

Mid Devon Housing Annual Report 2025/26



Simon Newcombe, Head of Housing and Health

I'm pleased to introduce this year's annual report, which is an opportunity to share the progress we've made and be transparent about the challenges we have faced over the previous financial year. Like many organisations, we have navigated a period of change, including staff turnover and significant new regulatory requirements, such as Awaab's Law. Despite these challenges, we have continued to invest in our homes, services and communities, while listening carefully to what tenants tell us matters most.

Over the last year, we have completed almost 10,000 repairs, delivered new affordable housing and maintained high levels of compliance across key safety areas. Alongside this investment in homes, our neighbourhood teams have continued to support tenants and communities across Mid Devon. From tackling anti-social behaviour and carrying out estate inspections, to helping residents sustain their tenancies, improving communal areas, delivering community events and gathering tenant feedback, we remain committed to creating neighbourhoods where people feel safe, valued and proud to live.

Housing is about more than bricks and mortar. It is about providing safe, secure homes and supporting thriving communities. Whether that is through neighbourhood services, community events or investment into existing homes and new developments, we continue to remain committed to putting tenants at the heart of what we do.

Thank you to everyone over the last year who has taken time to share their views, challenge us to do better and work with us to improve Mid Devon Housing. We have an exciting year of engagement ahead, if you would like to get involved, please contact Tenant Involvement using the details below. Your feedback helps shape our priorities and drive the improvements that matter most.

Summer
newsletter
page 13



Above: Simon Newcombe,
Head of Housing & Health



Above: Community clean up at
Carpenter Close, Tiverton

REQUESTING THIS REPORT IN AN ALTERNATIVE FORMAT

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

Looking After Your Home

Keeping your home safe, secure and in good condition is one of our most important responsibilities. When a repair is reported, we assess the issue and prioritise it based on the risk it presents to your health, safety and the condition of your home. To make sure the most serious issues are dealt with first, we use three repair priority categories:

Priority 1: Emergency repairs

Priority 2: Urgent work

Priority 3: Routine repairs

There are a number of ways to report a repair. You can contact us by telephone, email, through our website or in writing.

If you experience an emergency repair, please call 01884 255255 immediately. The same number can also be used outside normal office hours to reach our out-of-hours service, ensuring help is available when you need it most.

When reporting a repair, providing as much information as possible about the problem helps us diagnose the issue, arrange the correct trade and ensure our operatives arrive with the right equipment and materials.

9,835

Responsive repairs completed in 2025-2026

98.5%

of emergency repairs were completed on time

96.1%

of non-emergency repairs were completed on time

100%

of homes have a valid gas safety certificate



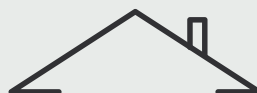
68

Kitchens upgraded



23

Bathrooms upgraded



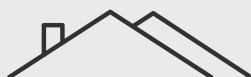
149

New roofs fitted



159

Homes had new windows



50

Loft insulation top ups



0

Cavity wall insulation installed



355

Homes painted



109

Homes had structural work



53

Homes had major disabled adaptations (e.g. level access showers)



108

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



173

Homes had their heating upgraded



194

Homes had new external doors



13

Homes had Sanctuary Scheme works to protect those at risk of violence



236

Homes had asbestos surveys



99.7%

of our properties achieved the Decent Home Standard



100%

of fire safety checks were completed

Damp and Mould

We take the issue of damp and mould extremely seriously, recognising the significant impact it can have on the health and wellbeing of our residents. If you are experiencing damp or mould in your home, contact us by calling 01884 255255 or email repairs@middevon.gov.uk and head your email damp and mould.

Did you know we have a series of useful guides related to damp and mould on our website and YouTube? Visit: www.middevon.gov.uk/residents/mid-devon-housing/your-home/damp-and-mould/

What's in a damp & mould kit?

Mould packs include an interior dehumidifier, hygrometer (measures humidity), mould remover, cloths, gloves, face mask and a damp and mould guide. By assembling these items into a kit, individuals can be better equipped to address and manage damp-related issues in their living spaces. Call us on 01884 255255 or email repairs@middevon.gov.uk to request yours today for free.



