

Mid Devon Housing News



@MidDevonHousing



Autumn
2026
Edition
17



As we move into the autumn months, we've been busy across Mid Devon Housing delivering improvements, supporting residents, and celebrating some fantastic achievements.

Over the last few months, we've welcomed new Neighbourhood Officers to our communities, celebrated our three Housing Apprentices achieving distinction grades in their qualifications, and recently hosted a scam awareness event to help residents stay informed and protected from fraud.

We're also pleased to see our new Zed Pods development in Bampton now complete, with the first homes beginning to be let. This innovative scheme will provide much-needed affordable housing and help more local people access quality homes in the area.



Scam Awareness Event Helps Residents Stay Safe

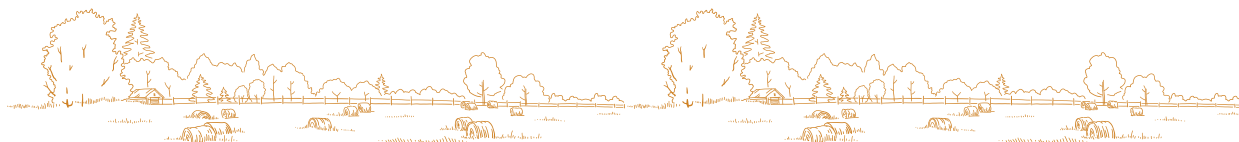
Mid Devon Housing recently partnered with Age UK to host a scam awareness session for residents. The event provided practical advice on how to spot common scams, protect personal information and avoid becoming a victim of fraud.

Residents learned about the latest scam techniques, warning signs to look out for, and where to go for help and support if they have concerns. Thank you to everyone who attended and helped make the event a success. Working together, we can all play a part in keeping our communities safe and informed.



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



Taking Services Out to Our Rural Communities

This year, Mid Devon Housing's Rural Roadshows visited Hemyock, Bampton and Lapford, giving residents the opportunity to meet staff, ask questions and find out more about local housing services. To help make the days even sweeter, we provided free ice creams for everyone who came along. Thank you to all the residents who stopped by to chat with us!



COMMUNITY CUPPAS

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

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

CREDITON

1st Wednesday of the month

10.30am - 12.00pm

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

CULLOMPTON

1st Friday of the month

10am-11.30 am

Cullompton Community
Centre
Pye Corner
Cullompton
EX15 1JX

TIVERTON

2nd Thursday of the month

10.30am - 12.00pm

Westfield Road Common
Room, Tiverton
EX16 5EU

Gas Safety

Protecting You, Your Family and Your Home

Don't Miss Your Annual Gas Safety Check



Your annual gas service helps keep appliances working safely.



Please make sure an adult is at home for your appointment.



If you cannot make the date or time, contact us as soon as possible to rearrange it on 01884 255 255



Repeated missed appointments can delay essential safety checks and may lead to further action.

Your access matters.

Meet Your Neighbourhood Officers

We're pleased to welcome three new Neighbourhood Officers to the Mid Devon Housing team.

Isla Kouassi-Kan will support residents across Tiverton Westexe and Tiverton Cranmore.

Alice Stewart-Barton will cover Tiverton Lowman, Upper Culm, Bradninch, Halberton, Silverton, Cullompton Padbrook and Cullompton Vale.



Nicola Payne will support residents in Upper Yeo and Taw, Crediton Boniface, Crediton Lawrence, parts of Tiverton Westexe, as well as Yeo and Cadbury.

Our Neighbourhood Officers are here to help with tenancy-related matters, neighbourhood concerns and community engagement. Keep an eye out for them in your area and don't hesitate to stop and say hello when you see them out and about in the community.

For full details of your Neighbourhood Team, including your Income Officer and key contact information, visit our website:

<https://www.middevon.gov.uk/residents/mid-devon-housing/your-neighbourhood/get-in-touch-with-your-neighbourhood-team/>

You can also contact the team by emailing htenancy@middevon.gov.uk or calling 01884 255255 and asking to speak to your Neighbourhood Team.



