

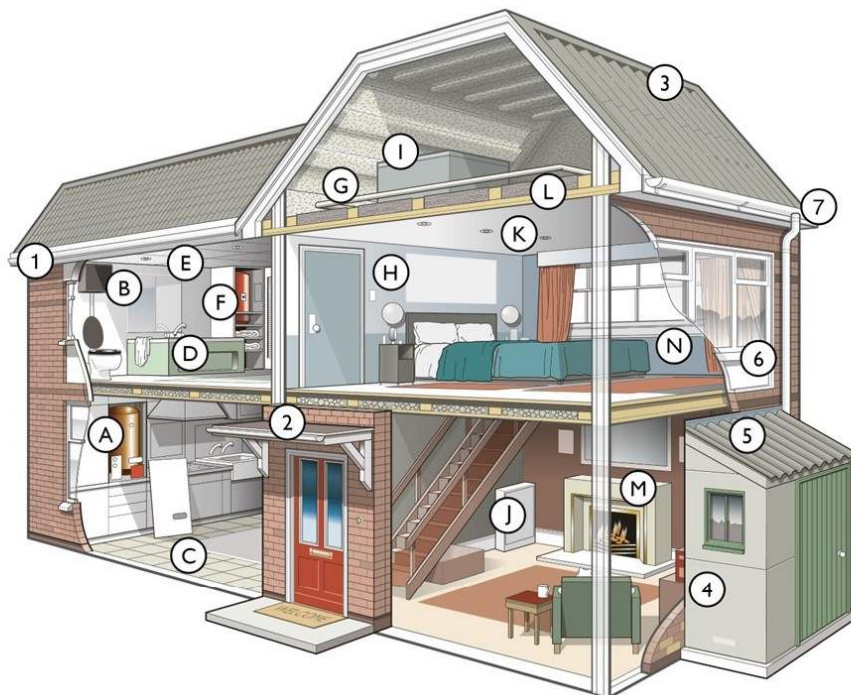


Asbestos safety in your home

When asbestos is in good condition and not damaged, it is not a danger. Once disturbed and its dust gets into the air there is a possible risk to health. It's important that you do not touch or tamper with any asbestos material.

If there is asbestos in your home, we will have provided you with information about the location. If you would like another copy, please contact our Customer First Team on 01626 322722, option 2, or email customerhub@teignhousing.co.uk.

Properties built before the year 2000 can typically have asbestos in these locations:



Inside		Outside
A. asbestos insulating board (AIB) around boiler	I. asbestos cement water tank	1. AIB or asbestos cement soffits and fascias
B. toilet cistern	J. AIB behind fuse box	2. roofing felt
C. vinyl floor tiles backed with asbestos paper and bitumen adhesive	K. textured decorative coating, for example Artex	3. asbestos cement roof tiles/slates
D. AIB or asbestos cement bath panels	L. loose fill insulation	4. asbestos cement panels
E. AIB ceiling tiles	M. AIB behind fire	5. profiled asbestos cement sheeting
F. AIB airing cupboard and/or sprayed insulation coating boiler	N. AIB or asbestos cement interior window panel	6. AIB or asbestos cement exterior window panel
G. pipe lagging		7. gutters and asbestos cement downpipes
H. AIB partition wall		

If you ever suspect asbestos from any damage or deterioration in your home – do not touch it. Don't try to clean it up; just call us straight away on 01626 322722 (option 2), and we'll get someone out to inspect it.

If you wish to carry out any work or improvements to your home, it is very important that you ask us for permission before you undertake the work. As part of that process, we will arrange for one of our Surveyors to visit you. They will check whether the works are likely to disturb any asbestos and advise you accordingly.

There is more information on our website www.teighousing.co.uk/services/asbestos/

Damp and Mould - spot it? Report it



With the weather getting ever colder and the rain seemingly non-stop, it's a peak time for damp and mould issues.

If you spot either damp or mould in your home, please report it. We have specialist staff that can help quickly.

[The leaflet](#) on our website also has some tips for simple things to keep moisture levels low to reduce the risk of damp and mould.

To report damp and mould or any repair, call the Customer First Team on 01626 322722.



