

# Mid Devon Housing

## Annual Report

2022/23



@MidDevonHousing

## Responding to Change

The last few years have seen some big changes happen within the social housing sector. We recently marked six years since the devastating tragedy at Grenfell Tower that took at least 72 lives and sparked the start of change, starting with the Social Housing White Paper which was published at the end of 2020. This is essentially a charter that sets out what tenants can expect from a landlord and makes it easier for tenants to hold them accountable.

Fast forward to 2023 and we are now waiting for the Social Housing Regulation Bill to complete its final stages through Parliament which could be any day now. The aim of this bill is to deliver the proposals that were set out in the White Paper by introducing a set of measures that give tenants and the Regulator of Social Housing more power. You can find out about some of these changes on page 9 where we discuss the Tenant Satisfaction Measures (TSMs) and how we performed on a recent survey you completed.

This Annual Report displays our performance from the 2022-2023 financial year, this is from 1st April 2022 until 31st March 2023. We want to keep you informed about our performance and as you'll read in this report, we've been busy! As we write this we are mindful of the struggles that many of our tenants may be facing due to the Cost of Living Crisis. We try and support our tenants as much as possible with advice and signposting. At the end of this report you will find help and support available to you. You can also head to our website here: [www.middevon.gov.uk/residents/residents-financial-support/](http://www.middevon.gov.uk/residents/residents-financial-support/) (right click to open links in a new tab).

## Looking Forward

*Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing*

"It remains a pleasure to continue leading a really strong team who are committed to looking after our homes and residents so well. It's a real boost to see new ideas and even better ways of working being put into place over the last 12-months as we prepare for the changes ahead. I'm really looking forward to the coming year and continuing to grow our partnership with residents and our newly elected councillors so they can help us to be an even better housing service."



# Looking After Your Home

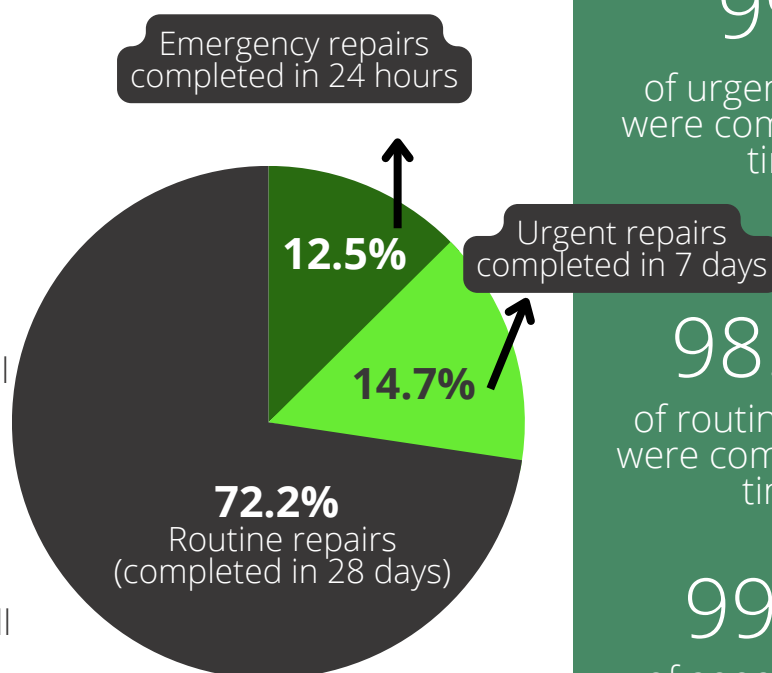
**9,837**  
The amount of  
responsive repairs  
completed in  
2022-2023

**99%**  
of emergency  
repairs were  
completed on time

**99%**  
of urgent repairs  
were completed on  
time

**98.4%**  
of routine repairs  
were completed on  
time

**99.7%**  
of appointments  
were kept



To make sure we put repair work that affects a tenant's health or safety first, we use the following three categories of priority.

Priority 1: Emergency repairs.

Priority 2: Urgent work

Priority 3: Routine repairs

If you need to report a repair you can do so by contacting us via phone, email, on our website or by writing to us. Our repairs email is [repairs@middevon.gov.uk](mailto:repairs@middevon.gov.uk) and you will find our phone number and address at the end of this report.

If you have an emergency repair, please telephone 01884 255255 straight away. If your emergency is outside working hours you can still call this number to speak to one of our out of hours officers.



**49**

Kitchens upgraded by our in-house team

**58**

Kitchens upgraded by an external contractor



**36**

Bathrooms upgraded by our in-house team

**22**

Bathrooms upgraded by an external contractor



**218**

External doors fitted  
195 of these were by an external contractor.  
Works are carried out every 30-40 years



**106**

New roofs fitted by an external contractor  
Works carried out every 30-50 years



**37**

Loft insulation top ups completed by an external contractor



**250**

Homes had new windows completed by an external contractor



**13**

Cavity wall insulation installed and completed by an external contractor



**336**

Homes painted.  
Works carried out every 8 years and completed by an external contractor

# Looking After Your Home



**68**

Homes had major disabled adaptations, 49 of which were level access showers.



