

Mid Devon Housing News



@MidDevonHousing

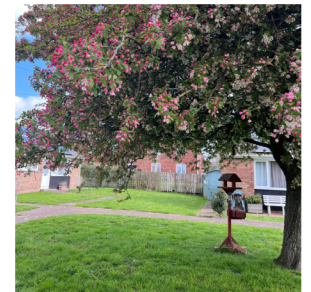


Spring
2026
Edition
15

Is it safe to say hello spring or should we all keep our umbrellas close by? After what felt like one of the longest wettest winters in a while, it's been lovely to see some brighter days, lighter evenings and a bit of sunshine.

In this spring edition of the MDH newsletter, we are sharing lots of updates, events and opportunities to help you stay informed, involved and connected with what is happening in your community. We are also celebrating positive feedback, sharing practical tips for your home, and some of

our usual favourites - Sudoku (page 15)! As always, your voice matters to us, so if there is something in this newsletter you want to get involved with or you have some ideas for a future edition, please get in touch. You will find our contact details on the last page. We hope you enjoy this spring newsletter.



Join our Homes Policy Development Group and earn **£500!**

Are you passionate about housing, your community and ensuring tenants' voices are heard? Each year we look for three MDH tenants or leaseholders to join our Homes Policy Development Group (PDG) as co-opted tenant representatives.

The Homes PDG assists the Council and Cabinet by analysing performance and policy, and has a primary focus on housing matters such as delivering new affordable social homes annually, overseeing the Housing Revenue Account, neighbourhood and tenancy management, and tenant involvement. This is an opportunity for you to help shape housing policies and ensure that MDH services truly reflect the needs and priorities of our tenants and residents.

What's in it for you? £500 per year to recognise your time and commitment, ongoing training and practical support to develop your skills.

We would like to say a big thank you to our co-opted tenants of 2025-26 Thomas, Ian and Marc! Your contributions over the last year have helped shaped our housing service!

Applications close 24th April. If this sounds like something you would be interested in applying for please contact tenantinvolvement@middevon.gov.uk, call 01884 255255 or fill out an application form on Let's Talk Mid Devon by following the link or scanning the QR code below letstalk.middevon.gov.uk/apply-here-to-become-a-tenant-representative-on-the-homes-policy-development-group.



Upcoming Events

Spring Repairs Community Cuppa's!

Join us for a special focus on "Repairs" at our Community Cuppas this April, May, and June. One session for each area will feature an officer from our repairs team. Feel free to drop by to discuss repair requests, express concerns, or learn how our repairs team operates. As always, our cuppas will continue on their regular schedule, ensuring a warm and friendly atmosphere with our usual hot drinks and biscuits.

Repairs Team Attending:

Thursday 9th April 2026, 10.30am - 12pm - Tiverton Community Cuppa - Westfield Road Common Room, Tiverton, EX16 5EU

Wednesday 6th May 2026, 10.30am - 12pm - Crediton Community Cuppa - Elephant on The Green, 14 St Lawrence Green, Crediton, EX17 3LL

Friday 5th June 2026, 10am - 11.30am - Cullompton Community Cuppa - Cullompton Community Centre, Pye Corner, Cullompton, EX15 1JX

Drop in and speak to us at Tiverton Pannier Market

Join us at Tiverton Pannier Market on the **second Tuesday of each month, between 10:30am and 12pm**. Whether you'd like to raise an issue, share a concern, make a complaint, ask for advice, or simply have a chat, the Tenant Involvement Team will be there to help.

Date for your diary

Wednesday 24th June 2026

Mid Devon Housing - Tenant Talks!

Curious to connect with the individuals working behind the scenes at Mid Devon Housing? Eager to learn more about the team? Stay tuned for more details about this exciting upcoming event!

Tenant Satisfaction Measures (TSM) Focus Group - Volunteers Needed!

From April 2023, social housing providers began collecting data on new Tenant Satisfaction Measures (TSMs) set by the Regulator of Social Housing. These measures help assess how well landlords deliver quality homes and services.

