



Rent update

You will very soon receive your rent letter outlining your annual increase in rent and service charges.

If your rent is paid in full by Universal Credit or Housing Benefit, this will cover any increase. The letter will remind you how to update your Universal Credit account if you have one.

Our decision to increase rents follows Government guidance, and reflects the higher costs of building materials, staff and energy bills which we have to cover to run a repairs service and provide homes. As a not-for-profit organisation, no shareholders benefit from our work and income is invested back into homes through repairs, property improvements, running services and building new homes in our communities.

If you are worried about your ability to pay your rent, please do talk to us. Our Rents

Team can be contacted on **01626 322780**.

If you are experiencing financial hardship, our [Money Directory](#) has useful advice on budgeting and help available.

Our free expert **Head Start Team** has scheduled every Friday to contact residents who need specific advice and assistance about increasing costs of living. 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.

For residents in severe financial hardship, we have partnered up with Sodexo to provide a scheme which allows our residents to receive vouchers for a number of major retailers including **ASDA, Morrisons, Aldi, Tesco, Sainsbury's, Argos, B&Q** and **Primark**.

In 2023/24 we spent £32,000 on the fund. The next round of funding will re-open in April with an increased pot of £50,000. Eligible residents are identified by our housing colleagues and funding is given where it contributes to long-term benefit.

20th Anniversary

This year, we are celebrating 20 years in housing.



Teign Housing was formed on 4 February 2004 after residents voted to transfer Teignbridge District Council's council homes.

At that time, we managed 3,400 properties within the district of Teignbridge. Twenty years later, we manage over 3,700 properties in Teignbridge, East Devon, West Devon, Exeter and the South Hams. We are proud to be an independent community-based housing organisation.

Rather than celebrating on a single day, we are planning events and activities throughout the year to recognise our residents, staff, and partners who have contributed to our success.

Keys handed over in Okehampton



Residents have moved into brand new homes in early 2024, as part of a wider development scheme in Okehampton.

We partnered Persimmon to build a mix of 20 one to four bedrooms at a new site called **Fatherford View**. The homes were available for affordable rent and shared ownership.

Although these new homes have been taken, we do have more schemes with shared ownership options. Check out [our website](#) for more information on sizes and locations.



Complaints update

Between September and December 2023, we received 23 complaints. This is down on the 25 received in the same period last year, but slightly up from the previous quarter where we had 18 cases.

There has been a trend towards an increase in dissatisfaction with how we handle cases of lower-level ASB. We are looking into these to understand how to improve the process and expectations.

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

My Teign



More than 840 residents have already signed up for our new My Teign portal and app.

It's a way of checking your rent account, reporting repairs and managing your tenancy without the need to speak to anyone and at a time that suits you.

To join you'll simply need your tenancy agreement reference number. If you don't know this, contact our **Customer First Team**.

To find out more about **My Teign** and to help you use it, we have produced **this handy guide**.

You can download the My Teign 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

Anti-social behaviour: our approach

Anti-social behaviour (ASB) affects people's quality of life, whether it's anything from littering or drug dealing.

At Teign Housing we make all residents aware of their responsibilities not to behave in a way which disturbs their neighbours, and deal with issues quickly before they escalate.

When we receive a report of ASB, we put the victim's safety at the heart of our response. We will gather evidence and speak to the perpetrator. Sometimes the perpetrator themselves is vulnerable and in need of support, or may believe that they are the victim of ASB.

In each case we will agree an action plan with the victim, setting out what we can do as landlord, what the victim can do and if we are involving any other agencies such as the police and local authorities.

You can find out more about how to report ASB and our process on our [website](#). In the next ezine we'll outline some of the powers we have and the level and type of cases we manage in partnership with other organisations.



The Noise App 2.0

The Noise App is a quick and easy way to record noise which is causing an annoyance or nuisance.

How it works

Instantly record noise nuisance on your smartphone to create an accurate record of the problem and how it affects you.

Once you've recorded your evidence, you can send it directly to Teign Housing to investigate for free. You can also keep a personal 'Noise Diary' in the app.

The recordings are uploaded directly onto a secure site that Teign Housing can access to make a quick judgement of the noise and what action, if any, is necessary. You can make as many recordings as you need.

If you have the older version of the Noise App, please upgrade to the new one as the old one will no longer be able to send us your recordings.