Scan the QR code to watch our mould pack YouTube video



364

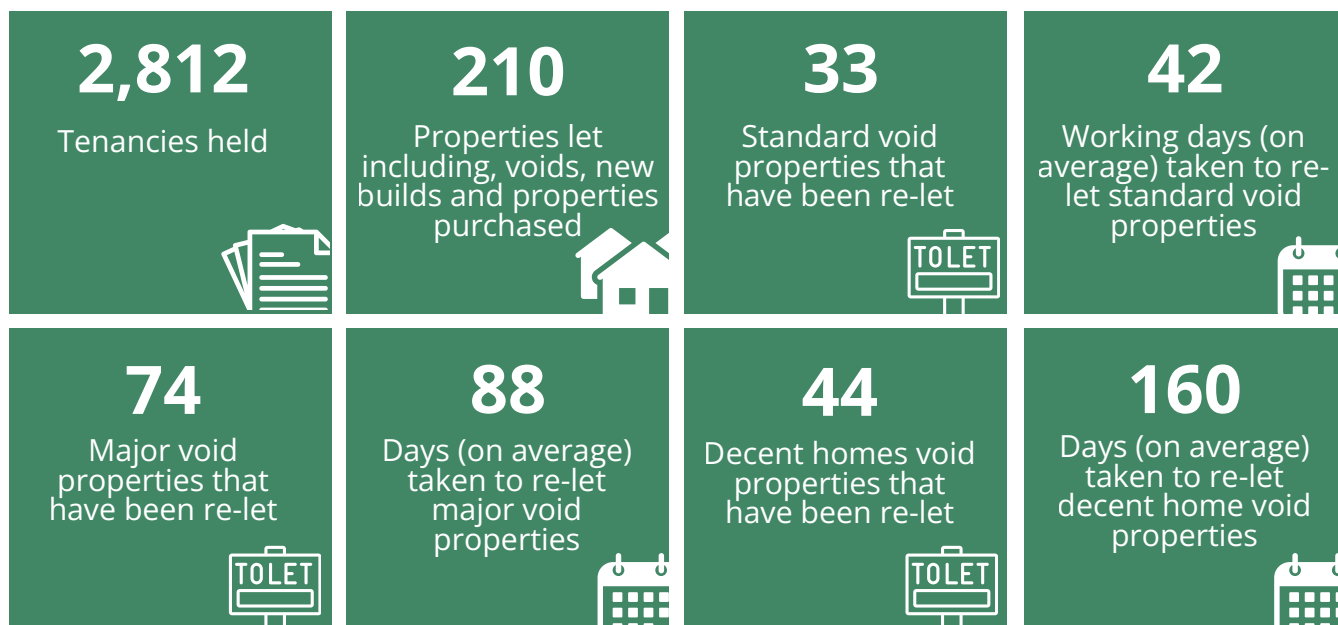
Damp and mould related jobs completed

32

Damp and mould kit supplied to households

Lettings and Voids

This section provides an overview of our current housing stock, including the total amount of tenancies held and our void performance. Voids are properties which are currently empty because a tenancy has ended and a new tenancy has not yet started. When our properties come back to us we often need to complete works to get them ready for the next person. At MDH we have categories and targets for void properties which will determine how long it will take to turn the property around. Standard voids have a 35 working day turnaround. Major voids; 55 working days. Decent homes; 75 working days. Development; 1 calendar year.



Providing New Homes

Mid Devon Housing made significant progress in delivering high-quality, affordable homes across the district during 2025-2026. We were pleased to complete new social housing at Crofts Estate in Sandford, St Georges Court in Tiverton and Eastlands in Hemyock.

These projects reflect our ongoing commitment to investing in local communities and increasing the supply of safe, energy-efficient, and affordable homes for residents across Mid Devon.
Below - Modular pods being delivered



*Above - Crofts House, Sandford
 Below - St Georges Court, Tiverton*



75 The number of new homes completed in 2025-2026



Complaint Handling

Performance

Complaint numbers have increased in 2025-26 due to greater awareness and accessibility rather than a decline in service quality. High-profile changes such as Awaab's Law, increased visibility from the Housing Ombudsman, and widespread discussion of housing issues on social media have significantly empowered residents to report concerns and use the formal complaints process. Improved communication from landlords and easier routes to escalate complaints, including through the council's own process, have also contributed to higher volumes. Additionally, increased operational activity, particularly in repairs and Awaab's Law related case, has naturally resulted in a higher number of complaints being logged. These trends reflect a more informed and confident resident population rather than a deterioration in performance.