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 July 2024 to the end of September 2024, we received 63 complaints. This was fourteen fewer than the three previous months. We are still seeing a significant rise in complaints compared to this time last year, when we received 38 cases for the same period. This is because we now deal with more complaints using the formal process and not because there is more dissatisfaction. Following this formal process enables us, where the complaint is upheld, to put things right, learn and improve our services.

We received 24 complaints in relation to repairs and 37 complaints about services provided by the Customers and Communities team. This includes, amongst others, our 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.

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 the complaints page of our [website](#) or call our Customer First Team on 01626 322722, option 2.

Next month, we will share some of the lessons we have learned from the complaints and what changes we are making as a result.

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 provide a hot meal, and during December, it will be a Christmas buffet.

To book your place and select your meal, please contact our Customer First Team on 01626 322722, option 2, or speak to your Independence and Wellbeing Advisor.

Winter Warmers 2024

Alberta Court Community Room Teignmouth, TQ14 8TD	Wednesday 20 November 1pm - 2.30pm	Wednesday 18 December 1pm - 2.30pm
Bitton Court Community Room Teignmouth, TQ14 9DG	Tuesday 5 November 1pm - 2.30pm	Tuesday 17 December 1pm - 2.30pm
Jubilee Close Community Room Exminster, EX6 8EF	Wednesday 20 November 12.30pm - 2.30pm	Wednesday 18 December 12.30pm - 2.30pm
Mill Path Community Room St Andrews Close, Ashburton, TQ13 7EG	Tuesday 5 November 1pm - 3pm	Tuesday 3 December 1pm - 3pm (hot meal) Tuesday 17 December 1pm - 2.30pm (buffet)
Bradley Court Community Room Newton Abbot, TQ12 1TT	Monday 4 November 12pm - 1.30pm	Monday 2 December 12pm - 1.30pm
Mapleton Close Community Room Newton Abbot, TQ12 1RF	Thursday 7 November 12pm - 1.30pm	Thursday 5 December 12pm - 1.30pm
Lanherne Community Room, Dawlish, EX7 9JW	Wednesday 20 November 1pm - 3pm	Wednesday 11 December 1pm - 3pm
Wickham Hall, Bovey Tracey (23 Ashburton Road, TQ13 9YQ)		Wednesday 18 December 2.30pm - 4pm



Cash **Chat**



Over State Pension age?

You could be entitled to
Pension Credit and get
the **Winter Fuel Payment**.*

Check your eligibility for Pension Credit online.

Eligibility criteria apply
*or the equivalent in Scotland

Pension Credit tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim Pension Credit, even if you own your home or have savings. People who claim Pension Credit may also be able to get:

- The **Winter Fuel Payment** and other help with heating costs

- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for Pension Credit if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. If your income is higher, you might still be eligible for Pension Credit if you have a disability, care for someone, have savings, or have housing costs.

This video <https://youtu.be/vvQfZJp-aBM> provides a step-by-step walkthrough of how to use the Pension Credit calculator so you know what information you need to fill it in. The calculator works out if you're eligible and gives an estimate of how much you could get.

To check your eligibility or apply for **Pension Credit**, visit www.gov.uk/pension-credit or call **0800 99 1234**

It is possible to apply for Pension Credit and have the claim backdated by up to 3 months - so long as there is entitlement during that time. This means that the latest date to apply and still qualify for Winter Fuel Payment is Saturday 21 December 2024.

You will receive a Winter Fuel Payment this winter if you were born before 23 September 1958 and receive at least one of the following:

- Pension Credit
- Universal Credit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Child Tax Credit
- Working Tax Credit

Whatever your age, you can check which benefits you are entitled to by using online calculators. Here are two options; otherwise, you can contact your local Citizens Advice.

www.entitledto.co.uk

www.turn2us.org.uk

www.citizensadvice.org.uk

Open a Westcountry Savings and Loans savings account, and we will reward you with a £25 Christmas cracker voucher in December!



We still have a few £25 shopping vouchers, awarded on a first-come, first-served basis to any Teign Housing tenant or shared owner who opens a savings account with Westcountry Savings and Loans and puts money into it. Have a look at the savings accounts that Westcountry Savings and Loans offers www.westcountry.org.uk

When you join Westcountry Savings and Loans, select 'Teign Housing resident' when asked about membership eligibility. Please send proof of your newly opened savings account to

Headstart@teignhousing.co.uk. This offer will close on Friday 22 November, or earlier if all ten vouchers are claimed. Vouchers will be sent out in early December.

