



Investors in People re-accreditation

We have retained our status as one of the best employers in the UK, following the re-award of its Investor in People, We invest in people, Platinum accreditation for the second consecutive re-accreditation.

The decision means we have held Platinum status for six years and are amongst the top 6% employers in the country. Platinum is the highest level of accreditation possible to achieve. Templer HomeBuild, which entered for the first time in 2021, improved its performance to achieve Investors in People Silver accreditation this time.

Following an independent survey and investigation into its work and processes, Teign Housing achieved a score of 768 out of a possible maximum 900. Of the 80 employees who took part in the survey, 80% totally agreed that Teign Housing is a great place to work and 85% agreed the organisation has a positive impact on society. Ninety per cent said they shared Teign's core values.

Paul Devoy, CEO of Investors in People, said: "We'd like to congratulate Teign Housing. Platinum accreditation on We invest in people is a remarkable effort for any organisation, and places Teign Housing in fine company with a host of organisations that understand the value of people."

Jo Reece, Chief Executive of Teign Housing, said: "By investing in staff, we retain talent and knowledge, and also offer a consistent service to residents. This accreditation shows people at Teign live and understand our values, and a shared commitment to improving the lives of those we house."

Investors in People is the international standard for people management defining what it takes to lead, support and manage people effectively to achieve sustainable results.

South West Residents' Design Conference – Your last chance to sign up!

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. [Click here for more information.](#)

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 book your place, please email developmentadmin@teighousing.co.uk or phone **01626 322779** before **Wednesday 8 November**.

Calling Buckfastleigh and Buckfast residents...

Do you live in Buckfastleigh or Buckfast and have a passion for your community? Do you want to be more involved and get to know your neighbours better? Or maybe you enjoy fundraising and planning events?

Buckfastleigh Residents' Association is looking for Teign Housing residents to join their committee. They meet on a Tuesday evening in the town every six weeks, and it is always an enjoyable and relaxed meeting where they talk about things that affect them as Teign Housing residents.

They also organise fundraising events for the whole community to enjoy, as well as look after Barn Park play park for the families of Buckfastleigh.

If you are interested or would like to find out more about the association, please get in touch with Niki Holmes, Resident Involvement Manager, by calling **01626 322825** or emailing getinvolved@teighousing.co.uk

Staff change

Jo Reece, our *Chief Executive*, is set to retire in March 2024. We have started recruiting for her replacement to build on her legacy. Some of our involved residents will be part of the interview process to put questions to the potential candidates.



Complaints summary

From July 2023 to the end of September 2023, we received 18 complaints. This is two less than the previous quarter.

Similar to previous periods, 44% of complaints were in relation to repairs. The rest came under the area of our Customer and Communities team, particularly how we deal with anti-social behaviour.

Residents aged over 62 and those with a tenancy of under four years raised the most complaints. We use this information to understand if there is any specific group which we are not meeting the needs of.

As well as what the complaint was about, we record and monitor the reasons each complaint was made. Again, in line with the previous quarter, the level of service received is the main reason people complain.

We have started to record how we resolve and record low-level dissatisfaction. So those with an issue, but who don't make a formal complaints. There were 40 such reports in the last quarter.

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

Seasonal spending

With so much to think about and buy in the run-up to Christmas, it's easy to lose track of your finances. And yet planning your spending over the festive season can be key

to keeping stress levels down, especially any borrowing decisions you make.

If you're thinking of taking out a loan for seasonal purchases, it's important to look at both the repayments and the total costs that a lender is charging, which can be much higher than at first glance.

One option you may want to consider is the local credit union. **Westcountry Savings & Loans Credit Union** is affordable and transparent, meaning you know exactly what your repayments will be, the total cost and how long you'll be paying it back for. It is important you shop around and check for your own personal circumstances, but a credit union often offers cheaper deals than those offered by many other providers, as the comparison below shows:

	Borrowing costs for £400 loan over 9 months	
	Westcountry Savings & Loans	Morses
Repayments	£12.00 pw	£20.41 pw
Representative APR	42.60%	615.70%
Total repayable	£462	£796
		Source morsesclub.com27/9/23

See what you may be able to borrow at <https://www.westcountry.org.uk/Loans>

ANY LOAN INTEREST RATE OFFERED WILL BE DEPENDANT ON YOUR PERSONAL CIRCUMSTANCES AND CREDIT CHECK. THE LOAN CALCULATOR IS THEREFORE DESIGNED TO SHOW YOU HOW MUCH YOU MIGHT PAY HOWEVER OUR TEAM WILL CONFIRM THIS WITH YOU ONCE YOUR APPLICATION HAS BEEN MADE. WHILST EVERY CARE HAS BEEN MADE WITH THE INFORMATION PROVIDED ABOVE AND THROUGHOUT OUR WEBSITE, WESTCOUNTRY SAVINGS & LOANS OR OUR STAFF CANNOT BE HELD RESPONSIBLE FOR ANY OMISSIONS OR ERRORS. THIS INFORMATION IS FOR ILLUSTRATIVE PURPOSES ONLY SO THAT WE CAN GIVE YOU, THE BORROWER, AN INDICATION OF THE POTENTIAL COST OF BORROWING.