We have just completed our 24/25 surveys and we would like to involve tenants in reviewing some of the comments. Your input will help us improve our services.

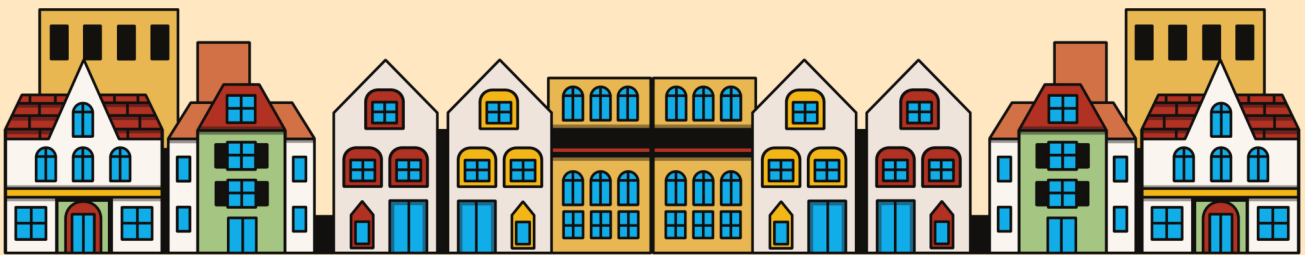
We're looking for tenants to join a friendly, informal review group later this year. Refreshments will be provided.

If you'd like to take part, please email tenantinvolvement@middevon.gov.uk or call 01884 255 255

WE WANT YOU!

WORKING TOGETHER FOR STRONGER COMMUNITIES: TENANT INVOLVEMENT

Over the last few couple of years, Mid Devon Housing has made strong progress in strengthening tenant involvement, improving communication, and increasing accountability. Here's an overview of what we have recently delivered...



WHAT WE ACHIEVED

- Stronger partnership working, including with the Police, CHAT, ECOE and South West Water
- Themed tenant events delivered (Greener Homes, Cost of Living, Tenancy Agreement changes)
- Tenants successfully co-opted onto the Homes Policy Development Group, giving direct influence over policies
- Launched the Rural Roadshow, delivered annually across 3 locations
- Let's Talk Mid Devon used more actively for surveys and consultations
- New tenant involvement leaflets created and distributed
- 'Day in the Life' feature delivered via an interview with a Neighbourhood Officer
- New sections added to the newsletter and tenant good-news stories shared
- Leaseholder forum launched on Let's Talk Mid Devon
- Housing pages on the website fully reviewed and improved
- Promotion of My Account continued, helping tenants manage services online
- Increased promotion of the Housing Ombudsman and complaints process
- Performance Hub section of the website created for transparency
- Voicescape launched for Repairs, Complaints and Planned Maintenance surveys
- Launched the MDH gardening competition
- Launched the tenant of the year award
- Utilised data from the Tenant Satisfaction Measures to drive improvements



STILL IN PROGRESS

- Using “Getting to Know You” tenant data to tailor our service
- Youth engagement and non-digital engagement work
- Creating local resident groups (no take-up in previous years)
- Annual survey of involved tenants (moved to 2026)
- Tenant involvement in the Annual Report (no applicants)
- My Mid Devon interest-registration system (moved to 2026)
- TSM focus groups (no engagement this year)
- “Improvements We Have Made” campaign (more work planned)
- Exploring ASB surveys (ASB surveys moved to 2026)
- Digital inclusion training (moved to 2026)
- Creating involvement groups for underrepresented communities
- New volunteer diversity & inclusion role

THE YEAR AHEAD



Across the year, more than two-thirds of planned actions were completed, with significant progress made on:

- Strengthening partnership work
- Improving transparency and accountability
- Enhancing communications and access to information
- Expanding engagement opportunities for tenants and leaseholders

Some projects have been moved into the 2026 plan due to low take-up, system limitations, or the scale of work required. These will continue into the next year. If you want to get involved in opportunities in 2026, we’d love to hear from you.

