

Mid Devon Housing News



@MidDevonHousing



Autumn
2025
Edition
13

As the leaves change colour and the air becomes cooler, we have some updates and events to share with you.

Autumn Highlights

- October marked the implementation of Awaab's Law, which is set to improve tenant rights and living conditions.
- Our Operations Manager was named as one of Housing Today's Housing Champions of 2025.
- We've been working hard to get your new Tenancy Agreement launched following consultation. Visit page 8 for more updates

- Be sure to check out our highlight on the Mid Devon in Bloom winners. Our talented gardeners and community participants have genuinely brightened our community with their commitment and creativity.
- Additionally, we are hosting the Tenant of the Year Award. You can find details on how to get involved and nominate the shining stars in your community in this edition of the MDH Newsletter!

So, keep reading to discover what Mid Devon Housing has been up to. Stay warm and enjoy this lovely season!

Mid Devon resident creates crocheted poppies for Remembrance Sunday

Myra, a dedicated tenant of Mid Devon Housing, has been channelling her creativity into the Woolly Poppy Project organised by Heathcoat Fabric Retail Shop. Her nimble fingers have been tirelessly crocheting poppies, each stitch a symbol of remembrance and community spirit.

Myra's handcrafted poppies are not only a tribute to those who served but also a testament to her passion for contributing to meaningful causes. A huge well done to Myra for taking part in such a valued community project.



REQUESTING THIS NEWSLETTER IN AN ALTERNATIVE FORMAT

Do you need this newsletter in large print? Does your neighbour need a translated copy? Please contact our Tenant Involvement team on 01884 255255 or tenantinvolvement@middevon.gov.uk

Neighbourhood Walkabouts

We recently completed our autumn neighbourhood walkabouts. A big thank you to everyone who took part, your time, insights and company made them a great success. During the walkabouts our team visited all of our streets and estates across the district to check for repairs, inspect gardens, ensure neighbourhoods are safe, and met with tenants to hear views and discuss concerns. These visits are a key part of how we maintain our commitment to safe, well kept and thriving communities.

Whether you joined a walkabout, pointed something out, shared your views or simply welcomed us into your neighbourhood, your input matters - It helps us spot issues early and prioritises the right work to meet your needs. We'll be back again in the spring, keep an eye on our website and Facebook for updates!



COMMUNITY CUPPAS

We host a series of coffee mornings where tenants can drop in, speak to a member of the team and enjoy a cuppa. Report repairs, raise complaints or pop by to meet your neighbours.

Our Tiverton cuppa has changed, we now only host on the 2nd Thursday of the month. See times and location below.

CREDITON

1st Wednesday of the month

10.30am - 12.00pm

Elephant on The Green
14 St Lawrence Green,
Crediton,
EX17 3LL

CULLOMPTON

1st Friday of the month
10am-11.30 am

Cullompton Community
Centre
Pye Corner
Cullompton
EX15 1JX

TIVERTON

2nd Thursday of the month

10.30am - 12.00pm

Westfield Road Common
Room, Tiverton
EX16 5EU



Police community engagement events

We have been actively engaging with our local community, collaborating with the Mid Devon policing teams and their wonderful PCSO's (Police Community Support Officers) in various locations across the district. These events have offered a fantastic opportunity for residents to connect with their local officers, express their concerns and discover the resources available to them. Be sure to check our Facebook page for updates on where we'll be joining them next, and feel free to come by and say hello!

Housing Operations Manager named in Housing Today's Top 30 Housing Champions

Mid Devon Housing's very own Operations Manager, Mike Lowman has been named as one of Housing Today's Housing Champions of 2025.

Starting out over 35 years ago as a plumbing apprentice at Mid Devon District Council, Mike has worked his way up through a wide variety of roles.

Mike's journey shows his commitment to improving housing services and benefiting tenants. Mike has been crucial in advocating for affordable housing and ensuring access to quality homes. His leadership has made Mid Devon Housing a sector model and he remains vital in shaping the region's housing future.



Pre-Payment Meter Fuel Voucher Scheme (CAB)

If you have prepayment meters and can't afford to top them up, we can help. We may be able to give you fuel vouchers, and our specialist energy team can help you find ways to save money on your household bills. Call 01237 879 233 or email fuelvouchers@ruraldevoncab.org.uk

Social Tariffs

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband. For further information and to see what is available check out: www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs

Household Support Fund

The Council has been given funding from the UK Government to help support those who are struggling to afford food and energy bills this summer/winter. This fund will run from the 18 July 2025 to the 31 March 2026, or earlier if the funds run out.