228 Stage 1 complaints

46 Stage 2 complaints

3478 tenants live in an MDH home

46.2% of Stage 1 complaints upheld

40.9% of Stage 2 complaints upheld

In 2025-26, Stage 1 complaints affected 7.78% of housing properties, meaning 92.22% had no complaints

Overall trend

MDH's Stage 1 complaint numbers increased to 228 in 2025-26, compared with 210 in 2024-25, equating to 7.78% complaints per 1,000 properties. Nationally, complaint volumes across the social housing sector continue to rise, driven by regulatory and legislative changes. During 2025-26, MDH closely monitored the number of issues raised within each complaint. Of the 228 Stage 1 complaints received, a total of 458 individual issues were identified as at 31st March 2026, providing a more accurate picture of the volume and nature of tenant concerns.

Breakdown

Summary of the top 5 categories for complaints:

1. Routine repairs - 47
2. Gas safety external - 30
3. Other planned maintenance - 23
4. Non- housing complaints – 22
5. Planned maintenance - 21

Complaint patterns remain similar to 2024-25, though the order has changed. Tenancy Management has dropped out of the top five and been replaced by gas safety external.

Lessons learnt

During the financial year 2025-26, 11 specific lessons learnt were identified and actioned as a result of the service review and continuous improvement process. MDH also carry out monthly strategic insight/focus meetings to discuss complaint handling data, identify themes alongside reviewing progress on implementing lessons learnt.

Outputs from these meetings are fed back into a structured performance management process which all service managers and team leaders participate in.

Compensation

MDH's Tenant Compensation Policy applies to tenants and residents of MDH. It covers both discretionary compensation which relates to loss, damage or inconvenience due to a service failure and statutory (obligatory) compensation.

Each case is considered on its individual merit and discretion, and we look to identify if the tenant or resident has been impacted negatively by our actions or lack of actions. We consider the following when offering some form of compensation or good will gesture: out of pocket expenses, distress and upset, inconvenience caused, overall service failure. Not all service failures will result in compensation. In some cases, an apology may be the most appropriate way to put things right.

£11,642.08
offers of
compensation

£7,892.08
offers
accepted

£510 good will
gestures
offered

£365 good will
gestures
accepted

Cases escalated

During 2025/26, 15 complaints relating to Mid Devon Housing (MDH) were with the Housing Ombudsman Service (HOS). These included cases waiting to be investigated, under investigation, or where the Ombudsman had decided that no further action was needed. One additional complaint was referred to the Local Government and Social Care Ombudsman (LGSCO).

The complaint referred to the LGSCO was closed without an investigation because the Ombudsman decided it would have been reasonable for the tenant to raise the issue sooner.

Of the 15 cases with the Housing Ombudsman, 8 are still waiting to be reviewed. These are either waiting to be assigned to an investigator or awaiting a decision on whether an investigation will take place. Three of these complaints were submitted by the same tenant. Due to national demand, decisions on some cases may not be made until late 2026/27 or later.

Four Housing Ombudsman cases were concluded during the year:

- One complaint resulted in a finding of maladministration. MDH was ordered to pay £400 compensation.
- One complaint resulted in a finding of no service failure.
- One complaint resulted in a finding of no maladministration, with the Ombudsman recognising that the landlord had offered reasonable redress.
- One complaint resulted in a finding of service failure relating to repairs to a heating and hot water system. MDH was ordered to apologise and pay £475 compensation.

Two further cases are currently awaiting a final decision from the Housing Ombudsman.

We have complied with all Ombudsman orders and recommendations and have apologised to the tenants affected where failings were identified. We continue to use the learning from complaints and Ombudsman investigations to improve our services.

Listening & Learning



For more complaints data, head to page 10 and 11 to read our TSM results

Improvements we have made

Residents were not always clear that planned works in communal areas may also require access to individual gardens. Our letters and notices now explain more clearly when access to individual gardens may be required, alongside access to communal areas, to enable works to be completed safely and efficiently.

Residents were not always kept up to date when their enquiry involved more than one team. We reminded staff of their responsibilities when handling enquiries that overlap across services and reinforced the importance of keeping residents informed.

We identified opportunities to strengthen our approach to resolving tenancy breaches and taking enforcement action where necessary. We reinforced our approach to considering all available enforcement options, helping us respond more effectively and consistently when tenancy agreements are breached.