If you have not already received support, *Teignbridge District Council's Household Support Fund* provides short-term financial support to meet immediate needs and help those who are struggling to afford food, energy and water bills, and other related essentials this winter who have not been supported with other cost of living payments.

The application process will not be awarding cash to applicants. Support will be provided for payment of goods/food vouchers etc. [Apply for the Household Support Fund - Teignbridge District Council](#)

Similar funds are run by other local authority areas:

<https://new.southhams.gov.uk/benefits-and-support/available-support-and-benefits/household-support-fund>

<https://eastdevon.gov.uk/benefits-and-support/financial-support/hardship-and-household-support-fund/>

<https://www.westdevon.gov.uk/benefits-and-support/available-support-and-benefits/household-support-fund>

<https://exeter.gov.uk/benefits-and-welfare/help-managing-your-money/household-support-fund/>



Survey reminder - Tenant Satisfaction Measures

Last month we let you know that we were surveying residents as part of a new national process to help monitor and improve landlord services across the country.

Residents who haven't already completed the online form should now have received a printed survey sent to your home. 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.

The deadline to return your survey is **Thursday 16 November**. Return or submit online

your completed survey to have a chance of winning one of 10 shopping vouchers worth £25 each.

We will report the findings annually through our annual report and on our website.



Teign Academy Leadership Programme

Training our staff and investing in their skills, helps improve the service offered to residents.

Our team of nine Heads of Service from Teign and Templar HomeBuild have undergone a programme of coaching, mentoring, shadowing and training courses and 'graduated' from the scheme earlier this month.

The programme has been designed to support and empower our leaders and managers to drive standards across the organisation and to deliver excellence to both our residents and staff.



Grounds maintenance update

It is the time of year when our Grounds Maintenance team start to move into their winter schedule.

Having maintained the two-weekly visits to our sites for grass cutting during the summer, the visits will now be less frequent but with longer time spent when we are at each site. Work completed during winter includes hedge and shrub maintenance.

As part of our commitment to bio-diversity and the environment, we continue to replace petrol equipment with battery-powered tools where possible. We also left some green areas to grow wild this season, introducing wild flower seeds. The results are shown in the image here.

Next season we will look to improve grassed areas even more, scarifying some areas to remove built up dead grass to produce a neater end result in time.

We continue to receive positive comments and always welcome any feedback, good or bad. You can do so by contacting our Customer First Team on 01626 322722 or via email customerhub@teighousing.co.uk



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?

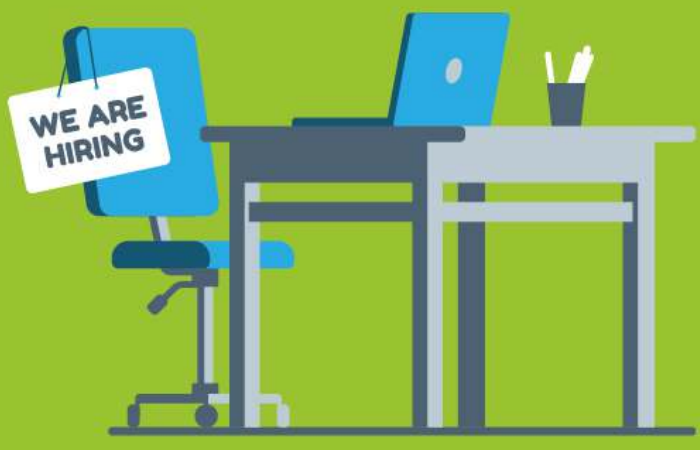
Our Community Housing Officers and Independent Living Team run regular drop-in advice sessions in your area. No need to book, just pop along and say hello.

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	Wednesday	10.30 - 11.30am	Weekly
Bidder House	Moretonhampstead TQ13 8NS	Tuesday	11am - 1pm	2 nd Tuesday of the month

Bitton Court	Teignmouth TQ14 9DG	Tuesday	10.30 - 11.30am	Weekly
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
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
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



Job roles at Teign Housing and Templer HomeBuild

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