



## Winter Warmers campaign




**Our support to residents with a free meal and good company continues across the winter season.**

If you are over 70 and a Teign Housing resident or live in one of our Independence and Wellbeing schemes, you are welcome to come along. At each event, we offer a choice of soup and a roll, or a jacket potato with a choice of toppings.

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



Here's the details of the upcoming events:

	DECEMBER 2023	JANUARY 2024	FEBRUARY 2024
Alberta Court Community Room Teignmouth TQ14 8TD	Wednesday 20 December 12pm – 2pm	Wednesday 24 January 12pm – 2pm	Wednesday 28 February 12pm – 2pm
Bitton Court Community Room Teignmouth TQ14 9DG		Tuesday 23 January 12pm – 2pm	Tuesday 27 February 12pm – 2pm
Jubilee Close Community Room Exminster EX6 8EF	Wednesday 20 December 1pm – 3pm	Wednesday 24 January 1.30pm – 3.30pm	Wednesday 21 February 1.30pm – 3.30pm
Mill Path Community Room St Andrews Close Ashburton TQ13 7EG		Tuesday 9 January 1pm – 2.30pm	Tuesday 6 February 1pm – 2.30pm
Bradley Court Community Room Newton Abbot TQ12 1TT		Tuesday 16 January 12pm – 2pm	Tuesday 20 February 12pm – 2pm
Mapleton Close Community Room Newton Abbot TQ12 1RF	Wednesday 20 December 12pm – 2pm	Wednesday 17 January 12pm – 2pm	Wednesday 21 February 12pm – 2pm
Lanherne Community Room Dawlish EX7 9JW	Wednesday 20 December 1pm – 3pm	Wednesday 31 January 1pm – 3pm	Wednesday 28 February 1pm – 3pm

We know that other households with younger residents may also struggle this winter. You can access our Head Start Advisors at any time for advice. They can be reached via our Customer First Team on **01626 322722**.

## Universal Credit and Direct Debit reminder

**This December, if you normally receive your Universal Credit payment between 23-26 December, you will get your money a little early.**

If your payment is due on one of these dates, you will receive it on Friday **22 December**. If you are due to receive payment between 30 December and 1 January, you will receive it on Friday **29 December**.

Other benefits are usually paid on a specific day of the week. If this falls on a bank holiday, payment will be on the working day before. You can check your payment dates [here](#).

If you have a Direct Debit with us, remember that if the normal payment date falls on a weekend or Bank Holiday, your rent payment will go out the next working day. So do make sure you keep enough in your bank account to cover the Direct Debit even if your benefits or pay arrives earlier.

## Christmas hours

Our office, webchat, email monitoring, social media and phone lines will close at 4.30pm on **Friday 22 December**. We re-open on **Tuesday 2 January**, at 8.30am.

**If you have a repairs emergency during this time, please call**

**0800 197 9790.**

## My Teign Account

**With our office closed for a few days over the festive period, My Teign Account offers an easy way to manage your tenancy.**

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

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

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## Safe at Christmas

**Although Christmas is a time for cheer and celebration, we know not every household will be feeling this way.**

If you are suffering from domestic abuse, help is available any time of year.

The free **National Domestic Abuse Helpline** is available 24 hours a day, all-year-round on: **0808 2000 247**. [Online chat](#) is available Monday to Friday, between 3pm and 6pm or you can email via a [contact form on its website](#).

We know making that first call for help can be the hardest. So, if it's your hope for a safer 2024, please know our teams are specially trained and we give you non-judgemental support and practical advice on housing.

Find out more about our approach and national and local support services here: [Domestic Abuse - Teign Housing](#)

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## Anti-Social Behaviour

**We also know tensions can run higher over the festive period if there are existing neighbourhood problems.**

Please be mindful of others if you play loud music and hold parties, avoid dumping packaging and unwanted goods and consider that for some, this is their loneliest time of year. The majority of residents are always considerate, but the minority can have an impact on everyone.

The ASB Respect Line team has highly trained call-handlers with backgrounds in housing or policing. With extensive experience in dealing with sensitive ASB-related calls, each team member undergoes individually tailored training covering witness support, government legislation, housing policy and procedure and ASB tools and powers.

As well as being on hand when our office is closed, the ASB Respect Line team will also make calls to check in on those who have previously reported ASB and have given permission to be contacted for a welfare check.

It's free to call the ASB Respect Line, you can reach the team on 0800 075 6699. The line is open 5pm until 9am on Monday to Friday, and all weekends, and bank holidays. They'll then let us know of any calls, so we can work with you to resolve these.

During normal working hours you should continue to contact our Customer First Team on 01626 322722.

If it is an emergency such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened, please call the police on 999.

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## Our latest inspection

The Regulator for Social Housing completed its regular inspection of our organisation. Their resulting report published this week shows that we have strong governance and stable finances. Our outcome is G1 for our governance rating and V2 for our viability. The report can be found on the Regulator's website [here](#).

If you have any questions about the report, we are happy to help. Just email [customerhub@teighousing.co.uk](mailto:customerhub@teighousing.co.uk)

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## South West Residents' Design Conference 2023



**Three Teign Housing residents and two staff members attended the conference held at Plymouth Community Homes last month. They were joined by residents and staff from Plymouth Community Homes, Westward Housing, Magna Housing and Cornerstone Housing.**

The annual conference is arranged for residents of housing associations from across the South West to get together and share their views on how the homes of the future should look.

This year's conference focused on 'Future Homes', looking at how the development industry is shifting towards new regulations and standards, bringing the housing sector to a sustainable future.

During an interactive session, attendees split into groups to discuss and give feedback on a newly completed Plymouth Community Homes development scheme. They were provided with floorplans and photos of the site and were asked to not only give feedback from their own views but also from a persona that was assigned to them at the start of the session.

The session really made people think, with residents discussing the property and site, as

well as providing feedback on what they thought was positive and negative. It gave the development staff from all the landlords a lot to think about and consider for future designs.

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### **Job roles at Teign Housing and Templer HomeBuild**

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