



Christmas Hours

Our office, webchat, email monitoring, social media and phone lines will close at 5pm on **Tuesday 24 December**. We re-open at 8.30am on **Thursday 2 January**.

If you have a repairs emergency during this time, please call 01626 322722



To see a list of repairs that are treated as an emergency, visit www.teignhousing.co.uk/services/responsive-repairs/

Teign Housing Roadshow outcomes

Last month we told you about the roadshows we held during August and October. The aim of holding them was 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 have now collated the feedback from the surveys that attendees sent in from six roadshows. The main 'learnings' from these are captured in this [document on our website](#).

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

Free food support programme

Starting in January, there is a free 10-week weekly food support programme that will help people plan their food budget and develop low-cost cooking skills to help make their money go further.

The programme will be held at THAT Foodbank in Buckland, Newton Abbot and the Buckland Centre and is free for any Teign Housing resident to take part. Upon completing the ten sessions, attendees will receive a free £50 shopping voucher.

There are only six places, so if you are interested, please contact us now. To register your interest or find out more, contact our **Customer First Team** on **01626 322722** or email headstart@teignhousing.co.uk

BUCKLAND FOOD CLUB PILOT

Buckland Food Club:
@ THAT Foodbank
8 Queensway, TQ12 4BA

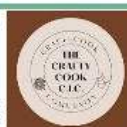
**A 10 week
food support programme
which includes:**

budgeting for bills & food
slow & batch cooking
finding help and support
and of course food....

**£ 50 shopping voucher
on completion**

only 6 spaces on this pilot

session 1: Monday 20 January 2 - 4.30	<ul style="list-style-type: none"> find out about help & support and how to get it find out about the Buckland Food Club pilot get some food
session 2: Monday 27/01 2 - 4.30	<ul style="list-style-type: none"> get some food learn about budgeting for bills & food (with Eat That Frog)
session 3: Monday 3/2 2 - 4.30	<ul style="list-style-type: none"> get some food Then we walk over to the Buckland Centre for a <ul style="list-style-type: none"> practical cooking session (with Eat That Frog) take home a meal
session 4: Monday 10/2 2 - 4.30	<ul style="list-style-type: none"> get some food learn more about budgeting (with Eat That Frog)
session 5: Monday 17/02 2 - 4.30	<ul style="list-style-type: none"> get some food Then we walk over to the Buckland Centre for a <ul style="list-style-type: none"> practical cooking session: batch cooking with the Crafty Cook take home some meals
session 6: Monday 24/02 2 - 4.30	<ul style="list-style-type: none"> get some food Then we walk over to the Buckland Centre for a <ul style="list-style-type: none"> practical cooking session (with Eat That Frog) take home a meal
session 7: Monday 03/03 2 - 4	<ul style="list-style-type: none"> review help & support you get food club
session 8: Monday 10/03 2 - 3	<ul style="list-style-type: none"> food club
session 9: Monday 17/03 2 - 3	<ul style="list-style-type: none"> food club
session 10: Monday 24/03 2 - 3	<ul style="list-style-type: none"> food club what's next?





Cash Chat



My Teign



With our office closed for a few days over the festive period, My Teign offers an easy way to manage your tenancy.

My Teign is 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.

You can log in to My Teign through our website or 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. The links are on [our website](#).

To join, you'll need your tenancy agreement reference number. If you don't know this,

contact our **Customer First Team**. If you have any problems setting up your account, please contact us on **01626 322722** or email customerhub@teignhousing.co.uk

To find out more about My Teign and to help you use it, we have produced this [handy guide](#).

Universal Credit and Direct Debit reminder

If you usually receive your Universal Credit payment between 25-26 December, you will get your money a little earlier.

If your payment is due on one of these dates, you will receive it on Tuesday **24 December**. If you are due to receive payment on 1 January, you will receive it on Tuesday **31 December**.

Other benefits are usually paid on a specific day of the week. If this falls on a bank holiday, payment will be on the working day before. You can check your payment dates [here](#).

If you have a Direct Debit with us, remember that if the usual payment date falls on a weekend or Bank Holiday, your rent payment will go out the next working day. So do make sure you keep enough in your bank account to cover the Direct Debit even if your benefits or pay arrive earlier.

It is easy to get carried away at Christmas and forget about the rent, especially if your payment date is towards the end of the month, but it's important to keep paying as usual to avoid building up arrears.

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@teignhousing.co.uk.

Safe at Christmas

Although Christmas is a time for cheer and celebration, we know not every household will be feeling this way.

If you are suffering from domestic abuse, help is available any time of year.

The free [National Domestic Abuse Helpline](#) is available 24 hours a day, all-year-round on: **0808 2000 247**. [Online chat](#) is available Monday to Friday, between 10am and 10pm.

There is also advice on securing your phone and other devices on the [Refuge website](#).

We know making that first call for help can be the hardest. So, if it's your hope for a safer 2025, please know our teams are specially trained and we give you non-judgemental support and practical advice on housing.

Find out more about our approach and national and local support services here: [Domestic Abuse - Teign Housing](#)

Anti-Social Behaviour

We also know tensions can run higher over the festive period if there are existing neighbourhood problems.

Please be mindful of others if you play loud music and hold parties, avoid dumping packaging and unwanted goods and consider that for some, this is their loneliest time of year. The majority of residents are always considerate, but the minority can have an impact on everyone.

The ASB Respect Line team has highly trained call-handlers with backgrounds in housing or policing. With extensive experience in dealing with sensitive ASB-related calls, each team member undergoes individually tailored training covering witness support, government legislation, housing policy and procedure and ASB tools and powers.

As well as being on hand when our office is closed, the ASB Respect Line team will also make calls to check in on those who have previously reported ASB and have given permission to be contacted for a welfare check.

It's free to call the ASB Respect Line, you can reach the team on 0800 075 6699. The line is open from 5pm until 9am Monday to Friday, and all weekends and bank holidays. They'll then let us know of any calls, so we can work with you to resolve these.

During normal working hours, you should continue to contact our Customer First Team on 01626 322722.

If it is an emergency such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened, please call the police on 999.

Devon and Somerset Fire and Rescue training exercise

Devon and Somerset Fire and Rescue used one of our blocks of flats in Teignmouth for a training exercise in October.

Crews from Teignmouth, Torquay, Chagford and the aerial ladder platform from Exeter all attended. They used an empty flat on the fifth floor as an opportunity to test how the response to an emergency in a high-rise building would go.

To make the exercise as real as possible, they charged their hoses and had to carry them through the building while in full kit. They also used artificial smoke in the flat and performed a search and rescue, resulting in a family of dummy 'residents' being rescued, including off the balcony, using the aerial ladder platform.

We will continue to engage with Devon and Somerset Fire and Rescue in the future as exercises like this are very useful for both them and us.

December is the busiest month of the year for house fires. So here are Devon and Somerset Fire and Rescue's [top recommendations to have a fire-safe Christmas](#). There is lots of useful fire safety advice on the website, so have a look.





Job roles at Teign Housing and Templer HomeBuild

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