TO GET INVOLVED CONTACT US:
EMAIL: TENANTINVOLVEMENT@MIDDEVON.GOV.UK
TELEPHONE: 01884 255 255

MDH Spring Neighbourhood Walkabouts 2026

Neighbourhood Walkabouts started on the 7th April 2026. Some have already been completed but please see the schedule below for future dates

Ward	Date
Tiverton Lowman - Part 1	07/04/2026
Cadbury	10/04/2026
Clare and Shuttern - Part 1	14/04/2026
Tiverton Castle	14/04/2026
Tiverton Cranmore - Part 1	16/04/2026
Boniface, Lawrence - Part 2	20/04/2026
Tiverton Westexe, Tiverton Castle - Part 1	24/04/2026
Canonsleigh - Part 1	24/04/2026
Boniface, Lawrence - Part 1	27/04/2026
Yeo	30/04/2026
Tiverton Lowman - Part 2	05/05/2026
Halberton	05/05/2026
Cullompton St Andrews	07/05/2026
Upper Yeo, Taw - Part 2	08/05/2026
Tiverton Westexe - Part 3	11/05/2026
Lower Culm - Part 3	12/05/2026
Tiverton Westexe - Part 4	15/05/2026
Tiverton Castle, Tiverton Westexe - Part 2	20/05/2026
Lower Culm Part 2	21/05/2026
Sandford and Creedy	22/05/2026
Lower Culm - Part 1	26/05/2026
Cullompton Vale, Upper Culm	29/05/2026
Upper Culm, Canonsleigh - Part 2	29/05/2026
Cullompton Padbrook	29/05/2026
Tiverton Cranmore - Part 2	05/06/2026
Clare and Shuttern - Part 2	10/06/2026
Taw Vale	15/06/2026
Upper Yeo, Taw - Part 1	15/06/2026
Way	15/06/2026
Canonsleigh - Part 3	19/06/2026
Bradninch	25/06/2026
Silverton	29/06/2025

A full list of street names included on each walkabout is available on our website.
If you are unsure when we will be in your area, please contact us.

Scan the QR code to see the full walkabout
schedule or visit www.middevon.gov.uk



THINKING OF STARTING A TENANT & RESIDENTS ASSOCIATION?



A Tenant & Residents Association (TRA) brings neighbours together to improve the place they call home.

Whether you're passionate about community spirit, want a stronger voice, or simply want to make a positive difference locally, forming a TRA is a great way to get started.

Why Start a TRA?

- Shape improvements in your community
- Have a stronger collective voice with Mid Devon Housing
- Share ideas and solve neighbourhood issues together
- Build connections and create a supportive community network
- Keep residents informed and involved

A TRA is open to all residents — tenants, leaseholders, shared owners and homeowners — and anyone aged 18+ can join.

How to Get Started

- Chat with neighbours
- See who's interested — even a small group is enough to begin.
- Spread the word
- Try door-knocking, posters, chatting in communal areas, or ask the Tenant Involvement Team to help reach local residents.
- Hold an informal get-together
- Discuss shared priorities, ideas and what you'd like to achieve as a group.
- Get support from the Tenant Involvement Team
- Once there's interest, the team can guide you through the simple steps to officially set up your TRA and offer help with things like templates, promotion, training and more.

Why a TRA Makes a Difference

A TRA is flexible and community-led; it adapts to what matters in your neighbourhood. Whether your focus is improving communal areas, tackling local issues, building community spirit, or organising activities, a TRA gives you the platform and support to make things happen.

Interested in Starting a TRA?

The Tenant Involvement Team is here to help every step of the way.

Email: tenantinvolvement@middevon.gov.uk

Phone: 01884 255255

Facebook: @middevonhousing

Your Rent for 2026/2027

Each year Mid Devon Housing (MDH) calculates rent by following a formula set by the Government. In October 2017, the Government announced its intention to set a long term rent deal for local authority landlords and housing associations. This would permit annual rent increases on social rent of up to the Consumer Price Index (CPI) plus 1 percentage point from 2020, for a period of five years. The CPI is always taken from the previous September, and in 2025, this was 3.8%. This means there will be a rent increase of 4.8% from April 2026.

