

Mid Devon Housing News



@MidDevonHousing

September
2023

Welcome to our Autumn 2023 edition of Mid Devon Housing News. It has been a busy summer and we have welcomed our new lead Councillor with responsibility for housing following the Council elections in May - Councillor Simon Clist, Deputy Leader and Cabinet Member for Housing & Property Services. A few words from Simon... "It is great to be back working with the team who are committed to looking after our homes and residents. I am really looking forward to the coming year as we prepare for the changes ahead. It has been a busy few months with Anti-social Behaviour Week, preparing for the Tenant Satisfaction Measures survey, our Housing Matters events and getting ready for the Neighbourhood Walkabouts this Autumn where I hope to get to meet some of you".



ASB Awareness Week

MDH joined a national campaign which ran from 3rd - 9th July to tackle anti-social behaviour (ASB). The aim was to encourage communities to take a stand against ASB and to highlight the actions that can be taken by those experiencing it.

The week saw a series of events and partnerships take place throughout Mid Devon in partnership with Devon & Cornwall Police, Victim Support and our Street Scene team.



Revised ASB Policy

In July MDH's revised ASB policy was approved by Cabinet and has been launched on our website. The revised policy went through consultation with tenants and partner agencies, and sets out our approach.

In line with guidance from the Housing Ombudsman, neighbour disputes and everyday living noise will not be treated as ASB, instead, Neighbourhood Officers will be providing advice to tenants experiencing these issues on what they can do themselves in an effort to resolve any concerns.

Domestic Abuse and Harassment are now included within the ASB Policy providing an opportunity to tenants to see the procedures for dealing with these serious issues in one place, alongside other relevant guidance. You can read the policy and supporting documents here:

www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/strategies-and-policies/anti-social-behaviour-policy-2023/



Client of the year!

Mid Devon District Council has been recognised as a leader in sustainable construction, winning the Client of the Year award in the South West's Constructing Excellence Awards. The council was also shortlisted for four more awards for its innovative and sustainable housing developments. The council received the award for its partnership with ZED PODS Ltd, a modular house contractor that specialises in zero-carbon homes. Together, they are building two developments on council-owned sites in St Andrews Estate, Cullompton and Shapland Place, Tiverton, which are set to be zero operational carbon and energy-efficient. The judges praised the council's approach to meeting its housing requirements while adopting a framework to support Modern Methods of Construction (MMC). They also commended the council for embracing the future and inviting neighbouring authorities to share their experiences. With this win, the Council automatically becomes a finalist in the same category at the National Constructing Excellence Awards Programme, to be held on 23 November 2023 in London.

SPIKEY RESIDENTS

We visited Willand in May after finishing a consultation to turn a grassed area into a wildlife garden. At the moment hedgehogs are inhabiting the area and we are waiting to see what other flowers and plants come

up, so far we have seen bluebells, cuckoo flowers, ivy-leaved speedwell, herb robert, ficaria Verna and lots more. A local resident has built some hedgehog houses for the little visitors too! We will soon start planting bulbs and wildflowers ready for next year. If you have an area you'd like to see turned into something similar please get in touch.



Mid Devon in Bloom Winners

Thank you to all that entered and a huge congratulations to our garden competition winners and runners up. Councillor Clist and members from our Tenant Involvement Team visited and presented the prizes.



Tenant Satisfaction Measures

From April 2023 social housing providers had to start collecting data on a new set of tenant satisfaction measures (TSMs). These new measures have been developed as part of a new system by the Regulator of Social Housing to assess how well a social housing landlord is providing good quality homes and services. You may remember a survey we conducted at the end of 2022, this was a pilot survey for the TSMs. We are planning to conduct the official TSM survey this autumn which will be the data that we submit to the Regulator. This is a survey conducted by landlords aimed at capturing tenants general views of landlord performance. The TSMs are great for tenants as they allow you to hold us accountable. The aim is to help improve standards by providing visibility and giving the regulator an insight into how we are performing.

#WithTpas

Learn, Meet,
Share, Influence

with Tpas 

Great news,
we're Tpas members

 @tpasengland

 www.tpas.org.uk

We are Tpas members!

Did you know that we are a member of Tpas? This is the largest tenant engagement organisation in the country and is a network of landlords committed to listening, understanding and being accountable to tenants. As a member it means our tenants can access a range of services to help you become more involved in shaping the services we offer.

Visit www.tpas.org.uk/member-search and search 'Mid Devon' to register yourself and gain access to newsletters, training opportunities and lots more!

