



Complaints update



On 1 April this year, the Housing Ombudsman's new Complaint Handling Code came into effect. It's had a positive impact on our complaint handling as we use complaints to identify where we need to improve our services to you. Service requests, such as a missed appointment, can be dealt with there and then, but an expression of dissatisfaction, even when the word complaint is not used, is dealt with under our new complaints procedure.

From April 2024 to the end of June 2024, we received 77 complaints, almost four times as many complaints as in the same period last year. This is not because there is more dissatisfaction; it is because all those communications now go through the formal process. This allows us to investigate and where the complaint is upheld, put things right.

We received 38 complaints in relation to repairs and 31 about services provided

by the Customers and Communities team. This includes Grounds Maintenance and Caretaking, the Independence and Wellbeing service and the Community Housing service. These are the service areas most used by our customers, so we would expect to receive the majority of complaints about these.

At the end of May, our new Customer Insight and Resolutions Manager, Niki Holmes, joined the team. This will ensure that we respond to complaints efficiently and, importantly, that our teams are continually learning lessons and changing our processes where necessary.

If you are unhappy with the service you have received, we would encourage you to make a complaint so that it can be investigated and to give us the opportunity to put things right. The easiest way is to complete the form [on the complaints page of our website](#) or call our Customer First Team on 01626 322722, option 2.



The rising cost of living is a topic that many residents have raised with us, and we want to ensure you have the latest information on income tips and benefits which could have a significant impact on your quality of life.

If you are worried about food bills this summer, there are plenty of local organisations to help.

Community Fridges and Larders are publicly accessible facilities that offer food for free to everyone in a local area. They make use of surplus food that would have otherwise gone to waste – mostly from businesses but also from households. Recycle Devon has a list of them on their [website](#).

The [South Devon Food Alliance website](#) has information about local

organisations that provide food banks, social supermarkets and hot meals.

Some food banks need you to have been referred to them before they can help you. Please contact us as we can do this for you. Call the Customer First Team on 01626 322722 and select option 2.

Food banks are in high demand, so if you are able to support them with food or toiletry items, several supermarkets have collection baskets after the checkouts, or you can contact the food bank directly to find out what they need.

Summer activities



There are still free places on the Holiday Activity and Food (HAF) programme, a scheme run by Devon County Council.

HAF sessions are free to eligible families, which includes school aged children and young people from reception to year 11 (inclusive), who are eligible for and receiving benefit related free school meals.

To find out more about the programme and to book a place, go to the [Devon County Council website](#).

Finally, there are lots of ideas and activities on the [Devon with Kids](#) website.

Introducing the Customer First Team



The Customer First Team is the name of Teign Housing's contact centre. They are our customers' first point of contact as they handle telephone calls, emails, webchats and in-person visits to our office.

They can take rent payments, book repairs, manage the mutual exchange process, give advice about succession tenancies, deal with garage lettings, and pretty much everything to do with your tenancy. It would not be unusual for them to receive more than 1,000 calls and 700 emails per week!

If the team can't help you, they can book a visit for you with your Community Housing Officer or Independent Wellbeing Advisor. Call us on 01626 322722, and select option 2 if you would like us to arrange an appointment or to talk to us. If you want to discuss anything about an existing repair or your gas boiler, please select option 1.

Do you think you might need to see our Occupational Therapist? The Customer First team also handle all enquiries for this in-house support service and can send you an Aids and Adaptations application form, or you can access it on our website [here](#).

Congratulations...to our Teign Housing in Bloom 2024 garden competition winners



Pictured are the three winners alongside Anne Hext, one of our Involved Residents and competition judge.

- Individual garden winner – Pamela Swindale and Mark Woodyear-Smith, Chudleigh
- Container garden winner – Keith MacLean, Newton Abbot
- Communal garden winners – Bradley Court, Newton Abbot. With special mention to Victor Gillingwater, who does most of the work.

Each winner was presented with a cup engraved with their name, a certificate and a £25 National Garden gift card. All entries received a certificate and packets of flower seeds.

Thank you to all the entrants and to the residents who put so much time and effort into creating green spaces.



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Affordable, competitive loans for school uniforms

Getting children ready for school seems to be more expensive every year. Uniforms, shoes, coats, bags, and lunch boxes can all add up.

Westcountry Savings and Loans is a not-for-profit credit union and an alternative to high-cost lenders and loan sharks. As an ethical member organisation, they may be more reasonable with rates and allow you to get your finances straight again more quickly.

If you want to find out how much it would cost to borrow from the credit union, whether it's for school uniforms or other essential items, visit their [loan calculator](#) to find out how much you'll pay. You can then [apply online](#), and their team will get back to you with a decision within two working days.

Summer Bites

We continue to offer free meals and good company for older residents. 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.

To book your place, please call the Customer First Team on 01626 322722 and select option 2.

Summer Bites 2024

Alberta Court Community Room Teignmouth, TQ14 8TD	Wednesday 28 August 1pm - 2.30pm	Wednesday 25 September 1pm - 2.30pm
Bitton Court Community Room Teignmouth, TQ14 9DG	Tuesday 6 August 1pm - 2.30pm	Tuesday 3 September 1pm - 2.30pm
Jubilee Close Community Room Exminster, EX6 8EF	Wednesday 21 August 2pm - 3.30pm	Wednesday 25 September 2pm - 3.30pm
Mill Path Community Room St Andrews Close, Ashburton, TQ13 7EG	Tuesday 6 August 1pm - 3pm	Tuesday 3 September 1pm - 3pm
Bradley Court Community Room Newton Abbot, TQ12 1TT	Wednesday 7 August 11am - 12.30pm	Wednesday 4 September 11am - 12.30pm
Mapleton Close Community Room Newton Abbot, TQ12 1RF	Thursday 8 August 12pm - 1pm	Thursday 12 September 12pm - 1pm
Lanherne Community Room, Dawlish, EX7 9JW	Wednesday 28 August 1pm - 3pm	Wednesday 25 September 1pm - 3pm



Getting to know you better

We'd like to get to know you better to ensure our services meet your needs.

To gather this information, we will ask you a few questions about your health and background when you call us or if we visit you at home. All the information we collect will help us better target the advice, support and services we offer our residents.

We are currently working on our My Teign app and portal, so you will soon be able to add and update the information whenever you want. Look out for more details next month.



Job roles at Teign Housing and Templer HomeBuild

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