

Mid Devon Housing News



@MidDevonHousing



Summer
2026
Edition
16

We hope you've been enjoying the sunshine and making the most of the warmer weather we've been lucky enough to experience recently. While the heatwaves have certainly been welcomed by many, they've also been a reminder to look after ourselves, check in on neighbours, and make sure we stay safe and comfortable during periods of extreme heat.

As we move through the summer, this edition of the newsletter is full of opportunities to get involved, stay informed and connect with your community. Inside you'll find details of our upcoming Rural Roadshows and Community Cuppas, information about financial support available to residents, updates on new housing

developments, and news on how we're improving the ways we communicate with tenants through MDDC's new Residents App, text messaging updates and customer feedback surveys.

As always, we want tenants to be at the heart of everything we do. Whether you'd like to get involved in shaping our services, join one of our focus groups, attend an event or simply share your views, we'd love to hear from you.

Thank you for being part of our Mid Devon Housing community. We hope you enjoy reading this edition and wish you a happy and enjoyable summer.

Crofts Social Housing Project Wins National Construction News Awards

Crofts House was recognised as a game-changing low-carbon housing project that is transforming perceptions around challenging rural development sites. Judges of the National Construction Awards praised the innovative modern methods of construction approach and wider social value benefits delivered through the project. Crofts is a brilliant example of high-quality rural housing delivery, designed from the outset to meet local housing needs and demonstrate how we can help sustain our village communities.



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

Your Community in Your Pocket

Mid Devon Housing is pleased to introduce exciting new ways for residents to stay informed, connected, and involved in their communities. As part of our ongoing commitment to improving communication and service delivery, we are embracing technology to make it easier than ever for tenants to access important information and share their feedback.

Keeping You Informed with Text Messaging

At Mid Devon Housing, we understand that everyone prefers to receive information in different ways. That's why we're also using text messages (SMS) to keep in touch with tenants.

Our team will send updates when we're:

-  Out and about in the community
-  Hosting or attending local events
-  Sharing important service updates

These quick and convenient messages help ensure you're always in the loop.

REPORT IT, READ IT, REMEMBER IT, with the new Mid Devon Residents App

The app allows residents to report issues, contact councillors receive council news direct to their phone sign up to receive notifications for things like weekly waste collection reminders, check planning applications and much more! Scan the QR code to download the Mid Devon app on Android or Apple.



Your Voice Matters: Feedback Through Surveys

Your experience with our services is important to us, which is why we are working with **Voicescape** an independent research company, to gather your feedback through automated surveys.

These surveys give you, our tenants, the opportunity to tell us, what went well, what could be improved and how satisfied you were with the service you received. You may receive a short survey if you have; raised a complaint, had a recent repair or experienced planned maintenance work.

We truly value your opinion, and your feedback plays a vital role in helping us improve. Even a few minutes of your time sharing your experience can help enhance the quality of our services and give us a better understanding of what tenants' need so we can deliver the best support we can.

By embracing new technology, through our resident app, text updates, and feedback surveys, we're making it easier for you to stay informed, get involved, and have your say. If you'd like help accessing any of these services, please don't hesitate to contact the Tenant Involvement Team.

Rural Roadshows

We're heading back out to rural Mid Devon!

Join us at one of our informal drop-in sessions to chat with your Neighbourhood Officer, meet the repairs team, enjoy a free ice cream, share your feedback, or discuss any concerns you may have.

LAPFORD 6TH AUGUST

11am - 1pm
Lapford Victory Hall
EX17 6PZ

BAMPTON 19TH AUGUST

11am - 1pm
St Michaels Hall
EX16 9NB

HEMYOCK 20TH AUGUST

11am - 1pm
Hemyock Parish Hall
EX15 3QW

FREE
ICE
CREAM

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.

CREDITON

1st Wednesday of the month

10.30am - 12.00pm

Elephant on The Green
14 St Lawrence Green,
Credton,
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

The new Crisis & Resilience Fund, and Heating Oil Support

Mid Devon District Council will be administering the new Crisis & Resilience Fund alongside additional heating oil support to help residents facing financial hardship. This Government-funded programme replaces the Household Support Fund (HSF) and Housing Payments (HP). The fund is designed to provide short-term assistance to households struggling with unexpected costs or emergencies, while the heating oil support aims to ease the impact of rising fuel prices for those in rural areas who rely on oil for heating. Together, these measures offer practical support to help residents stay warm, stable, and resilient during challenging times.