**192**

Homes had minor disabled adaptations (i.e. grab rails, key safe, handrails, alarms for the deaf)



**57**

Homes had a new gutter and fascia completed by an external contractor



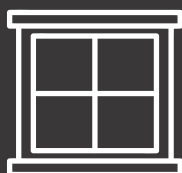
**9**

Homes had Sanctuary Scheme works to protect those at high risk



**36**

Homes had structural work completed by an external contractor



**250**

Homes had new windows completed by an external contractor



**98**

Homes had Asbestos surveys completed by an external contractor

**44**

Asbestos removal works completed in house



**36**

Homes had legionella risk reduction works i.e. replacing cold water storage tanks with modern cylinders

Adaptions are done as and when requests are received. Works will be completed between 3-18 months after receipt of referral.

**99.91%**

2,237 of our properties have Landlord Gas Safety Responsibilities (LGSR)  
2,235 are up to date which equals a 99.91% compliance

## Providing New Homes

Providing more social housing for people in Mid Devon is a key aim of our housing strategy. The aim is to deliver these new homes, whilst leading the way in Modern Methods of Construction (MMC).

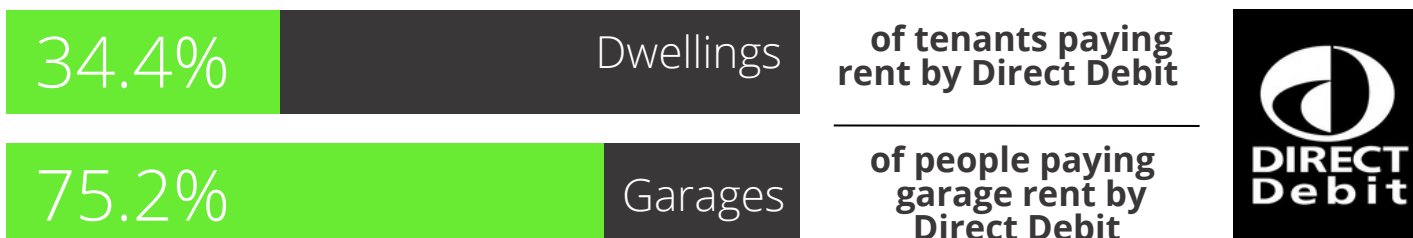
We are excited to report that we have begun the process of bringing around 400 new high quality modular homes into our housing stock over the next 5 years. These homes are highly energy efficient and are in line with our carbon net-zero ambitions. By the end of this financial year, we aim to have our first two modular build projects completed in Cullompton and Tiverton.

Alongside this we are actively working on a number of 'in-fill' projects across Mid Devon, utilising otherwise under-used areas of land on existing housing plots to build additional homes. This year, we have just completed a project to provide two 'passive' design flats in Tiverton. Using land already owned by the Council enables us to increase our housing stock without the need to use the budget on acquiring land and this allows us to focus more on building design.



# Managing Tenancies

Here you can find a breakdown of what managing tenancies looks like for MDH. This includes new lettings, how long our properties are void for, managing Anti-Social Behaviour (ASB), etc. Your Neighbourhood Team is your first point of contact when you'd like to discuss anything to do with your tenancy or rent. You can find out who your Neighbourhood Officer is and how to get in touch with them here: [www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/get-in-touch-with-your-neighbourhood-team/](http://www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/get-in-touch-with-your-neighbourhood-team/)



You can pay your rent by Direct Debit weekly, fortnightly or monthly. It means you never miss a payment, saves you time and protects your money with the Direct Debit Guarantee. This protects you in the event that there is an error in the payment of your Direct Debit. To arrange a Direct Debit, you will need to fill in a form which you can find here: <https://www.middevon.gov.uk/media/205862/mddc-dd-form-web.pdf>

## Voids Explained

Voids are properties which are currently empty because a tenancy has ended and a new tenancy has not yet started. When our properties come back to us we often need to complete works to get them ready for the next person.