Residents wanted clearer and more regular updates when damp and mould cases were being investigated or when follow-on works were outstanding. Following the introduction of Awaab's Law, we have introduced more robust processes to record actions, monitor progress and keep residents informed about outstanding repairs and improvements.

Policy & Procedure

In 2025-2026 we launched or updated 7 Policies

- ▶ Tenancy Management Policy
- ▶ Right to Buy Policy
- ▶ Safeguarding Adults at Risk, Children and Young People policy
- ▶ Mobility Scooter in Flats Policy
- ▶ Tenancy Agreement
- ▶ Knowledge & Information Management Strategy
- ▶ Downsizing incentive scheme

Online Engagement



**LET'S TALK
MID DEVON**

3,360

Number of visits to Let's Talk Mid Devon



1,905

Interactions on Facebook



13.8%

Increase in followers on Facebook @middevonhousing



97

Tenants signed up to My Mid Devon

Building Stronger Communities



Triages closed
by Estates and
Income
3,307



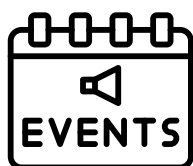
Number of new
anti-social
behaviour cases
20



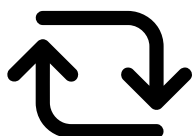
Communal
inspections
completed
1,432



Neighbourhood
Walkabouts
completed on time
100%



Number of
events that took
place for tenants
112



Number of
mutual exchange
applications
received
38

Your neighbourhood team is your first point of contact when you'd like to discuss anything to do with your tenancy or rent. You can find out who your Neighbourhood Officer is and how to get in touch with them here:

www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/get-in-touch-with-your-neighbourhood-team/

Satisfaction

94.5%

Of tenants were satisfied with the Planned Maintenance service they received

80.8%

Of tenants were satisfied with the Repairs service they received.

92%

Of new tenants were satisfied with the process from sign up to moving in

33.3%

Of tenants were satisfied with the helpfulness of the Complaints Officer dealing with their complaint

Consultations

Number of consultations completed → **7**

Consultations cover a wide range of topics, in 2024-2025 this included local improvements such as wildlife areas, installation of benches and upgrades to communal areas, as well as updates to key policies and strategies. We have also sought tenant views on practical matters like the design and information provided in our tenant handbook.

Consultations ensure that your views influence decisions both big and small. Thank you to everyone who has taken the time to share their thoughts and help improve our communities and service.

Building Stronger Communities

Tenant involvement is about more than attending meetings or completing surveys. It is about giving tenants a voice, creating opportunities to connect with neighbours, and working together to improve homes, services and communities. Throughout 2025/26, tenants shared their experiences, helped shape important decisions, joined community events and worked alongside us to make a positive difference across Mid Devon. The following highlights showcase some of the many ways tenants have helped influence and strengthen the housing service during the year.



Tenant of the year winners with Cllr Jane Lock, Cabinet Member for Housing, Assets & Property Services



MDH and Devon & Cornwall Police street surgery



A winner of the Mid Devon in Bloom gardening competition



MDH Officers attending a neighbourhood walkout with CHAT



Tenant focus group looking at the proposed new tenant handbook given at sign up



MDH Officers and residents at a community cleanup in Tiverton

Tenant Satisfaction Measures

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

There are 22 TSMs in total, 12 of these require landlords to conduct a tenant perception survey. You will see these referred to in this document as 'TP01-TP12'. The remaining 10 are management information measures.

For 2024-25, we worked with Acuity who completed the TSM surveys with a sample of residents, the sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. A total of 519 surveys were carried out between 19 August 2024 and 15 March 2025 spread over three quarters.

566

Responses
received

83%

Our highest score:
Satisfaction that
MDH provides a
home that is safe

31%

Our lowest score:
Satisfaction with
our approach to
complaints
handling

TP01

74%

Were satisfied with the housing services provided by MDH.

TP02

79%

Were satisfied with the overall repairs service from MDH over the last 12 months.

TP03

77%

Were satisfied with the time taken to complete the most recent repair after it was reported.

TP04

76%

Were satisfied that MDH provides a home that is well maintained.

TP05

83%

Were satisfied that MDH provides a home that is safe.

TP06

58%

Were satisfied that MDH listens to tenants views and acts upon them.

TP07

76%

Were satisfied that MDH keeps tenants informed about things that matter to them.

TP08

79%

Agreed that "MDH treats me fairly and with respect"

TP09

31%

Were satisfied with MDH's approach to complaints handling.