What the Crisis & Resilience Fund provides:

- Fast, flexible support when a low-income household is facing immediate financial hardship
- Help to prevent future crises by improving financial resilience
- Connections to services that can support with income, debt, housing and wellbeing
- A joined-up approach across Devon through a "no wrong door" model, helping residents access the right support quickly
- Housing Payment - Are discretionary payments that may help if your Housing Benefit or Universal Credit housing costs do not meet your full rent, leaving a shortfall.

Not all households will be eligible for support:

- Applications will be assessed based on need and available funding. You will be required to supply evidence to verify your situation
- Oil quote (1 month) or statement or payment receipt in the last 12 months.
- 2 months of bank statements for all accounts in your name for all adult members of your household.

For more information and to apply visit our website :

www.middevon.gov.uk/residents/residents-financial-support/the-new-crisis-resilience-fund-and-heating-oil-support/



Funded by
UK Government

Financial Assistance

Pension Credit

Pension Credit tops up pension income and can help with day-to-day living costs. If you are over State Pension age, you may be eligible to claim Pension Credit, even if you have savings. You could be eligible for Pension Credit if your weekly income is below £238 or, if you have a partner, £363.25. Qualifying income level may be higher in some circumstances. Check your eligibility at www.gov.uk/pension-credit or by calling 0800 99 1234.

Pre- Payment Meter Fuel Voucher Scheme

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, email fuelvouchers@ruraldevoncab.org.uk

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.**



Categories

Best Garden

**Best Wildlife or
Sustainable Garden**

Best Young Gardener

**Best Baskets or
Containers**

Best Edible Garden

Prizes

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

What to plant in Aug & Sept



	Plant or Sow Indoors	Plant or Sow Outdoors
Flowers	Cyclamen (ready-grown plants), Violas/ Pansies, Primroses	Daffodils, Tulips, Crocus Alliums, Lavender, Cornflowers, Geraniums

Developments

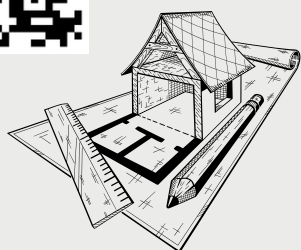
We are continuing to invest in new affordable homes across Mid Devon. These developments will provide a mix of homes for individuals, couples and families, helping meet local housing need and creating new communities across the district.

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 can be outside of our control

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 July 2026.

AUG 26



HONITON RD, CULLOMPTON

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

JUL 26



COLLEGE GREEN, UFFCULME

This development consists of 2 x 1 bedroom properties. The completion date is set for July 2026.

AUG 26



BEECH ROAD, TIVERTON

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

AUG 26

How do MDH choose the development sites?

MDH look at land that is under used. This can be garages or garage ground rent plots which are not utilised or are run down and need demolishing. Other sites can be where we already have properties but they are near or at the end of their life expectancy and are beyond economical repair.

How do I get a MDH new build property?

You will need to have an active Devon Home Choice application, even if you are already an MDH tenant. You can apply online via the website or request a paper copy. Once you have completed an application form, your housing need is assessed and you will be banded/prioritised based on your need. You will then be able to bid for eligible properties through the Devon Home Choice bidding system.

Tenants meet the Head of Housing and other Officers at Phoenix House event

At the end of June, tenants were invited to Phoenix House for a relaxed and informal Tenant Talks Brunch, providing an opportunity to meet with Head of Housing, Simon Newcombe, and hear directly from colleagues in our Repairs, Complaints, Estates and Tenant Involvement teams. The event created a valuable space for open and honest conversation. As well as explaining how our services operate and the challenges teams sometimes face, we also shared the improvements we are making and our ambitions for the future. Tenants were encouraged to ask questions, share their experiences and provide feedback on what matters most to them.



Mid Devon Housing Operatives upskilled in damp and mould

Our Repairs Operatives recently took part in specialist damp and mould survey training to further strengthen their knowledge and skills in identifying and investigating damp and mould issues. The training introduced new surveying equipment and gave operatives the opportunity to learn how this technology can be used to gather more accurate information when assessing properties. As part of the session, the team visited a void property where they were guided through a practical inspection by a Chartered Surveyor.