What does my rent pay for?

Your rent helps pay for the services we provide you, from responsive repairs, planned maintenance to helping and supporting you to manage your tenancy etc. The yearly increase in rent ensures that MDH can continue to deliver and improve services. All of our services have been impacted by the inflation increase but we will continue to increase our investments in repairs, maintenance and improving homes. We need to ensure that our expenditure does not exceed our income and therefore we budget carefully to ensure that our service remains financially robust and viable. Every 12 months we provide an annual report which includes details of the spending and performance for that year, keep an eye out for this in the summer months.

Is this related to the rent correction?

No, this is the annual increase which takes place each year. For more details on the rent correction, please head to our website.

What can I do if I'm struggling to pay my rent?



We are committed to helping tenants who are facing financial difficulties.

If you are struggling, please get in touch with your Income Neighbourhood Officer, we are here to help and will work with you to reach a solution. We work with multiple agencies in order to help including CHAT, Navigate, Citizens Advice, Age UK and National Debt Line. You can email your Income Neighbourhood Officer on htenancy@middevon.gov.uk or call 01884 255255.

What do I need to do if I'm claiming Universal Credit?

If you are in receipt of Universal Credit you will need to report this rent change to the Department for Work and Pensions (DWP). This needs to be done on, or soon after, 6 April 2026, via the online DWP Portal. You will need to select the "UC Account Home Page" and choose the "Report a change of circumstances" option, then within that option you will need to select the "Where you live and what it costs" option. You are responsible for ensuring that you are being paid correctly for your housing costs.

Do you have an idea of how we can deliver greater value for money?

If you have any ideas as to what we could do to deliver greater value for money, we would like to hear from you. Any idea, big or small, can be considered; for example, would you like to see more online meetings with tenants? This would keep our travelling costs down whilst also ensuring that you had an opportunity to talk to us about matters of importance to you.

Changes to the gas servicing contractor and access to your home

To keep you and your household safe, Mid Devon Housing (MDH) must carry out a gas safety check in your home every year. This is a legal requirement for all landlords and helps make sure that gas appliances are working safely and properly. From 1 April 2026, we are using a new gas servicing contractor and changing how missed appointments are managed. These changes mean there will be fewer appointment attempts before legal action may be taken.

New Gas Contractor from 1 April 2026

From 1 April 2026, our gas servicing and maintenance will be carried out by a new contractor PH Jones Ltd. You should still contact MDH if you have any issues with heating or hot water, but a PH Jones gas engineer will attend your home to carry out the work.

Changes to the annual gas safety appointment process

The way we manage annual gas safety appointments is changing slightly. Previously, we followed up to five missed appointments before legal action was considered to gain access. From 1 April 2026, this will reduce to three attempts. Two of these attempts will be made by PH Jones, a third and final attempt will be arranged through our Legal team.

Under your tenancy agreement, you must allow access for this annual safety check to take place. If you have your own gas appliances (using mains gas or bottled gas), these must also be serviced regularly. This is your responsibility. When the engineer visits, they will ask to see proof that your appliances have been serviced. Please note the engineer will check your appliances for safety, but they cannot service or repair appliances that are

your own. If an appliance is found to be unsafe, the engineer may need to turn it off or isolate the gas supply to keep everyone safe.

Booking and managing your appointment

You will receive at least 14 days' notice for your first appointment. You can bring this forward to 7 days from the original date. PH Jones will contact you and give you the option to rearrange by phone or email or to use an online booking system to reschedule. On the day of the appointment, you will receive a text reminder. You'll also get access to an 'on my way' link which will let you track the engineer's arrival and help avoid missed appointments.

