



Please see our Facebook and Twitter pages for updates and information



@MidDevonHousing



Housing News

MDH took part in #ASBAwareness week 18th – 22nd July 2022.

Anti-Social Behaviour (ASB) can have a huge impact on people's lives including their mental health. It is important to report any ASB that you may be experiencing in your neighbourhood. Please remember to be courteous to your neighbours.

If you are suffering from the impacts of ASB, please contact our team on **01884 255255** or tenantinvolvement@middevon.gov.uk

ANTI-SOCIAL BEHAVIOUR

We have released a handy ASB toolkit on our website which will help to determine which type of ASB you are suffering from and the action to take -



www.middevon.gov.uk/residents/mid-devon-housing/your-neighbourhood/anti-social-behaviour-toolkit/

MDH Tackle ASB

During #ASBAwareness week we ran an online ASB survey which we posted on our social media pages and our website. The feedback we received helped us with the ASB policy review.

We also held Coffee and Chat sessions in Tiverton, Cullompton and Crediton, to meet tenants, residents and leaseholders face to face so they could report ASB and give feedback on our policy.

BBC Radio Devon joined us at Culm Valley Leisure Centre for our ASB coffee and chat session. We appeared on their morning broadcast to talk about the work we are doing to reduce ASB and to support our tenants.

The draft ASB Policy will be available to view on our website in the near future - www.middevon.gov.uk/residents/mid-devon-housing/your-community/consultation-hub/



We want to hear from you! If you have any feedback on our Housing Newsletter, please email us.

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



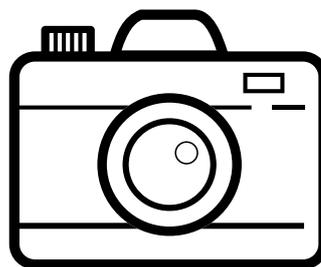
Neighbourhood Management Survey

We recently asked tenants and leaseholders to complete our Neighbourhood Management survey to gain feedback on the service we currently provide. We have been analysing the data and this will feed into our Neighbourhood Management Policy. Thank you for all who took part.

We often post surveys and draft policies on our consultation hub for your comments. Head over to our website to have your say, www.middevon.gov.uk/residents/mid-devon-housing/your-community/consultation-hub/

World Photography Day

We recently celebrated world photography day, thank you for all your lovely photos. Here are a few we had sent in.....



**STOP
LOAN
SHARKS**

In October the MDH Team met with the Illegal Money Lending Team, commonly known as the Stop Loan Sharks Team. We learnt how to identify such issues and what can be done to support our residents who may be affected by Loan Sharks. Ways to contact the Stop Loan Shark Team:

24/7 Helpline -
0300 555 2222
(Callers Remain Anonymous)

Website -
www.stoploansharks.co.uk

Mobile Phone App -
Stop Loan Sharks

Text -
07860 022116



Lifeline Alarms

A Lifeline alarm provides help at the touch of a button 24 hours a day, 365 days a year. The service provides peace of mind to people who feel at risk in their own homes. It gives people the freedom to live their life independently knowing that they can obtain assistance when they need it.

www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/lifeline-alarms/

Zero Carbon Housing wins regional Housing Award

Our planned housing development in Cullompton took home the Modern Methods of Construction (MMC) Award at a ceremony on 8 September and was shortlisted in three categories, they were: Innovation Award, Residential Property of the Year, Net Zero Award. The development is set to be carbon-neutral, making this one of the first social housing projects of this type within the district and supporting the Council's ambition towards being carbon zero by 2030. The full article is available on our website.

<https://www.middevon.gov.uk/zero-carbon-homes-pick-up.../>



Looking after your garden

Gardening has a huge range of mental and physical health benefits, from reducing stress and depression to boosting your immune system. It also helps you to keep in shape.

Weeding, digging, carrying bags and pots around are all a good workout that can help you keep in shape. According to SAGA magazine, just half an hour of these fat-burning gardening activities can help shift a lot of calories:

- Digging and shovelling: 250 calories
- Mowing the lawn: 195 calories
- Weeding: 105 calories
- Raking: 100 calories

Annual Report

Sorry, we're a little behind schedule, the Annual Report 2021/2022 will be with you soon!

Would you prefer to receive your Annual Report by email? Please let us know.

tenantinvolvement@middevon.gov.uk

The Professionalism Review

In the Social Housing White Paper, the Government promised a review of all training and development for Social Housing staff, including management. During the summer months, a number of managers, staff and a couple of tenants took part in the professionalism review. The feedback collected by the research company will feed into the review of qualifications and professional training, making sure housing staff are better equipped to support tenants, deal effectively with complaints and make sure homes are of a good quality.



Please Be Vigilant!



We have received a report from a resident that somebody called round to their property to check their boiler and smoke alarm. The resident called MDDC Customer Services to check and this was not a member of our staff and not a contractor arranged by us.

If you have somebody knocking at your door, asking to enter your property, please ask for identification. Our operatives and contractors carry badges, and if you are ever unsure do not allow them to enter and call us to check on 01884 255255.

Upcoming Events



Meet Kate Dodsworth, Director of Consumer Regulation

Join our virtual meeting on the 9th December 2022 at 10 am, to hear all about the changes to social housing and the new regulatory requirements.

You will find out what that means for MDH and what it will mean for you!

Please contact the Tenant Involvement Team
tenantinvolvement@middevon.gov.uk to book your space.



Proposed Rent Cap

The Government recently conducted a consultation for the proposed rent cap of which we publicised on our website and social media pages. We will soon be starting discussions about the proposed rent increase to be adopted at Mid Devon Housing. In order to inform our decision, we would like to hear from you about the challenges you face and what may impact your ability to pay your rent. Please contact the Tenant Involvement Team tenantinvolvement@middevon.gov.uk



The Winter Warmth Club

Come and join us every Thursday Morning 10.30am - 12pm at the Westfield Road Common room in Tiverton for refreshments, help and advice.



Tenant Involvement Opportunities

We have launched a number of exciting roles; these will enable you to give valuable feedback, and to help your community and neighbourhood. The following positions are available:

Complaints Champion
Estates Champion
Publications Champion

More information is available on our Website and Social Media pages, or you can email tenantinvolvement@middevon.gov.uk

Tenant Satisfaction Measures (TSM) - Pilot

The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures (TSM) that social housing landlords must report on. This goes live in April 2023. MDH have procured a service with a company called CX-Feedback to carry out a pilot of the TSM's, you will soon receive an invitation to complete a survey to tell us how we are performing.

For more information visit our website - Our performance - MIDDEVON.GOV.UK



Regulator of
Social Housing