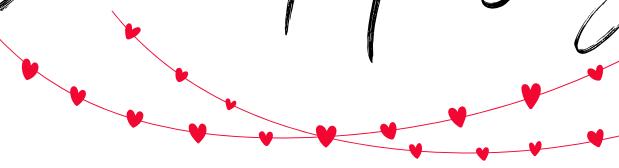


Mid Devon Housing

News



@MidDevonHousing



Winter
2025/2026
Edition

14

Welcome to the Winter 2025/26 edition of Mid Devon Housing News. We hope it finds you safe and well after the challenging storms we've experienced across Devon recently. We know the severe weather has caused disruption for many, and we want to thank our tenants and communities for their patience, resilience and support for one another during this time.

This newsletter brings a round-up of updates, celebrations and helpful information to take us into the new season. We're delighted to share the achievements of our Tenants of the Year, highlight upcoming training and community opportunities, and update you on the progress of new developments.

Celebrating Our Tenants of the Year

Mid Devon Housing is delighted to announce this year's Tenants of the Year Award winners: Mr. and Mrs. Foxford (pictured top right with Cllr Lock, Cabinet Member for Housing, Assets and Property Services) and Mrs. Boult (pictured bottom right). Each of them were nominated by their neighbours for consistently going above and beyond within their communities offering their time, kindness and support whenever it's needed

To our winners, thank you for your generosity, your dedication, and your unwavering commitment to your community. Your efforts don't just support those around you, they inspire us all.

You'll also find guidance on staying safe at home, support available for those thinking of downsizing and ways to get involved in shaping the service we provide. Whether you join us at Community Cuppa, take part in a focus group or simply stay connected through our online updates, your involvement continues to make a real difference.

Thank you for being part of the Mid Devon Housing community. We hope you enjoy this edition as we look ahead to spring.



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

Exciting Learning Opportunities in the Housing Sector

Are you eager to expand your knowledge of the Housing Sector? Mid Devon Housing is delighted to be a part of TPAS (Tenant Participation Advisory Service), allowing our tenants to access TPAS courses at no cost to them!



Pop on over to the TPAS website (<https://www.tpas.org.uk>) and have a browse through their training and events section to see what they have to offer, or we have shared a selection of upcoming courses below that you may be interested in which are all held online. If any of their courses take your interest, feel free to reach out to us via email at: tenantinvolvement@middevon.gov.uk.

We're excited to assist you in signing up and enhancing your skills!

26th March 2026 - Equality, Diversity & Inclusion for Involved Customers

31st March 2026 - Role of Tenants on Council Housing Boards and Committees

9th April 2026 - Holding Your Landlord to Account

30th April 2026 - Housing Policy & Regulation

12th May 2026 - Communication Skills



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

Mid Devon Housing's 'Making it Work - Cost of Living' Event

In November, Mid Devon Housing organized their 'Making it Work - Cost of Living' event aimed at assisting tenants and the broader Mid Devon community in addressing rising expenses and managing them during the winter months.

A variety of wonderful local services collaborated to provide advice and support to numerous attendees. Guests enjoyed hot drinks, a comforting winter soup, and goodie bags filled with essential items to offer a bit of extra help throughout the colder, darker season.

Attendees had the opportunity to engage with representatives from utility companies, local police and community organisations, all eager to share their expertise and support.

Mid Devon Housing plans to host similar events in the future, recognising the ongoing need for community support as living costs continue to rise. We remain committed to ensuring that residents have the tools and knowledge necessary to navigate these challenging times effectively.



Update on How to Complain to the Housing Ombudsman

The Housing Ombudsman has announced a change in how new case inquiries are submitted. Starting immediately, email inquiries will no longer be accepted. Instead, all new inquiries must be submitted through their online complaint form.

If you currently have an existing case, rest assured that this update will not affect your ongoing process.

For easy access to the online complaint form, please visit the Housing Ombudsman's website: <https://www.housing-ombudsman.org.uk/contact-us>



COLD CALLERS



Recently, there have been reports of cold callers visiting properties in Devon and Cornwall to promote guttering and roofing services.

