

Mid Devon Housing



@MidDevonHousing

Tenant Involvement Newsletter

August 2023

We want residents to be at the heart of everything we do, our Tenant Involvement Newsletter Special will showcase all the ways you can get involved with Mid Devon Housing (MDH), our upcoming events and what you can do to help drive change and make a difference.

There are a number of ways you can get involved with MDH. Some take more time and effort than others but there should be an opportunity for everyone to get involved at a level that suits them. Please use the contact details at the end of this newsletter to get in touch with our Tenant Involvement Team if you have any questions or would like to volunteer.



**New to
MDH!**

Autumn Neighbourhood Walkabouts Coming Soon!

We will be releasing our schedule for our Autumn Neighbourhood Walkabouts soon! Please keep an eye on our social media or website to see when we will be in your area.

Neighbourhood walkabouts happen twice a year and provide an outlet for tenants to address concerns within their communities, raise issues on their estate and allow MDH staff to report repairs. The upcoming walkabouts will look slightly different, this Autumn we will be joined by a damp and mould roadshow organised by our repairs team.

HOUSING MATTERS

Meet with an Operations Manager!

New to MDH! Meet with an Operations Manager for Housing Services throughout September at our new Housing Matters events.

What does it mean to be an Operations Manager? They are responsible for the teams that repair and improve your home, keep your communal areas in good order and manage your tenancies.

On the 13th, 20th and 27th September you can meet with an Operations Manager and discuss any issues, concerns, raise complaints or just pop by for a friendly chat.

13TH SEPTEMBER: TIVERTON

5.30pm until 7pm. Phoenix House, Phoenix Lane, Tiverton, EX16 6PP. Head to the front desk on arrival.

20TH SEPTEMBER: CREDITON

5.30pm until 7pm. Lords Meadow Leisure Centre, Commercial Road, Devon, EX17 1ER. Find us in the Meadow Suite

27TH SEPTEMBER: ONLINE

6pm until 7.30pm. If you would like the video link, please email us on tenantinvolvement@middevon.gov.uk or call us on 01884 255255.

Champion Roles - Help Make a Difference, Apply Today!

Champion Roles provide tenants with the opportunity to drive service change, from personal experiences or from their desire to promote positive service development. We have 4 champion roles available (more than one person can be involved in each role). There are Publications, Complaints, Estates and Zero Carbon roles available. You can read into the roles further on our new engagement hub - Let's Talk Mid Devon. Scan the QR code below to read more or speak to a member of our team using the contact details at the bottom of this page.



PUBLICATIONS

The role is to work with our teams on our resident publications including our Housing Newsletter and Annual Report.



COMPLAINTS

Review our approach to complaints from our tenants, residents and leaseholders. Ensure we are being fair, are putting things right and learning from outcomes.



ESTATES

Monitor grounds maintenance, and if applicable, communal cleaning and communal fire alarm testing, in your area. Carry out inspections and report back to MDH once a month.



ZERO CARBON

We're looking for people who care about the future and are willing to support us in making green improvements to their home and community.

Let's Talk Mid Devon - New Engagement Platform now LIVE

**Let's Talk
Mid Devon**



We are excited to announce that we have launched a brand new community engagement hub, Let's Talk Mid Devon. The hub provides our tenants with the opportunity to help shape Mid Devon Housing; tenants can come together, share ideas, take part in surveys and keep up to date with the latest housing news. Let's Talk Mid Devon allows us to collaborate with our tenants on the things that matter most to them. Scan the QR code to visit the website, to engage with surveys and forums you will need to sign up with an email address.

Join Our Reading Group!

MDH will be submitting a response to the consultation on the new Tenant Satisfaction Measures (TSMs). If you have any comments regarding the Government's proposals you can join our Reading Group and we will:



- Send you all the relevant information
- Provide you with the background information so that you can understand the context in which these are being introduced
- Meet with you online or in person to discuss your feedback, if you would like
- Build in your feedback to our response

For more information, please DM us, telephone or email us.

If you would like to discuss anything from our Tenant Involvement Newsletter or you would like to apply for a Champion Role, please get in touch.



tenantinvolvement@middevon.gov.uk



01884 255255 - ask for Tenant Involvement



<https://www.middevon.gov.uk/residents/mid-devon-housing/>