Building Safety Spotlight

In May 2023 we completed 211 gas safety checks. These checks are pre planned appointments by our contractor Robert Heath, you will receive a letter in the post when it's time for yours. It's really important you make sure you are home for the appointment otherwise it will be logged as a no access. If you can't make the date on the original letter, please call us on the contact details supplied on the letter to rearrange. We have to comply with the law, so if you don't allow access, then unfortunately we have to start court proceedings which you will be liable to pay.



Consumer Standards Consultation - Have Your Say!

The Regulator of Social Housing has launched a consultation on the draft consumer standards. The standards were first published in 2012 and the law about social housing has changed since then (Social Housing Regulation Act 2023). This means they now need to update their standards and they are asking for your views. The standards they are consulting on will shape what the housing sector must do for years to come, it is essentially a set of rules that landlords should follow and so it's important that it reflects the needs of tenants.

You can access the document here: <https://www.gov.uk/government/consultations/consultation-on-the-consumer-standards/consumer-standards-consultation-reshaping-consumer-regulation-accessible-version> **The consultation closes on the 17th October**





Autumn 2023 Neighbourhood Walkabouts



<i>Ward</i>	<i>Date</i>
Bradinch and Westcott	25/09/2023
Boniface, Lawrence (Part one)	26/09/2023
Cullompton St Andrews	28/09/2023
Upper Yeo, Taw	03/10/2023
Boniface, Lawrence (Part two)	05/10/2023
Cullompton Padbrook	06/10/2023
Cullompton Vale	10/10/2023 Morning
Upper Culm	10/10/2023
Lower Culm	11/10/2023
Sandford and Creedy	13/10/2023
Tiverton Westexe (Part one)	18/10/2023
Way	19/10/2023 Morning
Cadbury	19/10/2023 Afternoon
Tiverton Westexe (Part two)	20/10/2023
Yeo	20/10/2023
Halberton	24/10/2023 Morning
Silverton	24/10/2023 Afternoon
Tiverton Lowman	25/10/2023
Tiverton Cranmore	27/10/2023
Clare and Shuttern	31/10/2023
Tiverton Westexe (Part three)	01/11/2023
Taw Vale	02/11/2023
Canonsleigh	03/11/2023
Tiverton Castle	06/11/2023

A full list of street names included on each walkabout is available on our website. If you are unsure of when we will be in your area, please contact us.



Scan the QR code to see the full walkabout schedule



Damp and Mould Kits - Request Yours Today!

As we are heading into the colder months it is important to remember that if you are suffering from damp or mould please contact us about it. We have handy damp and mould kits available to all tenants, if you would like to request one please get in touch. The kits can better equip you to address and manage damp and mould.

repairs@middevon.gov.uk | 01884 255255

They include the following:

- Interior dehumidifier: this is a compact device that extracts excess moisture from the air.
- Hygrometer: a device that measures humidity levels in the air to identify areas prone to mould growth.
- Mould remover: this is a cleaning solution specifically designed to eliminate mould and mildew.
- Wipes: disposable cleaning wipes for removing mould or cleaning residues.
- Rubber gloves: prevents direct contact with cleaning chemicals and mould while handling them.
- Face mask: provides respiratory protection when working with mould or using cleaning products
- Guidance booklet: contains information about dampness, mould growth and condensation and how to identify, prevent and address damp related issues.



Community Fridges and Larders in Mid Devon

Community Fridges and Larders are publicly accessible fridge/freezers that offer free food to everyone in a local area. They make use of surplus food that would have otherwise gone to waste from businesses and households.

Please see local fridges below, make sure to check local details for opening times and what they can and can't accept if you have a donation. You can find out more about each location here:

www.recycledevon.org/community-fridges-and-larders

Bradninch: Located at the Baptist Church

Crediton: Located inside Crediton Library

Tiverton: Located inside Tiverton Library

Silverton: EX5 4JZ

Uffculme: Located at Uffculme Surgery

Ask Your Income Neighbourhood Officer for Help With Your Rent



We would like our customers to come forward as soon as they know there is a shortfall in their finances, this is the only way we can offer practical help and find creative solutions. Please contact your Income Neighbourhood Officer to discuss your options: 01884 255255 email: htenancy@middevon.gov.uk

Visit our residents financial support page on our website:

www.middevon.gov.uk/residents/residents-financial-support

Our focus is to help you to achieve a better financial position, whether that is making an affordable arrangement on outstanding rent or charges, or working with our colleagues within Mid Devon to ensure that we negotiate affordable payments for debts across our various service, this helps our customers to make one payment to be distributed amongst our services.

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 Autumn 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/>