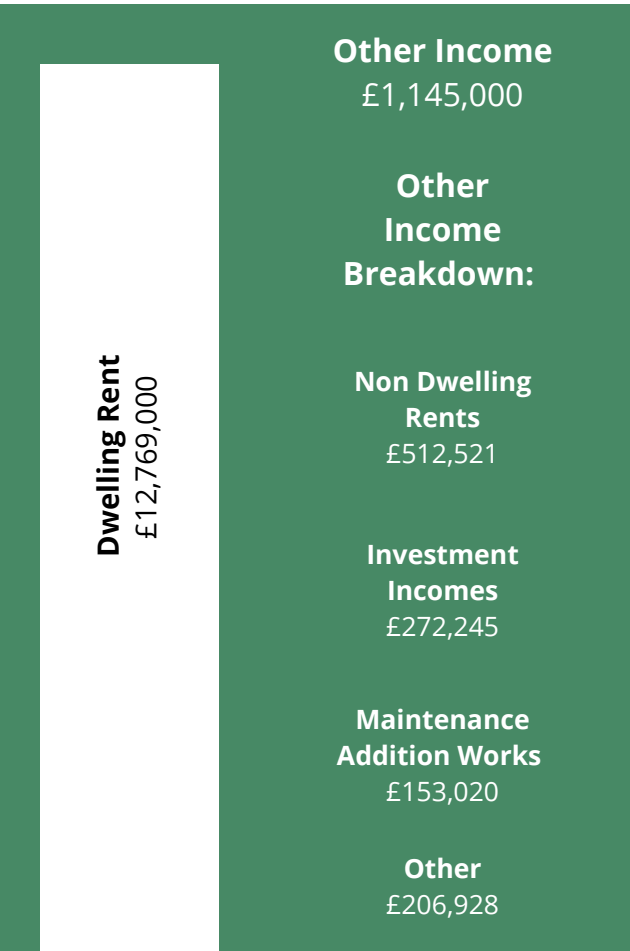
At MDH we have new categories and targets for void properties which will determine how long it will take to turn the property around. Standard Voids have a 35 working day turnaround. Major Voids; 55 working days. Decent Homes; 75 working days. Development; 1 calendar year.

To read more about this you can access our updated Voids Management Policy here:

[//www.middevon.gov.uk/media/354620/void-management-policy-2022.pdf](http://www.middevon.gov.uk/media/354620/void-management-policy-2022.pdf)



# Financials



## Non-dwelling Rents

Made up primarily by garage rents and garage ground rent plots

## Investment Income

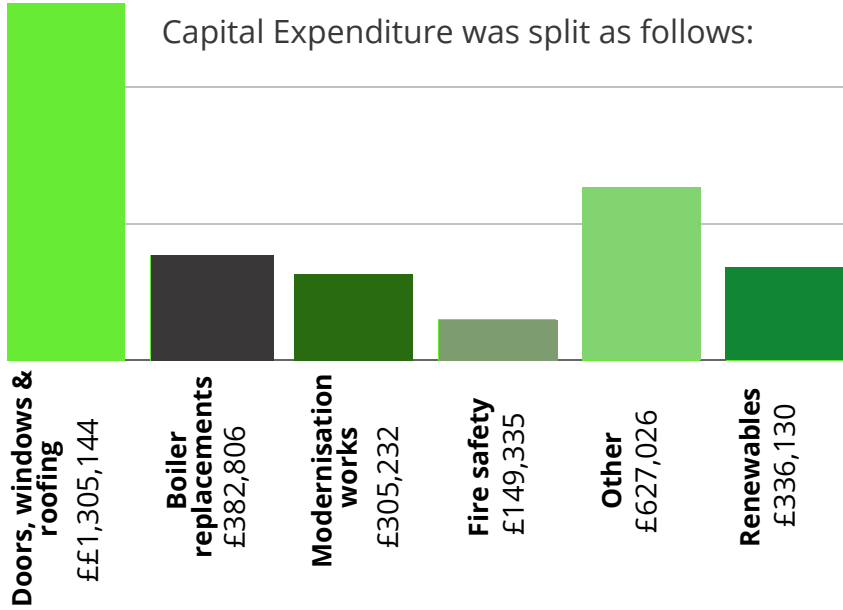
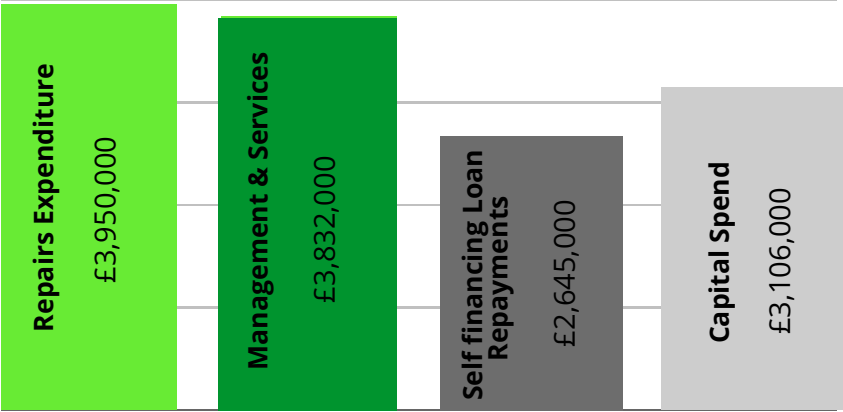
This is the interest on our cash balances that we hold throughout the year

## Maintenance - Additional Works

This is where building services work outside of the general maintenance programme, e.g. handyman service

## Other Income

The main element is the income related to the contract we have with Anesco re. the solar panels installed on a number of our properties



## Repairs Expenditure

Mainly salaries, materials, contractor spend on the main building services areas which are generally categorised as: empty properties, disabled adaptations, planned and responsive maintenance

## Management & Service

This is largely relating to housing management spend and other non-operational building services expenditure, e.g. grounds maintenance, estate management, ASB, management and finance

## Capital Spend

This is the money used for the planned maintenance on our current stock, this can be roofing, windows, bathrooms etc. This is any major works to the properties

# Listening & Learning



## You Said, We did...

You asked us to improve how we grant permission for tenants to have CCTV at their home.