Please see the following website for more information and details on eligibility and how to apply: <https://www.middevon.gov.uk/do-it-online/benefits/household-support-fund>



Meet the Team



Left to right:
Charlotte, Tina, Melissa, Larisa, Shannon

We are excited to introduce our new Housing Management Apprentices! These talented individuals are eager to learn and contribute to our team. They bring fresh perspectives and enthusiasm, and we are confident they will make a significant impact as they develop their skills in housing management. Please join us in welcoming them to Mid Devon Housing.

We'd also like to introduce Tina, our new dedicated Tenancy Manager. Tina is responsible for overseeing all aspects of tenancy management, ensuring that tenants have a smooth and positive experience. Her expertise and attention to detail make her a valuable asset to our team, always ready to assist with any enquiries or issues that may arise.

FUN FACT

Charlotte: I love to read. I have read 32 books so far this year!

Shannon: I love to bake, paint and learn random facts.

Tina: I love to bake and I love dogs!

Melissa: I'm good at ice skating.

Larisa: I love flowers and cats.



Mid Devon in Bloom: Our winners and runners-up!



This year's Mid Devon in Bloom competition was a tremendous success, featuring a record number of participants. Additionally, we introduced a new category, 'Best Edible Garden' which garnered enthusiasm from our green-fingered gardeners, who wowed us with their outstanding produce. Those who were awarded 1st prize scooped a £50 Love2Shop voucher with our runners up bagging a £15 voucher to spend on something lovely for themselves or their glorious gardens; a huge well done to all of our wonderful tenants who took part!



Fancy a chance of taking the top spot and winning a Love2Shop voucher? Then look out for next years Mid Devon in Bloom competition and get your gardens ready for the challenge!



A Few Words From Our Tenant Sustainability Rep....

My name is Eve and I live in Crediton, in Brays Close. I feel very fortunate to wake up each morning to the sound of birds singing outside my flat, with a lovely area of woodland nearby.

I have a bird feeding box attached just outside my sitting room window, which I regularly top up with wild bird food. It's a real pleasure to watch the birds come and go and to know I'm helping to support them.

Recently, I contacted the Council to ask about the nearby woodland area — who is responsible for it, and what is being done to preserve and maintain it. I'm particularly interested in how we can care for the local wildlife, such as by providing bird boxes and other habitats. The Tenant Involvement Team at Mid Devon Housing let me know that they have funding available for us to apply for to enhance our communities and I encourage anyone interested to give it a go and help to improve our spaces.

Eve - MDH Tenant Sustainability Rep

If you have a suggestion and would like to apply for funding, scan the QR code and fill out the survey or you can email tenantinvolvement@middevon.gov.uk. Please note that any changes or proposals must follow a consultation process that MDH will organise on your behalf.



Anticipating a prosperous 2026 for our Zedpod developments

We are excited for a successful 2026 with our Zedpod initiatives in the Mid Devon area, and we have some very exciting projects coming up.

Our cutting-edge housing solutions tackle the increasing demand for affordable and sustainable living options. We have pinpointed several strategic locations for Zedpod projects to improve accessibility and minimise environmental impact.

Keep up to date with progress on our development hub over at Let's Talk Mid Devon.



MDH Development Hub

Did you know MDH has an online development hub where you can find all the information on current and proposed development sites?

Head over to
letstalk.middevon.gov.uk/mdh-development-hub



Completion dates are subject to change, due to factors that are outside of our control



EASTLANDS, HEMYOCK

This development consists of 5 properties in total, 2 x 3 bedroom houses and 3 x 2 bedroom houses. The completion date is set for January 2026.

JAN 26



BEECH RD, TIVERTON

This development consists of 8 flats in total, 4 x 1 bedroom and 4 x 2 bedroom. The completion date is set for March 2026.

MAR 26



SYCAMORE RD, TIVERTON

This development consists of 13 properties in total, 3 x 2 bedroom houses and 10 x 1 bedroom flats. The completion date is set for March 2026.