SUMMER HOLIDAYS

Do you need some inspiration for the summer holidays? Visit Mid Devon have a whole range of ideas to get you started from walking or cycling routes to a list of upcoming events.

Visit online: www.visitmiddevon.co.uk

Devon County Council are working with sixty nine providers across Devon to offer fully funded places on HAF approved holidays schemes. The aim of the Holiday Activities and Food programme is to support children to eat more healthily, be more active over the school holidays and have a greater knowledge of health and nutrition as well as be more engaged with school and other local services.

www.devon.gov.uk/educationandfamilies/family-support/haf-programme

**Please note, to access the programme, children must be eligible for benefit-related free school meals.*

We're looking for tenants to help us review and improve the way we measure and report on our services

Every year, Mid Devon Housing collects Tenant Satisfaction Measures (TSMs) to understand how tenants feel about the services we provide, including repairs, communication, neighbourhoods and complaints. These results are important because they help us identify what we're doing well and where we need to improve.

We're inviting tenants to join a friendly focus group to discuss this year's results, explore the reasons behind the feedback, and help shape future improvements. Your experiences and ideas can make a real difference to the services we provide. You don't need any special knowledge or experience to take part – just a willingness to share your views and listen to others.

If you'd like to get involved and help influence the future of housing services in Mid Devon, we'd love to hear from you.

The meetings will take place on:

Phoenix House - 12th August 10am-12pm

Online (Teams) - 12th August 6pm - 8pm.

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



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



What were we asked?

To provide more clarity when we will offer compensation

What improvement have we made?

The Tenant Compensation Policy has been updated in accordance with the Housing Ombudsman guidance on offering compensation

What were we asked?

To install a sign in a communal area to help address concerns about dog fouling.

What improvement have we made?

A new sign has been installed in the communal area to remind dog owners to clean up after their pets and help keep the area clean and pleasant for everyone.

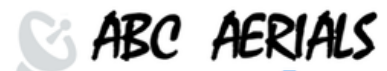
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Meet the Contractors

Maintaining nearly 3,000 homes requires a wide range of specialist skills. Alongside our own housing officers, surveyors and repairs team, we work with carefully selected contractors who help us keep homes safe, compliant and in good condition.

These contractors carry out specialist work that supports our day-to-day repairs service, planned improvements and regulatory compliance. We regularly review our contracts to ensure residents receive high-quality services and value for money. Our current contractors include:

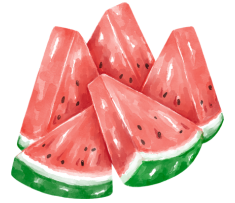
- PH Jones – Gas servicing, heating repairs and Quantum heating upgrades
- Domestic Drainage – Drain clearing and underground pipework repairs
- Vergo – Pest control services
- Cobwebs – Mould treatment and cleaning services
- Mouldex – Radon testing
- Five Star Security – Door entry systems, keys and locks
- Coomber Security Systems – Emergency lighting and smoke detection servicing
- Red Square Fire Protection – Sprinkler and dry riser maintenance
- Bell Group – Kitchen and bathroom installations
- JJ Crump – Loft and wall insulation
- Anglian – UPVC window and door replacements
- Anesco – Solar panel installations
- Airtech Solutions – Ventilation system maintenance and repairs
- ABC Aerials – Communal aerial maintenance
- Premier Tech Water & Environment Solutions Ltd – Septic treatment plant servicing
- Safe Working Lifts – Communal lift servicing
- Davies Roofing – Roofing repairs and maintenance
- MD Group – Electrical safety checks
- HSK Hi-Line – Tree surgery services
- Tiverton and Taunton Flooring – Flooring works
- P & R Tidborough – Structural repairs
- Wakeham Asbestos Services and Gwella – Asbestos management
- AtkinsRéalis – Stock Condition Surveys
- Sanderson Weatherall – Valuation consultancy services



All contractors working on behalf of Mid Devon Housing should carry official identification. Please always ask to see their ID badge before allowing access to your home. If you are unsure about a contractor's identity, call us on 01884 255255 and we will be happy to confirm whether they are working on our behalf.