A CCTV policy was drafted and approved by council on the 14th December 2022. Officers are to ensure that they are acting in accordance with the policy and procedure.

You asked us to improve how MDH and window contractors provide information to a tenant on preparing for a window installation.

Clearer information is now available to the tenant to avoid confusion of what support is available e.g. moving furniture.

You asked us to raise awareness of costs associated with running a Positive Input Vent (PIV) at a Council property.

MDH's standard letter has been amended accordingly to reflect running costs of PIV

## Housing Ombudsman Service Complaints Handling Code

Did you know that it is a requirement for MDH to self-assess against the Housing Ombudsman Service Complaint Handling Code on an annual basis? The self-assessment form shows how MDH will deal with complaint handling against the Housing Ombudsman Service criteria. MDH consulted with tenants with their latest self-assessment form.

A copy of MDH's self assessment form is available online at: [www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/complaints-and-feedback/](http://www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/complaints-and-feedback/)

77

Compliments received

200

Stage 1 complaints were closed. Of these, 62 stage 2 complaints were closed

100%

of complaints were responded to on time

6.8%

the 200 complaints equates to 6.8% of our housing units

## Communication



857

Ad hoc SMS messages sent



154

SMS balance requests received



87

Responses received for new tenant satisfaction surveys with 89.7% satisfied

# What have we been up to?

56

Neighbourhood Walkabouts took place

26

Winter Warmth Club events from October to March

## 2023 Resolve ASB Awards

### TEAM OF THE YEAR AWARD

On the 31st March 2023, Mid Devon Housing was awarded Team of the Year by Resolve ASB! We take great pride in the work we do around Anti-Social Behaviour on our estates and we could not have done this without working so closely with our tenants, leaseholders and residents living on Mid Devon Housing estates, so thank you!

## Pop Up Energy Events



## Post Hill Development

In April 2022 we held the Post Hill development public engagement evening where 132 visitors attended to look at the building plans. In October 2022 the plans were given the go ahead which include one bedroom apartments; as well as one, two, three and four bedroom houses.

## Orchard Planting

MDH has been working alongside Newton Environmental Wellbeing Group (NEW) to create a community fruit orchard. On 22nd March we held an opening ceremony for the fruit orchard which was planted by NEW group and their volunteers in February.



In April 2022 we supported the Healthy Homes for Wellbeing event with Exeter Community Energy (ECOE). There were 2 pop up events in Bradninch and Lapford. Where ECOE offered free impartial energy advice. Tenants could bring along their energy bills to see how much money they could save.



## Modern Methods of Construction (MMC) Award

On the 8th September 2022 MDH won the MMC award for our modular housing development in Cullompton

## Keep an eye out for...

### Mid Devon in Bloom



Do you have a garden you are proud of? Enter our competition for the chance to win Love2Shop vouchers! Follow the link to see the categories and read the terms and conditions.

[www.middevon.gov.uk/residents/mid-devon-housing/latest-housing-news/mid-devon-in-bloom-competition/](http://www.middevon.gov.uk/residents/mid-devon-housing/latest-housing-news/mid-devon-in-bloom-competition/)

### Community Cuppa



Community Cuppa has now expanded! Find us on the first Wednesday of every month at the CREDITON and CULLOMPTON leisure centres from 10.30am until 12 noon. As usual we will be at Westfield Road Common Room in Tiverton every Thursday from 10.30am - 12 noon.

### Call for suggestions to environmentally improve your local area

We have an environmental budget which is for MDH tenants to environmentally improve their neighbourhoods. For example, we recently planted fruit trees in Newton St Cyres and we are currently working with a tenant in Willand to create a wildlife conservation area. If you want to improve your local area get in touch today. You will find our contact details at the end of this report.



# What have we been up to?

## Anti Social Behaviour Awareness Week 2022

ASB week 2022 saw a series of coffee mornings across Mid Devon at our leisure centres in Crediton, Cullompton and Tiverton. Offering drop in sessions attended by the Police so our tenants could discuss ASB in their areas.

We were also given the opportunity to do a live radio interview on BBC Radio Devon at the end of ASB Awareness Week. It gave us an opportunity to discuss our commitment to the handling of ASB complaints and to talk about the work we do with the other agencies we work with in the East & Mid Devon Community Safety Partnership (CSP)

In 2022 we also launched our new online ASB Toolkit. We recognise that it is important to ensure that our residents can live together, being respectful and tolerant of each other. The handy interactive toolkit will help our residents recognise ASB, and offers guidance on the necessary steps they may need to take to resolve matters. You can find it here: [www.middevon.gov.uk/residents/mid-devon-housing/your-neighbourhood/anti-social-behaviour-toolkit/](http://www.middevon.gov.uk/residents/mid-devon-housing/your-neighbourhood/anti-social-behaviour-toolkit/)



## Neighbourhood Walkabouts

Every spring and autumn our Neighbourhood Walkabouts take place. The visits provide an outlet for tenants to address concerns within their communities, raise issues on their estate and Mid Devon Housing staff have been able to check in, record information and complete repairs.