MAR 26



SCHOOL CLOSE, BAMPTON

This development consists of 18 properties in total, 4 x 4 bedroom houses, 2 x 3 bedroom houses, 2 x 2 bedroom houses and 10 x 1 bedroom houses. The completion date is set for March 2026.

MAR 26



SOMERLEA, WILLAND

This development site consists of 7 x 3 bedroom houses. The completion date is set for April 2026.

APR 26



HONITON RD, CULLOMPTON

This development consists of 2 x 2 bedroom houses. The completion date is set for April 2026.

APR 26

Successful Tenant Led Proofreading Session at Phoenix House

We recently collaborated with a group of our tenants to update our Tenant Handbooks. This involved their participation in proofreading the materials and sharing their insights on potential changes and improvements. The session took place at Phoenix House in Tiverton, where tenants were invited to join our Tenant Involvement team in reviewing the literature.



'Just to say thank you, very informative, also thank you again for the coffee and biscuits too' - Val, MDH Tenant

Energised by hot beverages and biscuits, the gathering was a wonderful success, offering us invaluable feedback on how to enhance our material for our residents. A heartfelt thank you to everyone who participated.

Tiverton Library Warm Space with The Rotary Club

This year Tiverton Library will be a designated 'Warm Space' over the Autumn/Winter 25-26 period ran in collaboration with The Tiverton Rotary Club.

The 'Warm Welcome' drop in mornings began on Friday 31st October and provide a safe space for locals to grab free drinks and snacks. There is also access to a coat rail for those in need to take something warm to wear or for anyone to drop in and donate items to keep the rail topped up. The Warm Welcome mornings take place every **Friday, 10am-12pm in Tiverton library and will run until March 2026.**

There are many activities at Tiverton Library for adults and children all year round. It's free to join, and borrow books, as well as attend many of their activities. Pop in to the library on Phoenix Lane, call 01884 244644 or follow them on Facebook to find out more.



Nominate your community stars!

We are excited to announce the launch of our Tenant of the Year Award at Mid Devon Housing! We can't wait to see your incredible entries and nominations for the outstanding MDH tenants who go above and beyond for their communities.

This award honours those who positively impact their neighbourhoods. Nominate a tenant known for kindness, community spirit, being a fantastic neighbour or for any other celebratory reason you can think of.

The winner receives special recognition and a £100 prize.



TENANT OF THE YEAR AWARD

✨ **Nominations Now Open!** ✨

You can either nominate by visiting the following link: letstalk.middevon.gov.uk/tenant-of-the-year

Or by emailing the Tenant Involvement team to request a nomination form and returning it to tenantinvolvemnet@middevon.gov.uk.

You can also give us a call to request a form to be posted to you and you can return the form to us by dropping it in to Phoenix House or by posting it back to us at: Tenant Involvement, Mid Devon Housing, Phoenix House, Phoenix Lane, Tiverton, EX16 6PP

Nominations need to be received by the 12th December



Residents' Survey 2025

The Mid Devon Residents' survey is live for 2025.

Share your thoughts with the Mid Devon District Council on what matters to you, including your priorities and the services you'd like to see safeguarded. This is your opportunity to make your voice heard.

- Scan the QR code below to participate in the survey
- Alternatively, visit Let's Talk Mid Devon: letstalk.middevon.gov.uk/resident-survey-2025

The survey will remain open until 8th December 2025. Don't miss your chance to contribute.

RESIDENTS' SURVEY NOW OPEN

YOUR COMMUNITY, YOUR SAY

Complete online or request a paper copy. Survey closes 8 December 2025.



Policy Updates

We continuously evolve our policies to reflect best practice and community needs so we can ensure the sustainability and effectiveness of social housing within MDH. Our policies aim to assist tenants and service users to understand how MDH will create sustainable communities, manage our neighbourhoods, shared spaces and homes, provide safe and well maintained homes, and treat tenants with fairness, courtesy and respect. Below are some of our most recent policy updates.

Tenancy Agreement

After consulting with tenants in the summer, the new tenancy agreement went to Cabinet for final approval on the 4th November 2025. We are pleased to announce this has been approved and we now aim to launch the new agreement on the 10th December 2025.

