



Please see our Facebook and Twitter pages for updates and information



@MidDevonHousing



Housing News

Mid Devon Housing

In March 2022 we launched our rebrand - Mid Devon Housing. The rebrand came about when we combined the Housing and Building Service to provide a one stop shop in order to improve our customer service. Follow our Facebook at www.facebook.com/MidDevonHousing and Twitter at www.twitter.com/MidDevonHousing to see our handy top tips, how-to guides and updates from the housing and building service.



How-to guides

Have you seen the MDH's handy how-to guides on Facebook or Twitter? We have put together some how-to videos on how to complete simple repairs, emergency repairs such as how to turn off water and maintenance repairs for example, testing fire alarms. We will be adding to our collection of videos over the next few months. Head over and have a watch.

www.middevon.gov.uk/residents/mid-devon-housing/your-home/how-to-youtube-guides

Spring Neighbourhood Walkabouts 2022

The Mid Devon Housing Team have recently completed the very successful Spring Neighbourhood Walkabouts.

Our Neighbourhood Walkabouts looked a bit different this time in comparison to previous years; we offered a free skip amnesty to all tenants wanting to get rid of bulky waste to help keep on top of gardens and keep outdoor areas tidy. We removed in excess of 28 tonnes of waste.

Our team enjoyed meeting so many of you!



Thanks for Watching!



Want to give us some feedback on the newsletter or get involved in the production of the next edition? Contact the Tenant Involvement Team for more information:

tenantinvolvement@middevon.gov.uk

Important Reminders

Gas Safety Reminder

All gas appliances pose a risk of producing carbon monoxide - a poisonous gas that can be fatal. By having them inspected regularly, you can have peace of mind that your gas appliances are in good working condition and therefore less likely to be a safety hazard. Regular gas safety checks will help keep your family safe and prolong the life of your gas appliances.

Our tenants and leaseholders are recommended to maintain and service any gas appliance. Only Gas Safe registered engineers can carry out annual gas safety checks. To be classed as Gas Safe, a heating engineer will have to have trained for their Gas Safe certification.



Mid Devon Housing recommends that all tenants and leaseholders service their gas appliances regularly for your own safety.

It is your responsibility to repair and maintain any gas appliance which are not adopted by Mid Devon Housing.

Cuckooing is a type of crime where criminal gangs exploit vulnerable people. The most common form of cuckooing is where drug dealers take over someone's home and use it to store, use or sell drugs. It takes the name from cuckoo birds who take over the nests of other birds.

If you are concerned that someone you know may be a victim of cuckooing you can contact:

- The police on **101 or 999** if you believe they are in immediate harm.
- Anonymously through Crime stoppers on **0800 555 111**.
- Or us [**tenantinvolvement@middevon.gov.uk**](mailto:tenantinvolvement@middevon.gov.uk) on **01884 255255**.



Home Contents Insurance

MDH reminds all tenants and leaseholders to take out household contents insurance. Your home contains some of your most valuable possessions, however, if they were damaged as a result of a fire or flood, could you afford to replace them?

It is a good idea to take out home contents insurance to cover your possessions against unforeseen events such as:

- Fire • Flood • Theft
- Accidental damage • Burglary

Having contents insurance gives you peace of mind that if you find yourself in a position where you have lost something, you have it covered.

MDH is responsible for any damage to the structure of the buildings itself, but not for your personal contents.

Updated your details?

Please remember to update us
if you change any of your
personal or household details:
[**tenantinvolvement@middevon.gov.uk**](mailto:tenantinvolvement@middevon.gov.uk)



Upcoming Events



Autumn Neighbourhood Walkabouts 2022

We will be releasing dates for our Autumn Neighbourhood Walkabouts shortly - we will update our website and social media pages soon.

www.middevon.gov.uk/residents/mid-devon-housing/your-community/get-involved/neighbourhood-walkabouts



Annual Report 2021/22

Our Annual report is in progress and is due to be with you in August.

The annual report provides performance data and news on the housing service throughout the financial year of 2021/22.



Consultation Hub

Did you know we have a Consultation Hub? It's a handy page where we keep you updated on works in progress and where you can share your opinion to influence the services we provide. Head over to our consultation hub and have your say!

www.middevon.gov.uk/residents/mid-devon-housing/your-community/consultation-hub



Competition for all!

Time to get creative! We would like to know what our residents most like about where they live. You can demonstrate this through a variety of different methods for example your photography skills, drawing, painting, knitting, crafting, you name it! The winning entry will appear on our Social Media Pages and in the next Housing Newsletter edition. Send a photo of all entries to tenantinvolvement@middevon.gov.uk



We're working behind the scenes to get Westfield Road Common Room in Tiverton back up and running. Once it is ready for bookings we will update our website and social media pages.



Help and Advice

Do you want help to lower your energy bills?

Exeter Community Energy is offering free impartial energy advice in Mid Devon. Contact ECOE by email on healthyhomes@ecoe.org.uk or by telephone on **08007 723617**, to book a free energy and money saving advice call.

www.ecoe.org.uk/healthy-homes-wellbeing



Ask your Income Neighbourhood Officer for help

We know how difficult life can be at times, including lots of conflicting demands on our income. We would like our customers to come forward as soon as they know there is a shortfall in their finances, this does not have to be a shortfall with the rent, it could be council tax, water, gas or electricity, the washing machine has broken or you have to buy new school uniform. We ask you to do this because it is the only way we can offer practical help and find creative solutions. We work with the following agencies in order to help:

CHAT – Churches Housing Action Team - Housing, debt and money advice www.chatmid.org – **01884 255606 or 0800 0590104**

Navigate - Money and Debt Services in Somerset and Devon www.navigatecharity.org.uk – **01823 299050**

Citizens Advice Bureau - www.citizensadvice.org.uk – **0800 144 8848**

AGEUK – nationally - Age UK www.ageuk.org.uk – **0800 678 1602**

National Debt line, who offer free advice - www.nationaldebtline.org – **0808 808 4000**

We do this so our customers are not worrying unnecessarily about their finances, we really want to help you to a better financial position. Please contact your Income Neighbourhood Officer to discuss your options by calling **01884 255255**

or emailing htenancy@middevon.gov.uk



Mind - Help with Mental Health

When you're living with a mental health problem, or supporting someone who is, having access to the right information is vital.

www.mind.org.uk

Complaints

Do you know how to make a formal complaint? There are a variety of ways you can make a complaint, this includes over the phone, in person, or by using the complaint form on the website. If you need help with raising a complaint, we are here to help. Please contact us and we will be happy to raise a complaint on your behalf.

Please consider the environment - do you need our Housing Newsletter printed?
For future editions we would love to keep it digital. Please send your email address to tenantinvolvement@middevon.gov.uk