The 2022 spring Neighbourhood Walkabouts looked a bit different to previous years as the repairs team were also in attendance with a truck offering to dispose of any unwanted items for free. This service proved successful with the truck being filled on each of the 21 area visits.



## Meeting with Kate Dodsworth

Kate is the Director of Consumer Regulation at the Regulator of Social Housing. In December 2022 Kate joined us and our tenants to talk about the changes in social housing and what that they mean for MDH and for our tenants.



Mid Devon Housing was recognised for its work on raising awareness of the dangers of using loan sharks, with a national award from The England Illegal Money Lending Team (IMLT) and was made an accredited partner in early 2023. The first local authority to receive this status.



# Tenant Satisfaction Measures

822

Out of 2,128 tenants responded to the survey  
This is a 38.6% response rate

## What is this?

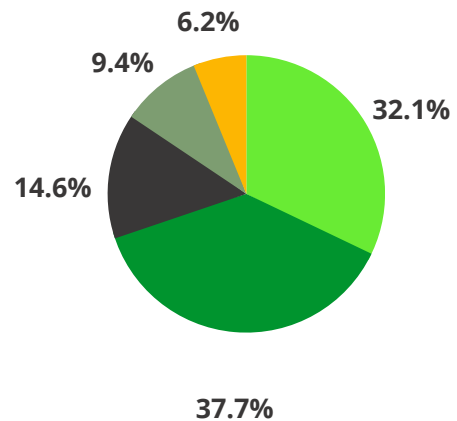
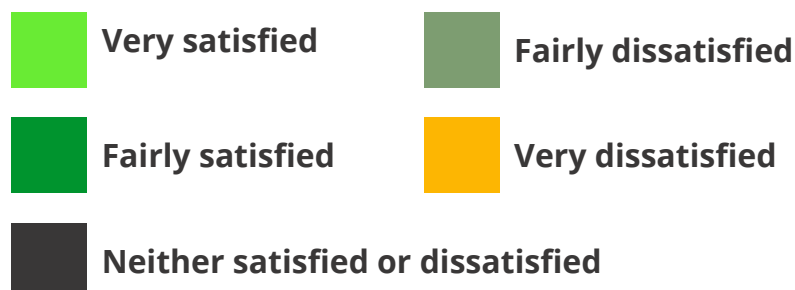
From April 2023 social housing providers must collect data on a new set of Tenant Satisfaction Measures (TSMs). These new measures have been developed as part of a new system by the Regulator of Social Housing to assess how well a social housing landlord is providing good quality homes and services.

There are 22 TSMs in total, 12 of these require landlords to conduct a tenant perception survey. You will see these referred to as 'TP01-TP12'. The remaining 10 are to do with management information measures, which measures data we have already started collecting.

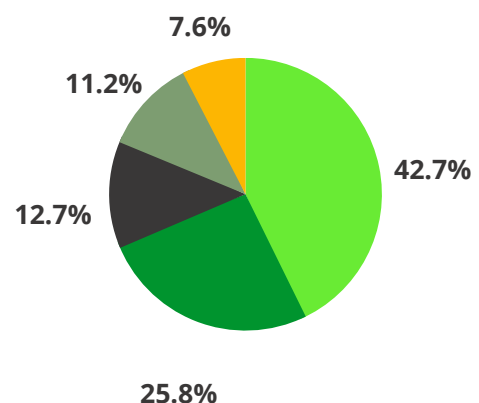
This is a survey conducted by landlords aimed at capturing tenants' general views of landlord performance. This type of survey can happen via post, phone, face to face or online.

## What happens now?

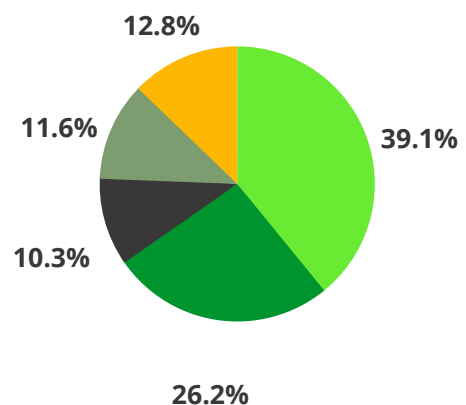
You may remember at the end of 2022 we conducted a survey asking you a series of questions from the condition of the home you live in to how well you think Mid Devon Housing listens to you. Here we have outlined the results of that survey so you can understand how, as a social housing landlord, we are currently performing. Towards the end of 2023 we will be conducting another survey like this one which will be the official data submitted to the Regulator to be published in Autumn 2024.



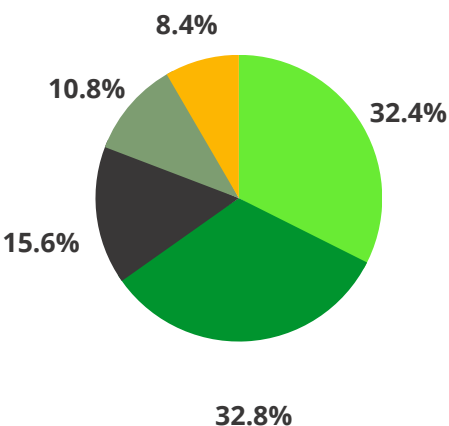
TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mid Devon Housing?