TP10

72%

Were satisfied that MDH keeps communal areas clean and well maintained.

TP11

66%

Were satisfied that MDH makes a positive contribution to neighbourhoods.

TP12

50%

Were satisfied with MDH's approach to handling anti-social behaviour.

Tenant Satisfaction Measures

The results below are performance measures which MDH collected from 1st April 2025-31st March 2026.



CH01 Part 1 **70.4**

Stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

CH01 Part 2 **18.1**

Stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

CH02 Part 1 **98.5%**

Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

CH02 Part 2 **100%**

Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

NM01 Part 1 **6.8**

Anti-social behaviour cases opened for each 1,000 homes MDH owns including the number of cases that involve hate incidents.

NM01 Part 2 **0**

Anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

RP01 **0.3%**

Homes that do not meet the Decent Homes Standard.

RP02 Part 1 **96.1%**

Non-emergency responsive repairs completed within the landlord's target timescale.

RP02 Part 2 **98.5%**

Emergency responsive repairs completed within the landlord's target timescale.

BS01 **100%**

Homes that have had all the necessary gas safety checks.

BS02 **100%**

Homes that have had all the necessary fire safety checks.

BS03 **96.8%**

Homes that have had all asbestos safety checks.

BS04 **100%**

Homes that have had all the necessary legionella risk assessments. Legionella is a bacteria that can make people ill if it gets into water supplies.

BS05 **100%**

Homes in buildings where the communal passenger lifts have had all the necessary safety checks.

We're looking for tenants to help us review the above TSM results

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 take part, please email tenantinvolvement@middevon.gov.uk or call 01884 255 255



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.



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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

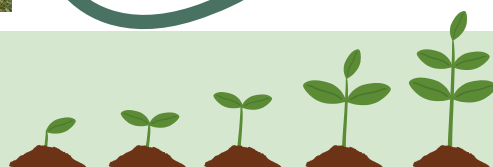
**Best Baskets or
Containers**

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

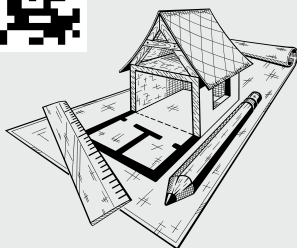
Developments

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.

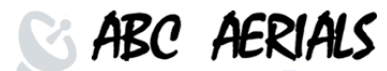
If you have a complaint or feedback you think we could learn from, you can log this on my.middevon.gov.uk/ or call 01884 255255

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:

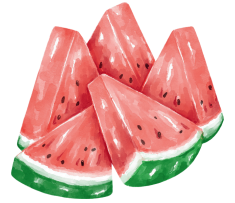
- PH Jones – Gas servicing, heating repairs and Quantum heating upgrades
- Domestic Drainage – Drain clearing and underground pipework repairs
- Vergo – Pest control services
- Cobwebs – Mould treatment and cleaning services
- Mouldex – Radon testing
- Five Star Security – Door entry systems, keys and 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

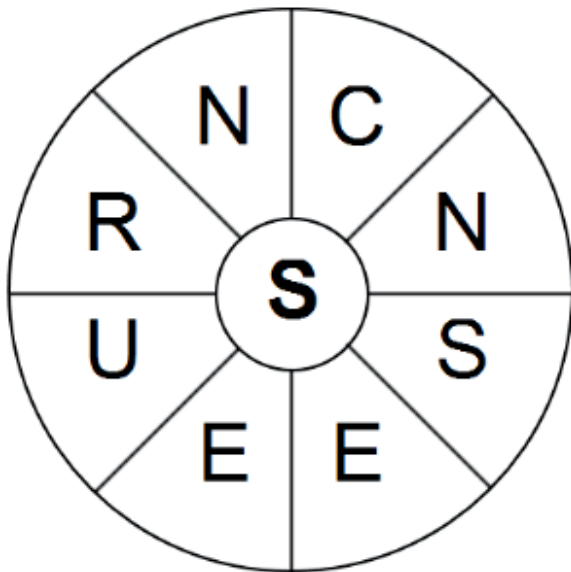
- 150ml sour cream or natural yoghurt
- 2 tbsp mayonnaise
- 1 tbsp salsa (mild or spicy)
- Juice of ½ lime (optional)
- Salt & pepper to taste

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

REQUESTING THIS REPORT IN AN ALTERNATIVE FORMAT

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