If an appointment is missed

If the first appointment is missed, we will arrange a second appointment. This will be a fixed date and time and cannot be changed by PH Jones. If you need to discuss this appointment, you must contact the MDH Gas Admin team. If the second appointment is missed, the case will move to a legal stage and a final fixed appointment will be issued. At this stage, it's very important that you contact the Gas Admin team to prevent the matter progressing to court. MDH may recharge you for missed appointments and any additional costs we incur if we are unable to complete the safety check due to lack of access.

If you have any questions about our new contractor or procedures, please contact gas admin by calling 01884 255255 or email gas_admin@middevon.gov.uk.

Spring Tips to Keep Your Home Free from Damp and Mould

As the days get brighter and warmer, spring is a great time to take simple steps to prevent damp and mould in your home. By following the tips below, you can help keep your home fresh and healthy this season.

Tackle Moisture Quickly

Mould grows in damp conditions, so wipe up any water from leaks, spills, rainfall or wet footprints straight away. After showers or baths, dry tiles and walls to stop moisture building up.

Avoid Drying Clothes on Radiators

Make the most of the spring weather by drying clothes outside where possible. When drying indoors, use an ailer in a well-ventilated room with the door closed and a window open.

Keep Windows and Sills Dry

Condensation can build up as temperatures change. Wipe down windows and sills regularly to prevent damp patches forming.

Check Hidden Areas

Mould can appear behind furniture or in corners. Inspect these areas often and clean any mould you find with a mix of equal parts vinegar and warm water, then dry thoroughly.

Maintain a Steady Temperature

Rooms that are too cold are more likely to develop damp and mould. Try to keep indoor temperatures between 18°C and 22°C to help prevent problems.

Clean Mould Promptly

If you spot mould, clean it straight away using a vinegar and warm water solution. Avoid bleach, as it can make the issue worse. Always dry the area fully afterwards.

Taking these small steps can help protect your home this spring. If you're experiencing ongoing damp or mould issues, please report them using the links below so we can help.

Understanding damp, mould and condensation: keeping your home healthy

If you'd like to learn more about damp, mould, and how to keep your home healthy, why not watch our partner organisation ASCP's helpful YouTube video? It's designed to support social housing residents with practical advice on preventing and tackling damp, mould and condensation.



Scan to find out more

MID DEVON in BLOOM 2026

Mid Devon in Bloom Returns for 2026

Tenants throughout the district are encouraged to display their creativity and gardening talents in a range of exciting categories. Whether you have a passion for crafting vibrant, lush flower beds or excel in sustainable gardening techniques, there's a category for everyone to showcase their skills.

To participate just select your category (you can choose more than one) and share at least three photos with us through the Mid Devon Housing Facebook page or by emailing tenantinvolvement@middevon.gov.uk. If you prefer, we can also visit you to take the photos.

When submitting your images, please remember to include your full name, address, and age if you're entering an age-related category. **The competition will end on 31st August 2026.**

Last year, we received some fantastic entries, showcasing incredible creativity and talent. We had some very deserving winners whose work truly stood out. We cannot wait to see what amazing contributions we'll receive this year. Whether you're passionate about curating vibrant flower beds or excel in sustainable gardening techniques, there's a category for everyone to shine.

Prizes

£50 gift voucher for the winner of each category and £15 voucher for each category runner up!



CATEGORIES

Best Garden

Best Wildlife or Sustainable Garden

Best Young Gardener

Best Baskets or Containers

Best Edible Garden

Development Update



Eastlands, Hemyock

We are pleased to announce that our new development in Hemyock has been completed. The new Eastlands properties consist of a mix of 2 and 3 bedroom homes and combine style with sustainability. These homes have private gardens and resident parking spaces, as well as being equipped with mechanical ventilation heat recovery systems and high-efficiency solar panels for cost effective living.