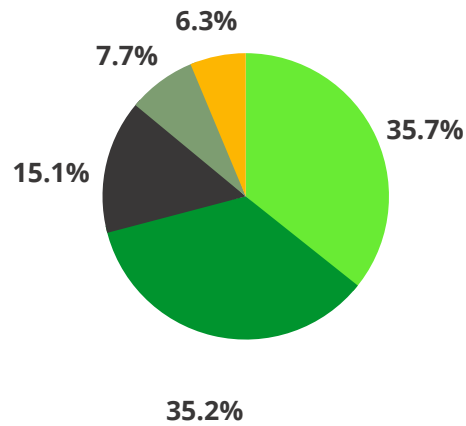
TP02: How satisfied or dissatisfied are you with the overall repairs service from Mid Devon Housing over the last 12 months?



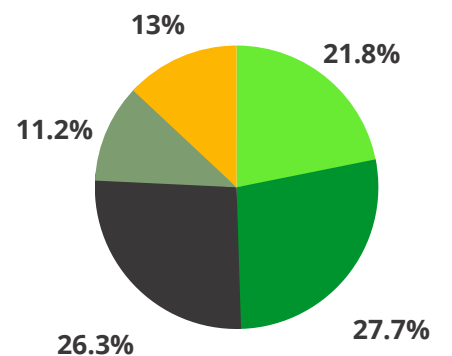
TP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



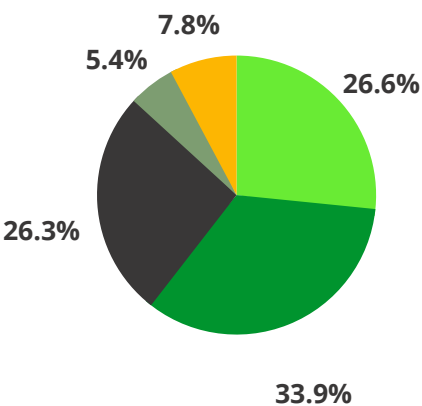
TP04: How satisfied or dissatisfied are you that Mid Devon Housing provides a home that is well maintained?



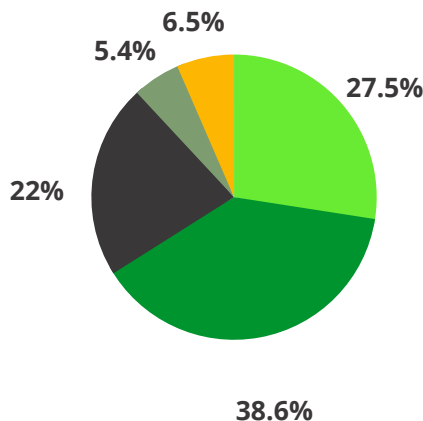
TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Mid Devon Housing provides a home that is safe?



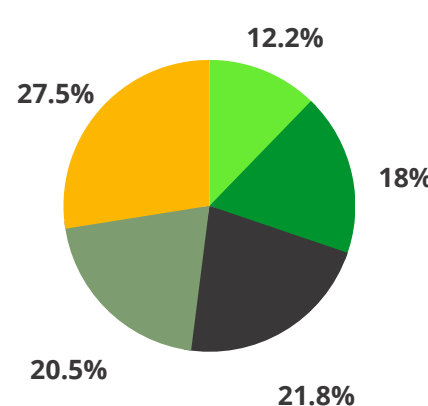
TP06: How satisfied or dissatisfied are you that Mid Devon Housing listens to your views and acts upon them?



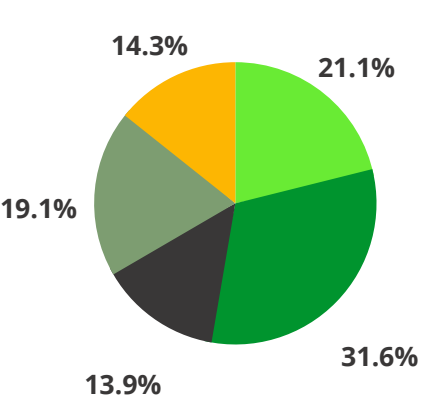
TP07: How satisfied or dissatisfied are you that Mid Devon Housing keeps you informed about things that matter to you?



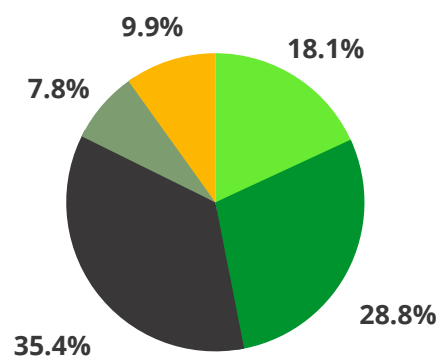
TP08: To what extent do you agree or disagree with the following “Mid Devon Housing treats me fairly and with respect”?