Recipe Corner

Do you have a recipe you'd like to share in a future edition of the newsletter? Reach out using the contact information provided at the end of this newsletter.



Ingredients

- 1 red onion, thinly sliced
- 2 tbsp red wine vinegar
- ½ tbsp honey
- 3 tbsp extra virgin olive oil
- ½ watermelon (or 1 small watermelon), approx. 1.6kg
- 1 cucumber, peeled
- ½ bunch fresh mint, leaves roughly chopped
- 200g crumbled feta
- sea salt and freshly ground black pepper

Watermelon and feta Salad

1. Put the onion in a large mixing bowl, add the vinegar and leave for 10 minutes.
2. Whisk in the honey and olive oil and season generously.
3. Peel the watermelon and cut into 2–3cm/approx 1in pieces, discarding any obvious pips (it doesn't matter if you miss a few).
4. Cut the cucumber into slightly smaller pieces. Add them both to the bowl with the dressing, then add the mint and the feta.
5. Mix everything together and serve straight away.

Ingredients

- 250g pasta (fusilli or penne works best)
- 250g lean minced beef or turkey (optional for veggie version)
- 1 packet taco seasoning (e.g. Old El Paso)
- 1 tin sweetcorn (drained)
- 1 red pepper (diced)
- ½ red onion (finely chopped)
- 1 small cucumber (diced)
- 100g cherry tomatoes (halved)
- 50g grated cheddar cheese

Dressing

- 150ml sour cream or natural yoghurt
- 2 tbsp mayonnaise
- 1 tbsp salsa (mild or spicy)
- Juice of ½ lime (optional)
- Salt & pepper to taste

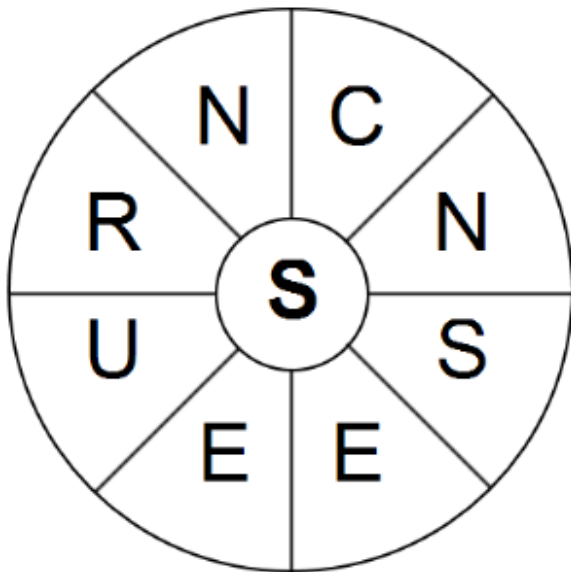
Taco Pasta Salad

1. Cook the pasta
2. Boil according to packet instructions, drain, and let it cool.
3. Fry the mince until browned, add taco seasoning with a splash of water, cook for a few minutes, then cool.
4. Chop all vegetables and add them to a large bowl with the sweetcorn.
5. Mix sour cream, mayo, salsa, lime juice, salt, and pepper in a separate bowl
6. Add cooled pasta and mince (if using) to the bowl.
7. Pour over dressing and mix well.
8. Sprinkle cheese on top. Chill in the fridge before serving.

Just for fun...



This Summer themed word wheel is made from a 9 letter Summer themed word. Try and find that word, then 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 **S**.



Word Search



**Beach Camping Fan Frisbee Heat
Holiday Humid Journey Park Sailing**

Sudoku

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

Summer Word Scramble

This summer themed word scramble features 10 Summer themed words which have been scrambled. See if you can unscramble them to see what they are.

1. SEGLSANSUS
2. NUSRNUBS
3. CPESAESA
4. TYALHGID
5. GKRINICPENI
6. NROWTEELM
7. DNNIAGERG
8. VTSAIFEL
9. NEECRSUSN
10. STYAHLODAIR

Summer Word Scramble Answers: 1. SUNGLASSES 2. SUNBURNS 3. SEASCAPE
4. DAYLIGHT 5. PICNICKING 6. WATERMELON 7. GARDENING 8. FESTIVAL 9. SUNSCREEN
10. HOLIDAYS

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.

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

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