



Complaints update - lessons learned

Last month, we gave an overview of the complaints we received between 1 July and 30 September 2024. This month, we are sharing some of the lessons we have learned from complaints we have received and what changes we are making as a result.

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*When a resident moved into their home, there were still some repairs needed and these were not completed, despite them contacting us on a number of occasions. Another resident let us know that when they moved in, the standard of the garden was not acceptable.*

In response to both of these complaints, we have introduced additional post-inspection checks and spot-checks.

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A leaseholder queried the service provided by our Estates team and what the service charge they pay covers.

This complaint related to the responsive caretaker change, and we need to

communicate these charges better. A Frequently Asked Questions document has been prepared, giving more detail about service charges. We will also be adding this to the new website to make it more widely accessible.

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*A resident was told to remove wallpaper so we could carry out some mould treatment work, but they were not physically able to do that.*

We've now changed the policy to include the removal of wallpaper and belongings if people are unable to do this.

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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 give us the opportunity to put things right. The easiest way is to complete the form on our website <https://www.teignhousing.co.uk/i-want-to/make-a-complaint/> or call our Customer First Team on 01626 322722, option 2.



Teign Housing Roadshows

We've really enjoyed meeting residents at the roadshows we held during August and October. It was great so many of you came along and joined us. The roadshows aim for residents and our teams to meet and chat while answering a survey, with the common objective of making our estates cleaner, greener, and safer places where residents are happy to live.

We've also been joined by local organisations and agencies, including Action for Children, Andys Man Club, Devon and Cornwall Police, Devon and Somerset Fire and Rescue, Exeter Community Energy (ECO), KingsCare, Stop Loan Sharks, Teignbridge Community and Voluntary Services (CVS) and THAT Foodbank.

Congratulations to the two winners at each event of a £10 shopping voucher for answering our survey:

Ashburton – Ellen and Roz

Teignmouth – Jeanette and Kathleen

Dawlish – Tony & Clara and Janet

Kingsteignton – David and Sandra

Newton Abbot, Courtenay Centre – Amanda and Eunice

Newton Abbot, Buckland – Carol and Emma

We'll continue the roadshows next year, so look out for one in your area.

Getting to know you better

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

The National Housing Federation has issued us guidance on the data we should collect and why:

Data	How this data could be used
Ethnicity	Assessing whether residents from different ethnic backgrounds have fair access to, and equitable outcomes of, housing and landlord services.
Age	<p>As part of considerations of whether to prioritise certain repair work.</p> <p>Assessing whether residents of different ages have fair access to, and equitable outcomes of, housing and landlord services.</p> <p>As part of assessing whether a home is overcrowded.</p>
Gender	<p>Assessing whether residents of different genders have fair access to, and equitable outcomes of, housing and landlord services.</p> <p>As part of assessing whether a home is overcrowded.</p>
Disability and long-term health conditions	Assessing whether residents with disabilities and long-term health conditions have fair access to, and equitable outcomes of, housing and landlord services - and using this assessment to inform service delivery.
Support needs	To understand residents' support needs, and to take their needs into account when delivering landlord services.
Language	To ensure that communications and services are accessible to all residents.
Contact details	To communicate effectively with residents.

Since we started collecting this information in August, most residents have provided information about their health and background when we asked them. Please take a moment to answer our questions, as it will help us to target the advice, support and services that we offer our residents.

Tenant Satisfaction Measures - survey reminder

Thank you to everyone who has completed one of our annual Tenant Satisfaction Measure surveys.

By March 2025, all our tenants and shared owners will be asked to complete a survey. Marketing Means, a local independent research agency, is completing this on our behalf.

Please do take part when you are contacted, as it's a great chance for us to listen and learn about the things we do well, and those you'd like to be improved.



Don't want to set up a Direct Debit...how about a recurring payment?

For those who want peace of mind that their rent is being paid on time but don't want a Direct Debit, we can offer recurring card payments.

To set these payments up, you will need to call the Customer First Team on **01626 322722**. We will then request the payment from your account for the agreed amount on the agreed day. If there is not enough money in your account when the payment is due to be taken, your bank will not charge you, as they would for a Direct Debit.

Household Support Fund

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. Applications from households who have not received a previous Household Support Fund Award within

the last 6 months are being prioritised due to the limited funding available.

The application process will not be awarding cash to applicants. Support will be provided for payment of goods or food vouchers. Visit [Teignbridge District Council's website](#).

If you don't live in Teignbridge, other local authority areas run similar funds:

[South Hams District Council](#)

[East Devon District Council](#)

[West Devon Borough Council](#)

[Exeter City Council](#)

Your rent is still due over Christmas. If you are worried about paying your rent, please contact us for advice and support. Call the Income Team on **01626 322780** or email rents@teighousing.co.uk.



HOPE Programme

The HOPE (Help Overcoming Problems Effectively) Programme supports individuals to consider “what is important to me?” and to build the confidence and resilience to better manage their condition(s), symptoms and challenging experiences that may arise.

The course is free to attend and takes place at various times and locations across Devon or online (via Microsoft Teams). A typical course is six weekly sessions that last for 2.5 hours, run by trained HOPE facilitators, including health and social care professionals, as well as volunteers who have been through the programme themselves and have lived experience.

Two of our residents, Donna and Mandy, recently attended a programme and are pleased they did. Donna said, "It was relatable as I found I'm not the only person going through similar things. I also felt heard and not just listened to." Mandy added, "I looked forward to attending the course, and it was a reason to leave the house."

In addition to learning how to deal with negative thoughts and setting achievable goals each week, it was also a great friendship group. Donna and Mandy didn't know each other before the course but are now good friends and a support to each other.

You can learn more about the HOPE programme and the online and face-to-face courses by visiting the [My Health Devon Hope Programme](#) website or contacting your GP.

New dates are added as programmes are scheduled. If you can't see a suitable course for you, fill in the form and register your interest. You will be added to a waiting list and contacted by a HOPE coordinator as soon as a course has been arranged.



Be aware of scams that pretend to be helping you access government support. If you have received an email, text, or any other message claiming to offer access to funding, then you should always make sure it is authentic before responding or clicking on a link.

The Department for Work and Pensions (DWP) has confirmed they do not have an app for managing Universal Credit. You should be cautious and avoid downloading or using this app, which could lead to fraud or identity theft. Always use official government channels to manage your benefits.

If you receive a phone call and are unsure who it is or if it is genuine, there are various websites where you can add the number and check. You will often see if others have also reported as a scam caller.

We know there have been instances where residents have received a phone 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 will be a charge.

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 directly to make appointments, so please ensure your contact information is up to date.

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.

Don't let anyone into your home if you are not sure who they are, and keep your doors locked for extra security. If you have let someone into your home and you are worried, call Devon and Cornwall Police on **101** or **999** if they are still close by.

Visiting us



Our main office in Newton Abbot is now open to visitors between 8.30am and 4pm, Monday to Friday.

While you're more than welcome to drop in, not all staff work in the office every day, so it's best to make an appointment to avoid a wasted journey.

We can easily come to you so you don't have the inconvenience of coming to Millwood House, or we can meet you in a local drop-down zone.



Job roles at Teign Housing and Templer HomeBuild

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