If you want work doing in your home or garden please consider the following advice:



- Get three written quotes from reputable businesses.
- Research the companies you're looking to use e.g. ask for references and look online.
- Ask friends and family to recommend local traders or search via Buy with confidence
- Decide who to use in your own time and make sure you have confidence in their skills and abilities.
- Ask to see professional qualifications, public liability insurance and if applicable waste carriers licence.
- Make sure you have full contact details for a tradesperson not just a mobile phone number.
- Check if you're entitled to your 14-day cooling-off period



- Don't agree to work offered by unsolicited doorstep callers.
- Don't rely on posts or recommendations on social media sites without doing your own research.
- Don't be swayed by glossy flyers or impressive websites as they may not show the trader's own work.
- Don't pay cash or agree to be taken to the bank or immediately transfer money before any work is started.
- Don't be rushed into making a decision.



If someone knocks on your door and you are not sure, don't open the door.

If you are concerned someone is at risk, always call the police.

If you are concerned rogue traders are operating in your area, always report it.

If a company claims to be working with a local council, contact the local council yourself to check this is true.

If you have concerns, or have any information please contact Trading Standards or police by phoning 101, if possible, please make a note of any descriptions and vehicle registrations seen.

Please phone 999 if immediate/or a crime is taking place.

Current Developments

This new year, we are advancing our ZedPod developments across Mid Devon. These innovative homes are expected to be ready for occupancy throughout 2026 as construction potentially completes in the upcoming months.

We look forward to seeing these innovative solutions positively impact the community.



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



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 February 2026.

FEB 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 June 2026.

JUNE 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 April 2026.

APR 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.

MAY 26

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



St George's Court

Fruit Tree Planting

On 5th December, we came together for a fantastic tree-planting day in our communal space at St Georges Court. Despite the rain, the weather didn't dampen our spirits as we planted three plum trees, two pear trees, and five apple trees, a great investment in the future of our community.

We were delighted to be joined by local Cllrs: Cllr Lock, Cllr Holdman and Cllr Czapiewski, the Street Scene team and Head of Housing, Simon Newcombe who all got stuck in and helped make the day a success. It was brilliant to see everyone working together, showing real commitment to improving our shared spaces.

A huge thank you to everyone who attended and supported the day. Rain or not, we were there, and this space will now grow and flourish for years to come.



Funding available to improve your neighbourhood!

Did you know we have funding available to enhance green spaces and to support tenant community projects?



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.



Above: Wildlife conservation area in Willand managed by our talented local resident

Thinking About Downsizing?

The downsizing incentive from Mid Devon Housing is currently ongoing. This initiative aims to assist tenants in relocating to homes that better align with their needs.

If you have extra bedrooms, you could be eligible for up to £2,000 to help with moving expenses, furnishings, or redecorating.

Why consider downsizing?

- Financial Support: Up to £2,000 incentive.
- Lower Bills: Smaller homes mean reduced costs.
- Help Families: Free up larger homes for those who need them.

Interested?

Register through Let's Talk Mid Devon (<https://letstalk.middevon.gov.uk/downsizing-incentive-get-up-to-2000>), email allocations@middevon.gov.uk, or call 01884 255255.

Keeping Communal Areas Safe – Your Responsibilities

Please help keep everyone safe by ensuring communal areas (corridors, stairs and landings) are kept clear at all times.

Do not leave or store:

- Bicycles, scooters, prams, or mobility scooters
- Furniture, boxes, or personal belongings
- Rubbish bags, recycling, or bulky waste



All items must be kept inside your home or in designated storage or bin areas.

Items left in communal areas create a serious fire risk and may be removed without notice.

GET UP TO
£2,000
TO DOWNSIZE YOUR HOME!

Making Changes to Your Home?

Before making any alterations to your Council property, please make sure you have our written permission. Any work must meet Council standards, otherwise you may be asked to put it right or be recharged for the cost.

At the end of your tenancy, all alterations must be returned to the original Council standard, including in Mutual Exchange homes. If not, recharges may apply.

For more details, please check your Tenancy Agreement, our Recharge Policy, or speak to your Neighbourhood Officer.



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.

Knowledge and Information Strategy

Our Knowledge & Information Strategy is open for consultation from the 30th January - 27th February.

To provide the best service, we need to understand who lives in our homes and the challenges they face. By using knowledge and information effectively, we can build stronger relationships with tenants and tailor our services to meet their needs.