Completed sites

- St Andrews House, Cullompton. **Completed March 2024**
- Allington Terrace, Crediton. **Completed August 2024**
- Shapland Place, Tiverton. **Completed October 2024**
- Crofts Estate, Sandford. **Completed April 2025**
- Eastlands, Hemyock. **Completed February 2026**



Current development sites

- 2 - 8 Beech Road, Tiverton
- Sycamore Road, Tiverton
- School Close, Bampton
- Fir Close, Willand
- College Green, Uffculme
- Watery Lane, Tiverton
- Somerlea, Willand
- Honiton Road, Cullompton



Up next

- Exon Buildings, Cullompton
- Wordland Cross, Cheriton Fitzpaine
- Churchill Drive, Crediton
- 30 - 44 Beech Road, Tiverton



Plans submitted for planning permission

- Roundhill, Tiverton



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](https://letstalk.middevon.gov.uk/mdh-development-hub)



New Transactional Surveys with Voicescape

We've launched new transactional surveys, carried out by Voicescape, to help us better understand your experience with services such as repairs, complaints, planned maintenance and anti-social behaviour (ASB) reports. These short surveys give us real-time insight into what's working well and where we need to improve, helping us deliver better services for all tenants.

If you would prefer not to be contacted by Voicescape, please let us know and we can opt you out of these surveys.

"Just wanted to let you know that the bathroom has now been transformed to a wet room.

Thank you for all your efforts into making this possible. Also I wanted to give a huge thank you to all workers involved In my opinion they have been outstanding and want it to be recognised"



Celebrating Positive Tenant Feedback

We recently received some wonderful feedback from one of our tenants, and it truly made our day. We love hearing about the positive experiences people have with our services. If you'd like to share your own experience, please get in touch or complete our online feedback form — we'd love to hear from you!

<https://www.middevon.gov.uk/your-council/customer-feedback-and-complaints/>

Feel safer at home with a Lifeline alarm

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.

Calls for assistance are answered by specially trained staff who will immediately contact family members, friends or neighbours nominated by you for help. In the case of a medical emergency, the appropriate emergency service will also be called.

Is your Lifeline digital ready?

If you are unsure, or need any help, please contact the team on the details below who are happy to assist and guide you through the process.

This service is available to anyone living in Mid Devon. We charge a one-off installation fee of £40.00 and £80.99 per quarter thereafter. If you would like us to visit you and show you how the lifeline works, or need any help with paperwork for signup, please call Tracey Stubbs on 01884 25525 or email lifeline@middevon.gov.uk.



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 Management Strategy

The Housing Ombudsman Service has highlighted how important it is for landlords to keep clear, accurate and up-to-date records. When records are poor, it can lead to problems for tenants, such as delays, misunderstandings, or issues not being dealt with properly.

The Ombudsman published a report on this in May 2023, with an update in January 2025, calling on housing providers to manage information in a more consistent and organised way.

In early 2026, we consulted with tenants on our Knowledge and Information Management Strategy which sets out our long-term plans for improving how we collect, store and use information.

Doing this well helps us to:

- deliver a high-quality housing service
- meet legal and regulatory requirements
- reassure residents that their personal information is handled safely and responsibly

The Strategy was discussed at the Homes Policy Development Group meeting on 17 March 2026, and a decision was made to recommend it to Cabinet for approval. Cabinet will meet on the 7th April to make a decision to recommend it to full Council for Members to formally adopt.

Did you know we post our policy consultations on our website, Facebook and Let's Talk Mid Devon?

Facebook: [middevonhousing](https://www.middevonhousing.com)
www.middevon.gov.uk
letstalk.middevon.gov.uk/hub-page/housing

Annual Report

We need you!

SCAN ME!



Every year, we publish our Annual Report for Tenants, which sets out how we've performed as your landlord, what we've achieved, and where we need to do better. But this report isn't just about us, it's about you, and we want it to reflect what matters most to the people who live in our homes. We are asking tenants what they want to see in this report, your views will help us decide what topics matter most, how information is presented or what questions the report should answer. To give your feedback either contact Tenant Involvement or take our short survey by visiting: letstalk.middevon.gov.uk/annual-report-have-your-say-2 or scan the QR code.