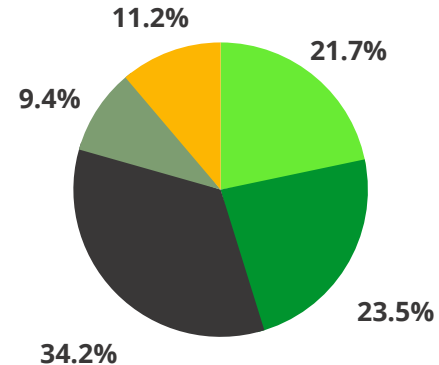
TP09: How satisfied or dissatisfied are you with Mid Devon Housing’s approach to complaints handling?



TP10: How satisfied or dissatisfied are you that Mid Devon Housing keeps these communal areas clean and well maintained?\* Asked to only those that answer yes to living in a building with a communal area



TP011: How satisfied or dissatisfied are you that Mid Devon Housing makes a positive contribution to your neighbourhood?



TP12: How satisfied or dissatisfied are you with Mid Devon Housing’s approach to handling anti-social behaviour?

# Tenant Satisfaction Measures

## What are we doing with the results?

When we conduct the official survey later on this year, the data will be sent onto the Regulator of Social Housing who then publish this alongside the data from other social housing landlords that have over 1,000 properties. You will be able to see how we are performing against other landlords.

The data from the pilot survey is being used to improve our service and we will continue to use the data in this way each year. You may remember we also included a question at the end of the survey asking you 'What type of tenant involvement activity may interest you and that you would like us to offer?' Your survey answers have informed our 'You Said, We Did' campaign and you will find some examples of this below. We are committed to working with tenants and hearing what you have to say so taking part in this survey each year will help inform the changes needed to improve our service.

## You Said, We Did

'Competitions for the best gardens or garden of the month or similar'

We have recently launched our gardening competition 'Mid Devon in Bloom'. Find out more here: [www.middevon.gov.uk/residents/mid-devon-housing/latest-housing-news/mid-devon-in-bloom-competition/](http://www.middevon.gov.uk/residents/mid-devon-housing/latest-housing-news/mid-devon-in-bloom-competition/)

'I would like to have access to an open and frank forum where one could have an input to how things are done, and what we, as tenants, can do to make things better'

We are currently recruiting tenants for a damp and mould focus group. If you could like to get involved please get in touch. Please also keep an eye out for more tenant led focus groups coming up this year.

Maybe having an drop in session for an informal chat with a member of staff would be a good idea'

We have rebranded our Winter Warmth Club to Community Cuppa and have expanded to both the Crediton and Cullompton leisure centres on the first Wednesday of every month so that tenants can meet with housing officers to discuss any issues they may be facing.

'Regular questionnaires for residents to write their opinions and what matters to them'

We have a new online platform launching this year which will give tenants the opportunity to complete surveys and express opinions on our housing news. We will share more information on this soon.

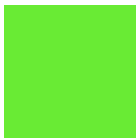
'Better cleaning of the communal areas'

A cleaning contractor started in January 2023 who now cleans the internal communal areas in blocks of flats once a month.



# How can you get involved?

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. Use the key to determine how much time you would need to dedicate for each way that you can get involved.



Higher level of time



Medium level of time



Low level of time



Information only

## Social Media



Follow us on Twitter and Facebook so you can keep updated with the latest housing news and advice

## Website



We signpost to relevant pages on our website using social media platforms.

## Annual Report



Every year we produce and publish this report which reflects on our performance and achievements over the year. Even just reading it is getting involved!

## Consultations



A great way to be involved in any future changes that may have an impact on your home or neighbourhood.

## Join Tpas - an online engagement platform for tenants across the UK



Visit [www.tpas.org.uk/member-search?fbclid=IwAR0rtKjKmc-52r6l2ZiABkwkFc-oR9L1LV82Dml6tstsvvCPb6kw1Rz750M](http://www.tpas.org.uk/member-search?fbclid=IwAR0rtKjKmc-52r6l2ZiABkwkFc-oR9L1LV82Dml6tstsvvCPb6kw1Rz750M) and search 'Mid Devon' to register yourself and gain access to newsletters, training opportunities and lots more.

## Neighbourhood Walkabouts



Meet with our housing officers twice yearly and join them on an estate walkabout. It is a great way to engage in your local area.

## Communal Inspections



Communal inspections are conducted on a monthly basis to ensure that areas are clean, safe and free from potential fire hazards. Speak to your neighbourhood officer if you see them whilst out.

## Scrutinise our performance



Residents would have an opportunity to undergo training in order to effectively scrutinise performance and make recommendations for improvements to the service.

## Focus Groups



When there is a common topic or theme identified we hold focus groups to gather feedback, develop ideas and create change.

## Champion Roles



### Complaints Champion:

You will actively review our approach to complaints we receive from our tenants, residents and leaseholders. You will work with the housing team to look at complaints, ensure we are being fair, are putting things right and learning from outcomes. You will have a desire to promote positive service development. You can expect to attend quarterly meetings lasting 1 hour.