Thank you for all of your comments during the consultation period. Secure tenants will receive a 'Notice of Variation' in November which gives tenants 28 days notice that the new agreement will be launched. You don't need to do anything, the letter is simply to let you know that we are officially changing the terms and conditions of your tenancy agreement. A copy of the tenancy agreement can be found on our website at www.middevon.gov.uk or you can scan the QR code.



Mobility Scooter Policy

On the 29th October 2025, our new Mobility Scooters in Flats Policy was adopted by Council after a consultation period with tenants. At Mid Devon Housing, your safety and the safety of your neighbours is our priority. Proper storage and safe charging of mobility scooters are essential for preventing fire risks and keeping shared areas, emergency routes, and exits clear at all times. If you live in a flat, you must get permission from Mid Devon Housing before purchasing a mobility scooter. This ensures it can be stored and charged safely within your home.

If you live in a house or bungalow, you do not need permission. However, you are responsible for making sure your scooter is stored safely and does not cause a hazard or nuisance to others in your community. For more information visit our website: www.middevon.gov.uk/residents/mid-devon-housing/your-home/mobility-scooters/

You said We did

If you have a complaint or feedback you think we could learn from, you can log this on my.middevon.gov.uk/ or call 01884 255255



Following the investigation into a complaint, we learned that we need to improve our no access process for missed heating related appointments. We are currently addressing this process prior to our new heating contract which will come into force in April 2026.

Damp & Mould

Is your property suffering with damp or mould? Take our survey below to help us improve our approach to tackling the issue. If you require a paper copy, contact us using the details provided at the end of this newsletter

forms.office.com/e/MnNhmgz1sX



Cost of heating and fuel poverty

With the continually rising cost of living, many individuals are finding it challenging to afford adequate heating for their homes. This situation can lead to the development of black mould.

If you're facing difficulties with heating costs, we can connect you with the appropriate resources to ensure you're receiving all available financial support. Additionally, we can arrange a heating familiarisation visit to help you maximise the efficiency of your heating system.

Top Tip: Many people hesitate to open windows for fear of losing valuable heat. However, strategically opening windows can allow stale, moist air to escape while letting in clean, dry air, which can be easier to heat.



Helpful
Tips



Visit our YouTube channel or scan the QR code for helpful damp and mould tips and advice.

Tips for reducing moisture and mould

- Wipe moisture from surfaces and windows immediately.
- Treat mould with a fungicidal solution and dry clean affected clothing. Avoid bleach.
- Keep a clutter-free home and don't overload storage.
- Keep furniture away from external walls, leaving a 3-inch air gap.
- Avoid drying laundry indoors; if necessary, use the bathroom or kitchen with the fan on and door closed. Try not to use radiators to dry your clothes.
- Keep doors closed during and after kitchen or bathroom use, with fans on or windows open.
- Ventilate daily by opening windows for 5-20 minutes.
- Maintain a consistent temperature: 18°C-21°C during the day, at least 15°C at night.
- Avoid propane heaters as they generate moisture.
- Clean regularly to prevent build-up.
- Use a dehumidifier if needed.
- Keep window vents (trickle vents) open for airflow.

Awaab's Law

What is it?

Awaab's Law is a new housing law which came into effect on 27th October 2025. The law is named after Awaab Ishak, a two-year-old boy who tragically died in 2020 due to prolonged exposure to mould in his home. It has been introduced to ensure social landlords respond quickly and effectively to serious housing hazards, especially damp, mould and emergency repairs.

Implementation of Awaab's Law

Phase 1 - From 27th October 2025

Social landlords must:

- Investigate significant damp and mould hazards within 10 working days.
- Provide written findings within 3 working days of the investigation concluding.
- Make the home safe within 5 working days if a health risk is confirmed.
- Complete follow-up repairs within 12 weeks if immediate action is not possible.
- Respond to emergency hazards (e.g. unsafe electrics, fire risk) within 24 hours.

Phase 2 - Expected in 2026

The law will expand to cover a wider range of housing hazards including:

- Excess cold and heat
- Falls
- Structural collapse
- Fire risk
- Electrical hazards
- Hygiene related hazards

Social landlords will be expected to meet similar time bound duties for these issues, though details are still being finalised by Government.

How to report a potential hazard

Contact the Repairs team by calling 01884 255255 or emailing repairs@middevon.gov.uk. Provide your name, contact number, a description of the issue (photos also help), and let us know if there are any vulnerabilities in the household and we'll take it from there.