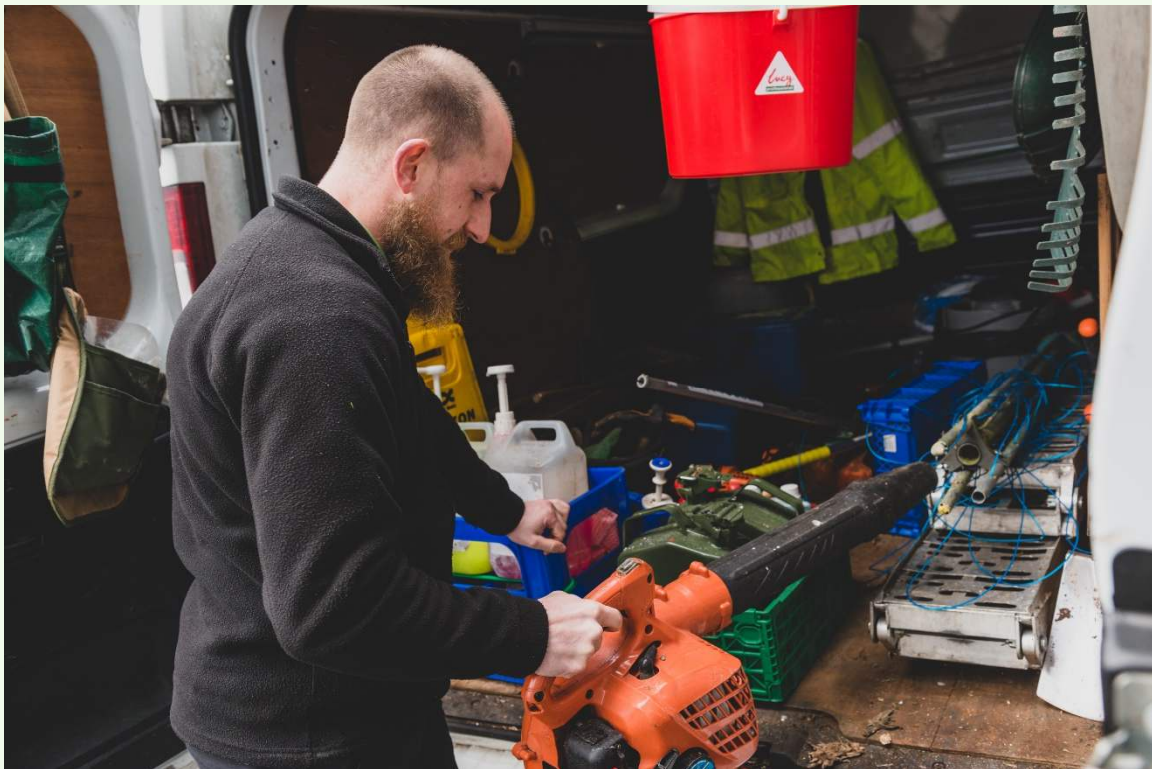
Changes to benefits - important information if you receive ESA

Managed migration from legacy benefits to Universal Credit is continuing for our residents.

We have been made aware that there have been some issues for those moving across from Employment Support Allowance (ESA), where the Department for Work and Pensions (DWP) do not always recognise from the start of your claim that you were on ESA. You should not be required to provide a fit note nor be asked to undertake a new Work Capability Assessment. You should also have the extra financial elements added to your Universal Credit right from the start of your claim.

If you feel that your Universal Credit claim has not been assessed correctly because you are receiving less money, being asked for fit notes, or being asked to attend an assessment, please raise a query on your Universal Credit journal. If you do this and still need further advice, please contact our Income Team on 01626 322780.

Grounds Maintenance update



Estates work in autumn and winter

As the weather gets colder and wetter, our Grounds Maintenance Team stops cutting grass and tending to planting, and moves on to other tasks.

The team clears fallen leaves, cuts back shrubs, and plants bulbs ready for spring. They also hard edge grass areas and mulch flower beds where required. Jet washing of communal paths and external hard landscaping, such as drying areas, is another winter task. If we get very cold weather, the team will clear snow and put down grit.



Job roles at Teign Housing and Templar HomeBuild

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