### Estates Champion:

The Estate Champions role involves the monitoring of grounds maintenance, and if applicable, communal cleaning and communal fire alarm testing, in your area. You will be asked to carry out inspections and report back to Mid Devon Housing once a month. This will take 1 - 2 hours of your time each month.

### Zero Carbon Champion

To work with MDH in our commitment to achieving zero carbon by 2030. 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. You can expect to attend quarterly meetings lasting 1 hour.

### Publications Champion

Work with our teams on our resident publications including our Housing Newsletter and Annual Report. You can expect to attend quarterly meetings lasting 1 hour.

# Help and Advice

Ask your Income Neighbourhood Officer for advice on options in relation to the cost of living increases which we are aware are currently impacting all of our customers, we aim to see how we can help every individual. We work with the following agencies in order to help:

- CHAT – Churches Housing Action Team - Housing, debt and money advice [www.chatmid.org](http://www.chatmid.org) - 01884 255606 or 0800 0590104
- Navigate - [www.navigatecharity.org.uk](http://www.navigatecharity.org.uk) 01823 299050
- Citizens Advice Bureau - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) 0800 144 8848
- AGEUK – nationally - [www.ageuk.org.uk](http://www.ageuk.org.uk) 0800 678 1602
- National Debt line, who offer free advice [www.nationaldebtline.org](http://www.nationaldebtline.org) 0808 808 4000

## Help in the Community: What is available in your area?

**Bradninch:** St Disens hall Wednesday Welcome – every Wednesday 10am-2pm. Hot drinks and home baking, free to all. The Baptist Church, Millway open every Thursday for breakfasts and lunches.

**Crediton:** There are a number of warm spaces on offer in Crediton. Lots provide warm drinks and some provide food. View the locations and days of the week [here](http://www.crediton.gov.uk/Facilities/Crediton-Warm-Spaces.uk): [www.crediton.gov.uk/Facilities/Crediton-Warm-Spaces.uk](http://www.crediton.gov.uk/Facilities/Crediton-Warm-Spaces.uk)

**Cullompton:** Cullompton Community Centre - Women's craft morning, craft materials, hot drinks and lunch provided (free). Mondays 10-12.30pm. Cullompton Community Centre - Silver tops, over 60s tea coffee and games. Fortnightly on Mondays 2-4pm.

**Tiverton:** Sunningmead Community Centre offer free lunch on the go every Friday 11am-1pm.

### Community Fridges in Mid Devon:

Uffculme Community Fridge – Uffculme Surgery

Silverton Community Fridge - By the community hall

Tiverton Community Fridge - Tiverton Library

Bradninch Community Fridge - Foyer of Bradninch Baptist Church

Crediton Community Fridge - Crediton Library

## Household Support Fund

Mid Devon District Council has been given funding from the UK Government to help support those who are struggling to afford food and energy bills. When our allocated fund has been spent the scheme will close.

This fund will run from May to September 2023. A separate fund will run from October 2023 to March 2024. Find out how to apply here:

<https://www.middevon.gov.uk/do-it-online/benefits/household-support-fund/>



### Get 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](mailto: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](http://www.ecoe.org.uk/healthy-homes-wellbeing)

### STOP LOAN SHARKS Intervention . Support . Education

If you have borrowed from a loan shark or are worried about someone else, please get in touch with Stop Loan Sharks:

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

Website: [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

Mobile Phone App - Stop Loan Sharks

Text - 07860 022116

# A few words from Mr RT

*A tenant of MDH who is also an Estate Champion for his area.*

"I moved to my current location in October 2002, following a recommendation from my doctor where I previously lived. When I came to look at the property, I was instantly impressed with the location (being tucked away at the end of a close, in a smallish village) with a stream and hills in front of me. The property itself is twice as large as the flat I moved from and ideal for a single disabled person. Since I have been here the council have updated the heating system (twice), they have upgraded the kitchen, converted the bathroom into a wet room/shower room and installed an access ramp up to the front door.

When I heard about the new "estate champion role", I was very interested about this and requested further information and how I could be appointed, as I felt it would be a way of saying thank you to the council for all their help and assistance over the past 20+ years".

## And finally...

We would like to welcome to our new lead Councillor with responsibility for housing following the Council elections in May - Councillor Simon Clist, Cabinet Member for Housing and Property.

Cllr Clist was first elected to Hemyock Parish Council in the 1980's and his family have lived in the area for over 500 years. He is a farmer, gives talks on agriculture and sometimes lectures on this subject too. He is a passionate believer in the democratic process and champions peoples rights, views and complaints.

Contact details: [sclist@middevon.gov.uk](mailto:sclist@middevon.gov.uk)



## Getting in touch

### Your feedback is important to us

If you would like to discuss anything featured in this report or you'd like to get involved in a future issue, please get in touch



01884 255255



[tenantinvolvement@middevon.gov.uk](mailto:tenantinvolvement@middevon.gov.uk)



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