What the law means for you

As a tenant, you now have new legal protections and stronger rights under Awaab's Law. If your home has a potential hazard such as damp or mould, or an emergency safety issue, the Council must follow specific, legally-enforced timescales to investigate and resolve the problem.

Phase 3 - Expected in 2027

Awaab's Law will extend to cover all remaining hazards listed under the Housing Health and Safety Rating System (HHSRS), except overcrowding.

Need help?

If you're concerned about damp, mould or repairs in your home, please contact us:

- 01884 255255
- repairs@middevon.gov.uk
- Visit us at Phoenix House, Phoenix Lane, Tiverton, EX16 6PP.

Your responsibilities

While MDH is responsible for identifying and fixing hazards, your cooperation is essential to help us act quickly and effectively:

- Allow access: Please provide access to your home for inspections and repair work. Missed appointments can delay action and increase risk.
- Cooperate with guidance: Follow any advice given by our teams or contractors to help prevent or reduce issues. For example, using ventilation systems properly or reporting early signs of damp.
- Report promptly: Don't wait - if you notice mould, leaks, or any other hazard, let us know as soon as possible.

RECIPE CORNER

Do you have a delicious recipe you'd like to contribute to an upcoming edition of the newsletter? Please get in touch with us using the contact details provided at the end of this newsletter.

Creamy Tomato Soup

Ingredients:

1kg ripe tomatoes
1 medium onion
1 carrot
1 celery stick
2 tbsp olive oil
2 tsp tomato puree
a pinch of sugar
1.2L of hot vegetable stock

Method:

- 1) Prepare your vegetables. Cut tomatoes into quarters and slice off any hard cores. Peel the onion and carrot. Chop the onion, carrot and celery stick into small pieces.
- 2) Add the olive oil into a large pan and put on low heat. Tip in the onion, carrot and celery and mix together with a wooden spoon. Cook for 10 minutes and stir regularly.
- 3) Add the tomato puree, tomatoes and sugar to the pan. Stir to mix it together, put the lid on and leave on low heat for 10 minutes.
- 4) Slowly add the hot stock while stirring the mixture. Turn the heat up high and wait until everything is bubbling. Then turn down to low and cook for 25 minutes.
- 5) Pour the mix into a blender and blitz until the soup is smooth. Pour the pureed soup back into the pan and reheat on medium for a few minutes. Then serve!

Cosy Apple Crumble

Ingredients:

575g Bramley apples
2 tbsp golden caster sugar (for the apples)
175g plain flour
110g golden caster sugar
110g cold butter

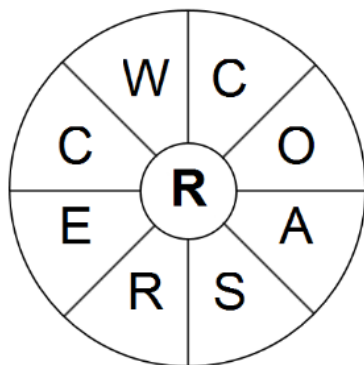
Method:

- 1) Heat the oven to 190C / 170 fan / gas 5.
- 2) Toss 575g of peeled, cored and sliced Bramley apples with 2 tbsp golden caster sugar and put in a 20cm square dish. Flatten down with your hand to prevent too much crumble falling through.
- 3) Put 175g plain flour and 110g golden caster sugar in a bowl with a good pinch of salt.
- 4) Slice in 110g cold butter and rub it in with your fingertips until the mixture looks like moist breadcrumbs. Shake the bowl and any big bits will come to the surface - rub them in. Alternatively, pulse in a processor until sandy.
- 5) Pour the crumb mix over the apples and use a fork to even out. Press with the fork so that the crumble holds together and goes crisp.
- 6) Set on a baking tray and bake for 35-40 minutes, or until the top is golden. Leave to cool for 10 minutes. Then serve!

Just for Fun...



Autumn Word Wheel



This Autumn themed word wheel is made from the letters in the word SCARECROW. Try and make as many words of any length as you can from these letters. You can only use each letter once, and each word must include the letter R.