Recipe Corner

Cheese, Leek and Potato Pie

Ingredients:

- 1kg potatoes (peeled, cubed, and boiled)
- 1 large leek (thinly sliced)
- 150g mature cheddar (grated)
- 1tsp dried mixed herbs
- 150ml full-fat milk
- 100g cream cheese
- 320g puff pastry sheet
- Salt and pepper



Method:

1. Preheat the oven to 200°C (Gas Mark 6).
2. In a bowl, combine the potatoes, leek, cheddar cheese, and herbs. Season with salt and pepper to taste.
3. In a separate bowl, whisk together the milk and cream cheese. Pour this mixture into the potato blend and stir well.
4. Transfer the mixture into a 12x9 inch roasting tin. Lay the pastry over the pie filling, tucking the edges down the sides.
5. Brush the pastry top with milk and create a few slits for steam to escape.
6. Bake for 30 minutes, or until it rises and turns a golden brown color.



Rhubarb Crumble

Ingredients:

- 10 rhubarb sticks (roughly 400g-500g)
- 8tbsp caster sugar
- 1tsp ground ginger
- 110g butter (softened)
- 110g demerara sugar
- 200g plain flour

Method:

1. Preheat the oven to 180°C (gas mark 4).
2. Cut the rhubarb into 3-inch sticks. Arrange the rhubarb on a baking tray and sprinkle with 4 tablespoons of water and caster sugar. Roast for 10 minutes, then add the ginger and mix thoroughly.
3. Transfer the rhubarb to an ovenproof dish, filling it to about 4 cm deep.
4. Rub the butter into the flour, then add the demerara sugar to create the crumble topping. Sprinkle this mixture over the rhubarb and bake for 35 to 45 minutes.

Just for fun...

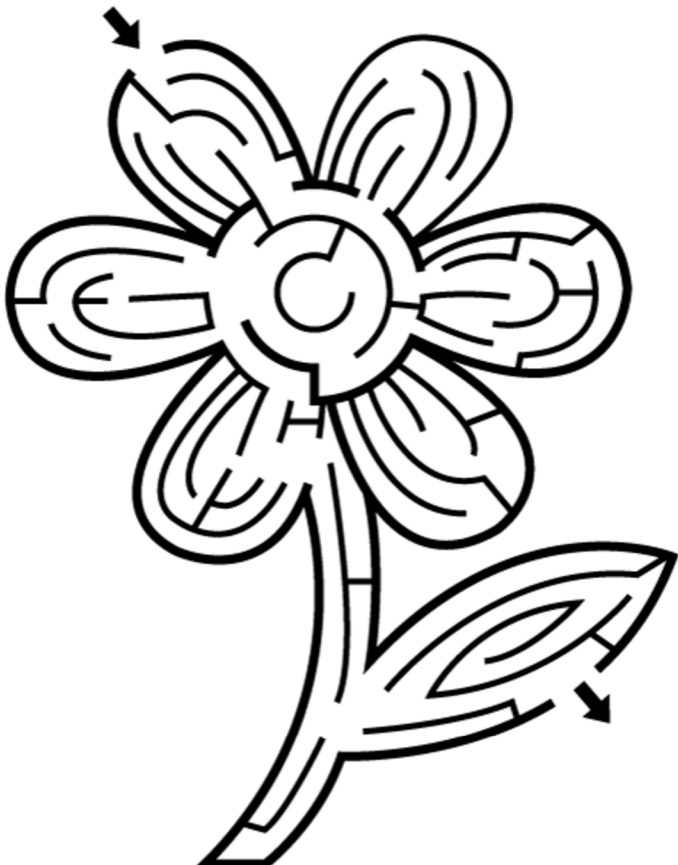
Crossword

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

EASTER
 BUTTERFLY
 SUNSHINE
 DAFFODIL
 BLOSSOM
 CHICK
 HATCH
 APRIL
 TULIP
 BUNNY
 BUD



Maze



Sudoku

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



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 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



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