[Our website](#) has all the information on downloading the app, plus a video and user guide.



Recently a resident let us know they had received a call from someone claiming to offer paid-for repairs for Teign Housing.

Our repairs service is free, paid for as part of your rent. We only charge for repairs which are not due to fair wear and tear or where you've specifically requested a type of repair we don't normally do. We will always let you know before work is done if there would be a charge and wouldn't phone you unasked about repairs.

We sometimes use specialist contractors to complete inspections and specific planned repairs. We will let you know when this is the case, and only share contact details with contractors when it's linked to work in your home and a specific job. They may contact you direct to make appointments, so please ensure your contacts with us are up to date. If you are ever unsure if a company is working with us, you can call us to check.

Templer HomeBuild operatives and all our contractors will always carry identification. If you are ever unsure, a genuine person will never mind waiting while you call us on **01626 322722** to check.

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:

	MARCH 2024
Jubilee Close Community Room Exminster EX6 8EF	Wednesday 27 March 30pm – 3.30pm
Mill Path Community Room St Andrews Close Ashburton TQ13 7EG	Tuesday 12 March 1pm – 3pm
Bradley Court Community Room Newton Abbot TQ12 1TT	Tuesday 19 March 12pm – 2pm
Mapleton Close Community Room Newton Abbot TQ12 1RF	Wednesday 20 March 12pm – 2pm
Lanherne Community Room Dawlish EX7 9JW	Wednesday 20 March 1pm – 3pm



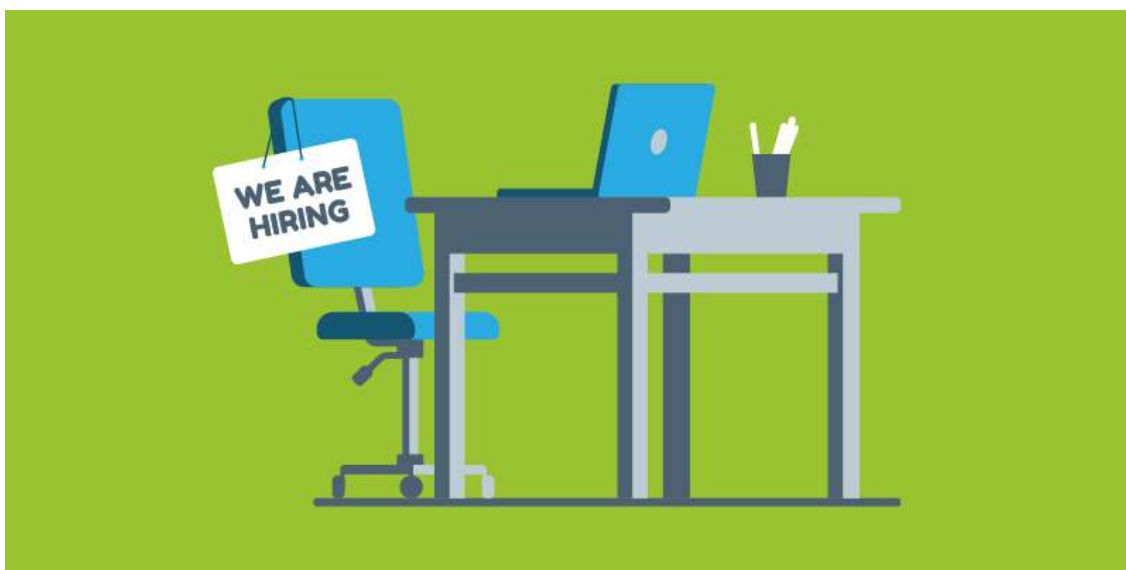
Keep your details up to date

Without up-to-date contact details, we can't let you know about works taking place in your area, safety checks and servicing in your home or repairs.

We're finding residents aren't updating us when mobile numbers change, making it difficult for our team to book in work or contact you if appointments change.

It's also vital you update us about any changes to your household, such as someone moving in or out or a new baby arrival, as we could be asked to share the number of occupants with the emergency services, if a fire occurred. Letting us know about other changes such as name change due to marriage or divorce is useful also.

You can update your details by completing this [web form](#) or emailing the team via customerhub@teignhousing.co.uk, through the My Teign Account portal or app, or call us on **01626 322722**, option 2.



Job roles at Teign Housing and Templer HomeBuild

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