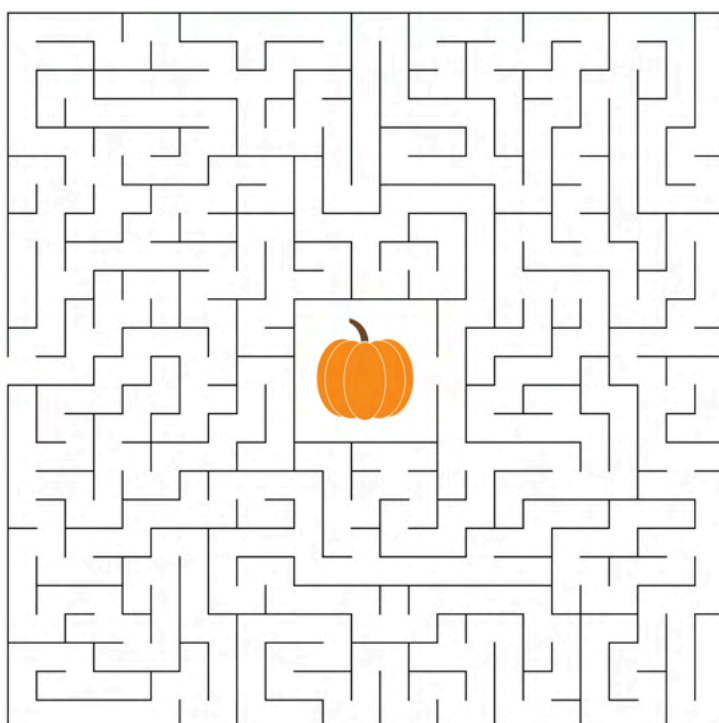
Autumn Word Search

U	M	B	R	E	L	L	A	T	Z	A	B	E	E	R
C	Q	G	A	S	C	H	N	P	U	M	P	K	I	N
X	O	N	U	C	U	Y	J	R	C	V	T	L	L	C
W	E	R	Q	H	O	X	R	S	S	O	I	O	A	K
L	U	O	N	N	F	R	F	Z	C	G	Z	K	I	P
J	A	C	R	I	E	O	N	O	N	H	X	Y	H	D
M	X	N	X	C	D	I	A	C	L	D	O	T	K	H
I	A	M	T	N	H	R	S	S	Y	I	V	O	J	A
I	R	P	Z	E	X	A	A	O	W	E	A	U	L	R
Y	C	S	L	M	R	W	R	P	C	E	M	G	T	V
P	N	O	D	E	Q	N	R	D	E	T	A	J	E	E
W	M	O	F	G	O	L	D	E	N	T	O	T	B	S
S	Q	U	A	S	H	A	U	T	U	M	N	B	E	T
B	O	N	F	I	R	E	H	H	J	U	B	E	E	R
N	V	A	F	I	O	H	E	D	G	E	H	O	G	R

ACORN	COZY	LANTERN	PUMPKIN
AUTUMN	FOLIAGE	MAPLE	SCHOOL
BEER	GOLDEN	OAK	SQUASH
BONFIRE	HARVEST	OCTOBER	SWEATER
CORN	HEDGEHOG	ORCHARD	UMBRELLA

Pumpkin Maze

Start



Get Involved

We want residents to be at the heart of everything we do. 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 below to get in touch with our Tenant Involvement team if you have any questions or you would like to volunteer.



The quickest way you can get involved? Follow us on Facebook. Here we advertise our events, share news, updates and helpful information Monday-Friday. Did you know you can also report repairs to us via Facebook messenger?

Tenant Resident Associations

A TRA is a group of residents who come together to represent the shared interests of those who live in a local area or community. Do you want to set one up in your area? Get in touch using the details at the bottom of this page

Become a Tenant Rep

Tenant representative 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 roles available (more than one person can be involved in each role).

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 and ensure we are being fair, are putting things right and learning from outcomes.

ESTATES

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

SUSTAINABILITY

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

We are looking for tenants to join our Tenant Satisfaction Measures focus group

Focus groups are an opportunity for residents to review specific policies and topics. We will hold focus groups with residents, when there is a topic or common theme identified, we will gather your feedback, develop an idea with you and make changes.

We want to discuss our latest Tenant Satisfaction Measures results with tenants. If you are interested in joining a focus group to discuss the TSMs, please get in touch with Tenant Involvement using the details below.

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



Phoenix House, Phoenix Lane,
Tiverton, EX16 6PP