



Tom Woodman has been appointed as the new Chief Executive of Teign Housing and Templer HomeBuild.

Tom has extensive knowledge in the sector and is currently the Chief Executive of Cornerstone Housing Association in Exeter. Before this, he was Executive Director of Strategy & Performance at LiveWest. He started his career in housing management at Plymouth City Council.

He said: *“I’m really pleased to be joining Teign Housing. It was good to meet several involved residents as part of the interview process, and they asked me some pretty challenging questions. It will be good to be meeting many more residents in the weeks ahead.*

“Now is an important time for housing associations and the residents in our homes. Government regulation is rightly becoming tougher, and people’s expectations are rightly becoming higher.

“Teign Housing is a great organisation with a sound history and an exciting future. I’m looking forward to working with residents and the staff team to create the next steps in our journey together.”

Tom will officially start in April, following a handover with our current chief executive Jo

Reece. In the meantime, Tom is attending Board meetings and meeting staff as part of getting to know the organisation, residents and our homes.

Keeping you safe – fire advice

We recently supported a resident who had an accidental fire. Sadly, without contents insurance, as well as the inconvenience of temporary housing and major repair, the resident also lost out financially.

Devon and Somerset Fire and Rescue has lots of useful advice on their website, including how to avoid electrical fires: <https://www.dsfire.gov.uk/safety/home/electricals>

As well as not overloading plug sockets and avoiding having items charging overnight, specific guidance has been issued about charging e-bikes and e-scooters. Lithium-ion batteries are used safely by millions of people every day, and when used properly they are not dangerous, but it's important to be aware of the fire safety advice particularly when charging your battery.

Devon and Somerset Fire and Rescue website has a useful short animation on how to charge such items as safely as possible <https://www.dsfire.gov.uk/safety/home/battery-fires>



If a fire does occur, home contents insurance offers cover for most of your household goods and contents whilst in your home, such as furniture, TV, clothing, carpets, electrical items and general household goods.

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 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).

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.



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Christmas 2024 savings

If Christmas just gone felt a bit costly, then opening a Christmas Savings

Account with Westcountry Savings & Loans, your local credit union, could be the New Year's Resolution you hadn't thought of making.

The WS&L Christmas Savings Account is a way of planning for what can be an expensive time of year, giving account holders the chance to put something aside on a regular basis for the festivities. If you're aged 16 or over, you can start saving at any time in the year, up to £200 per month, either weekly, fortnightly, 4-weekly or monthly by direct debit. Then, at close of business on October 31st, 1% gross interest will be added on annually and the savings transferred to your Instant Access Savings Account. The funds can be withdrawn at that point to your nominated bank account.

Find out more about making Christmas 2024 more manageable at <https://www.westcountry.org.uk/Christmas-savings>.

Survey winners - Tenant Satisfaction Measures



Recently 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. As a thank you, ten residents picked at random have received a £25 shopping voucher each.

We are continuing to contact residents, with an external company currently completing phone surveys. Please do take part, to help shape future services and standards.

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



Damp or mould reminder

Our position on damp or mould is simple – we do not expect residents to live in unhealthy conditions, and will work to find a solution.

If you spot either damp or mould in your home, please report it. We have specialist staff that can help quickly. Above are some examples of damp and mould to help you identify each.

This leaflet [Damp-and-Mould-leaflet.pdf \(teighousing.co.uk\)](https://teighousing.co.uk/damp-and-mould-leaflet.pdf) has advice on how to avoid damp or mould, and how to contact us if you spot it in your home.

Winter warmers

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 a reminder of the details of the upcoming events:

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

XL Bully dogs

From 1 February 2024, it will become illegal to own an XL Bully dog if it is not registered on the Index of Exempted Dogs register.

We know the overwhelming majority of pet owners are responsible, but we do want to remind everyone of the new Government requirements. You can find more information on the Government's website [XL Bully dogs - GOV.UK](#)

If you own an XL Bully and live in a Teign Housing property, you must legally provide us with a copy of your certificate of exemption. It is a breach of your tenancy

agreement if you have such a dog, and do not hold this certification.

If you suspect someone of owning any dangerous dog, the police have the duty to ensure the law is being followed. If you are concerned that a dog is dangerous or has aggressive behaviour, regardless of the breed, you should [report the dog to the police or local authority](#). If you are concerned about the cruelty or neglect of any pet, you should report this to the [RSPCA](#).



Job roles at Teign Housing and Templer HomeBuild

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