The strategy outlines our long-term goals for improving how we manage knowledge and information. Good management in this area is vital for delivering a high-quality landlord service, meeting legal and regulatory requirements, and giving residents confidence that their data is collected, stored, used, and shared responsibly. To view the Strategy and submit your comments, visit Let's Talk Mid Devon.



What reviews are up next?

Aids and Adaptations Policy - This policy outlines our approach to providing aids and adaptations for tenants or household members, to help them remain and live independently in their home.

Vulnerability Policy - This policy explains how Mid Devon Housing ensures that vulnerable tenants can access our services and how we adapt those services to meet the diverse needs of all residents.

If you would like to get involved in the review of either of the above policies, please get in touch with Tenant Involvement using the details provided at the end of this newsletter.

Facebook: middevonhousing
www.middevon.gov.uk
letstalk.middevon.gov.uk/hub-page/housing

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



We were recently asked to improve the information we provide to our residents in our blocks of flats with regards to planned works and access required.

We reviewed our written communications to ensure our residents in our flats are aware that we may need to access a resident's garden as well as communal areas.

Recipe Corner



Chilli Con Carne



- 250g mince beef
- ½ onion (diced)
- 1 can kidney beans (drained)
- 1 garlic clove (minced)
- 1tbsp chilli powder, cumin & paprika
- red bell pepper (to garnish)

1. Sauté the onion and garlic until soft.
2. Add the mince and brown it off.
3. Add chilli powder, paprika and cumin and simmer for 15 minutes.
4. Stir in the kidney beans and cook for 5 more minutes.
5. Serve and garnish.

Chocolate Lava Cake

- 100g butter
- 100g dark chocolate
- 150g brown sugar
- 3 large eggs
- ½ tsp vanilla extract
- 50g plain flour



1. Heat the oven to 200c/gas mark 6. Butter some ramekins and place on a baking tray.
2. Put the butter and chocolate in a heatproof bowl and melt in the microwave in 30 second bursts then stir until smooth. Set aside to cool slightly.
3. Mix the sugar, eggs, vanilla extract and flour into the melted chocolate. Divide the mixture between the ramekins.
4. Bake for 10-12 minutes or until the tops are firm but the middle is still squidgy.
5. Carefully run a knife around the edge of each pudding and turn out onto serving plates.

Just For Fun...

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

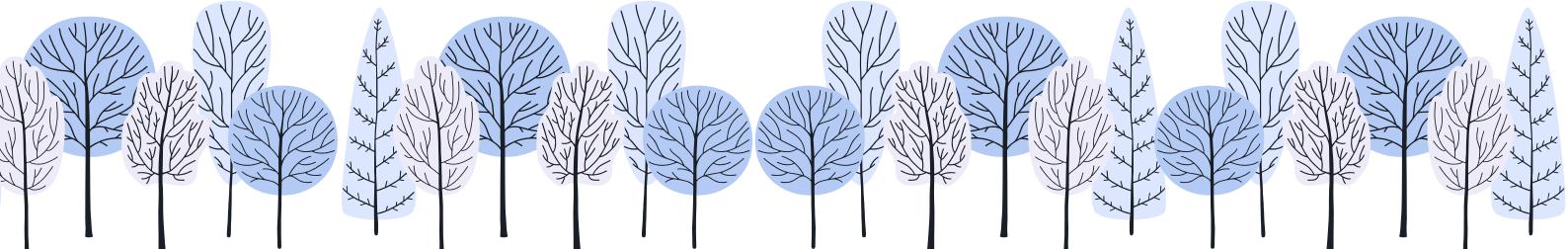


Crossword

FIREPLACE
 SNOWFLAKES
 DECEMBER
 JANUARY
 FEBRUARY
 SNOWMAN
 ICICLES
 WINTER
 GLOVES
 FROST
 SCARF
 STORM

Sudoku

3			6	9			2	8	5
5					1	3		4	
4				2			1		3
7	9	4			2	5			
2		5			6		4		
1						7	8		
	4	7	5				3		6
	3	1				9			8
8		2	1		6		9	4	



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.

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 community.

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



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



01884 255255



tenantinvolvement@middevon.gov.uk



Phoenix House, Phoenix Lane,
Tiverton, EX16 6PP