book a telephone call, contact our **Customer First Team** on **01626 322722** and ask for a Head Start call back. Appointments are booked in advance on a first-come, first-serve basis and will last for up to 30 minutes. You might be asked when you call

to book for further information to help understand the advice and assistance you require, so we can give you the best possible service during the appointment.



Damp and mould – spot it? Report it

With the weather getting ever colder and the rain seemingly non-stop, it's a peak time for damp and mould issues.

If you spot either damp or mould in your home, please report it. We have specialist staff that can help quickly.

Our leaflet also has some top tips for simple things to keep moisture levels low to reduce the risk of damp and mould.

To continually improve how we deal with damp and mould, the resident-led Scrutiny Panel has almost completed an in-depth look at the service, from everything from your first contact with us through to satisfaction with the resulting work. Following one of their previous reviews, we reviewed our Compensation Policy and Procedure and increased the amount we pay per week for running a dehumidifier where it is needed, supplied by Templer HomeBuild. We also increased the daily amount we pay for the temporary heater we supply when there is a heating breakdown.

We will report back on their full findings in a future ezine

Winter Warmers

Each year since Covid we've run a campaign to help tackle isolation and improve wellbeing, during the darkest months of the year.

We invite all residents over 70, and anyone who lives in our Independence and Wellbeing schemes, to enjoy a free hot meal at a local venue. If you are over 70 and a Teign Housing resident, you are welcome to come along. There is a Christmas buffet lunch on 19 December at Mill Path, and all other dates offer a choice of soup and a roll, or a jacket potato with a choice of toppings.



Here's the details of the upcoming events:

Alberta Court Community Room Teignmouth TQ14 8TD	Wednesday 20 December 12pm – 2pm	Wednesday 24 January 12pm – 2pm
Bitton Court Community Room Teignmouth TQ14 9DG	Tuesday 19 December 12pm – 2pm	Tuesday 23 January 12pm – 2pm
Jubilee Close Community Room Exminster EX6 8EF	Wednesday 20 December 1pm – 3pm	Wednesday 24 January 1.30pm – 3.30pm
Mill Path Community Room St Andrews Close Ashburton TQ13 7EG	Tuesday 5 December 1pm – 2.30pm Tuesday 19 December 12.30pm – 3pm <i>(Christmas buffet)</i>	Tuesday 9 January 1pm – 2.30pm
Bradley Court Community Room Newton Abbot TQ12 1TT	Tuesday 19 December 12pm – 2pm	Tuesday 16 January 12pm – 2pm
Mapleton Close Community Room Newton Abbot TQ12 1RF	Wednesday 20 December 12pm – 2pm	Wednesday 17 January 12pm - 2pm
Lanherne Community Room Dawlish EX7 9JW	Wednesday 20 December 1pm – 3pm	Wednesday 31 January 1pm – 3pm

To book your place and select your meal, please contact our Customer First Team on 01626 322722.

Contents insurance

The **Crystal Insurance Scheme** offers cover for loss or damage you may be responsible for under your tenancy agreement. Cover for fire, lightning, smoke damage, riots, malicious damage, storms or floods, water and oil leaks, theft or attempted theft is included.

The **Crystal Insurance Scheme** can cover most of your household goods and contents whilst in your home, such as furniture, TV, clothing, carpets, electrical items and general household goods. It does not cover property used or held for business or professional purposes. Full details of the policy cover and exclusions are available on request before you apply for cover.

The insurance also covers the replacement of external locks if your keys are lost or stolen and the contents of your fridge and freezer (excludes damage caused if the electricity supplier deliberately cuts off the supply to your home).

Contents insurance is designed to help protect your possessions and personal belongings. Remember, you would be responsible for replacing your home contents and belongings, so it's a good idea to consider what a home contents insurance policy would cover you for to help you make an informed decision on whether you need one.

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, where you can pay premiums in cash fortnightly or monthly at any post office or pay zone outlet, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

For more information or to get a quote, call **Thistle Tenant Risks** on **0345 450 7286** or visit www.crystal-insurance.co.uk where you can also request someone to call you back.

Make Yourself Heard

In danger, need the police, but can't speak?

1 Dial
999



2 Listen to the questions from the 999 operator



3 Respond by coughing or tapping the handset if you can



4 If prompted, press **55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.



IOPC

Independent
Office for
Police Conduct

#YouAreNotAlone

Supported by

women's aid
until women & children are safe

NPCC
National Police Chiefs' Council

Domestic Abuse

We should all look out for common signs of domestic abuse this Christmas, with domestic abuse-related crimes representing a higher percentage of all crimes in December than the rest of the year.

Domestic abuse does not just affect the victims but children too, with an estimated 15,000 exposed to domestic abuse over the two-week Christmas period. If you witness something concerning, it's important to report it to the Police on **101** or **999**, if it's a life-threatening emergency. Remember that being vigilant to the signs of domestic abuse can be the difference between life and death for an individual.

As well as the police, here are some other useful numbers to call for help or advice:

National **Domestic Violence** Helpline – **0808 2000 247**

The **Men's Advice Line**, for male domestic abuse survivors – **0808 801 0327**

National **LGBT+ Domestic Abuse** Helpline – **0800 999 5428**

Action on Elder Abuse Helpline: **0808 808 8141**

Childline - **0800 1111** you can also go to <https://www.childline.org.uk/get-support/>

NSPCC (Monday to Friday 8am – 10pm or 9am – 6pm at the weekends) - **0808 800 5000** or contact counsellors 24 hours a day by email or online reporting form help@nspcc.org.uk

Respect phonenumber for perpetrators of domestic abuse - 0808 8024040
Samaritans (24/7 service) – 116 123

Homes handover

Eight households have been given the key to a new affordable home in 2023, following the handover of a partnership development in Widecombe-in-the-Moor.

Teign Housing, Teignbridge District Council, Widecombe Parish Council and Dartmoor National Park teamed up to address the lack of affordable housing in the area.

Residents are now set to enjoy Christmas in their new homes, which are a mix of two one-bedroom, two two-bedroom and four three-bedroom homes.

Following extensive consultation with local residents, the final scheme includes a residents' orchard, a traditional design style to match existing buildings and parking to avoid overspill onto local roads.

We hope the residents enjoy their new community.



Access our services online

Our online portal launched this time last year, and now has more than 800

residents using it regularly to check their rent account, report repairs, update details...and more.

My Teign Account gives you 24/7 access to a range of services, with more coming in 2024. It could be particularly helpful during the Christmas break, when our office and phone lines are closed.

To join them you will need to set up an account, it's quick and easy to do. You'll simply need your rent agreement reference number. If you don't know this, contact our Customer First Team.

To find out more about **My Teign Account** and to help you use it, we have produced this handy guide [My-Teign-Account-Help-Guide.pdf \(teignhousing.co.uk\)](#).

You can download the My Teign Account app from both Apple's App Store and Google's Play Store. Once it's downloaded, open the app and follow the instructions.

If you have any problems setting up your account, please contact us on **01626 322722** or email customerhub@teignhousing.co.uk



Website survey

We are reviewing our website, looking to improve accessibility and how easy it is to find information about us and our services.

As part of the process, we want to seek residents' views on the current site, and what you'd

like to see in the future.

The survey is only short. Simply click [this link](#) to complete the survey before **15 December 2023**.



Job roles at Teign Housing and Templer HomeBuild

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