Help Available Through the Crisis & Resilience Fund

If you're struggling with unexpected costs or facing financial hardship, help may be available through the Crisis & Resilience Fund (CRF). The fund provides fast, flexible support for low-income households experiencing financial difficulties and can also help connect residents with services offering advice on income, debt, housing and wellbeing.



Additional support is also available for households that rely on heating oil and are at risk of being unable to afford heating or hot water. Applications are assessed based on individual circumstances and available funding.

To find out more or apply, visit the Mid Devon District Council website:

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

or contact Customer Services on 01884 255255 for assistance.

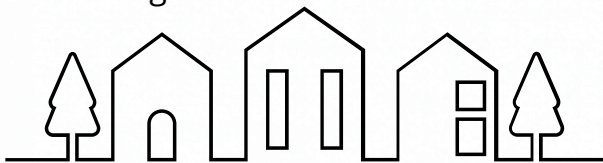
Apprentices Achieve Outstanding Results



We're delighted to celebrate the success of our three Housing Apprentices, Shannon, Charlotte and Larisa who have all recently completed their courses and achieved distinctions. Their hard work, commitment and dedication throughout their apprenticeships have been outstanding, and these results are a fantastic achievement.

As valued members of the Mid Devon Housing team, they have developed their skills, knowledge and confidence while making a positive contribution to the services we provide to residents.

Congratulations to all three apprentices on this well-deserved success. We are incredibly proud of their achievements and look forward to seeing their continued growth and development within Mid Devon Housing.



Recycle More with a Free Kitchen Food Caddy



Mid Devon residents can now claim a free kitchen food caddy to make recycling food waste easier at home. With up to 25% of black bag waste made up of food that could be recycled, every little bit helps. Simply collect your food scraps in the caddy and empty them into your existing food waste bin for weekly collection. Together, we can recycle more and reduce waste across Mid Devon.



To request your free food caddy, either give our customer service team a call on 01884 255 255 or visit: <https://www.middevon.gov.uk/residents/recycling-rubbish/order-a-waste-container-black-binseagull-sack-or-recycling-box/>

Stay one step ahead of **scams**

Know the warning signs and protect yourself

Scams can happen to anyone. Taking a moment to stop and check can help you avoid losing money or sharing personal information.



Scams can happen to anyone, and criminals are becoming increasingly convincing in the ways they try to gain trust and steal money or personal information. Age UK highlights that Scammers may contact people at the doorstep, by phone, through the post, by email, online, or even through fake relationships.

- ! Be cautious of unexpected callers, emails, texts or visitors.
- ! Never feel pressured into making a decision on the spot. Genuine organisations will give you time to think.
- ! Always check identification before letting anyone into your home and contact the organisation directly if you're unsure.
- ! Remember: if an offer seems too good to be true, it probably is.
- ! Never hand over bank cards, PINs, cash or personal information to someone you don't trust.

If you think you may have been targeted by a scam, don't feel embarrassed. Scammers are skilled at what they do, and support is available. Speaking to a trusted friend, family member or support organisation can help.



DON'T LET DAMP AND MOULD MOVE IN THIS WINTER

As the weather gets colder, it's natural to keep windows and doors closed and turn the heating up. However, this can increase moisture levels in your home, leading to damp and mould growth. Not only can mould damage your home and belongings, but it can also affect your health.

Top Tips to Prevent Damp and Mould

- ✓ Ventilate your home every day
- ✓ Keep your home warm
- ✓ Dry clothes carefully
- ✓ Wipe away condensation
- ✓ Keep air flowing
- ✓ Cover pans when cooking

If you notice persistent damp, mould, condensation, leaks or water ingress in your home, please let us know as soon as possible. Reporting problems early allows us to investigate and take the appropriate action before the issue becomes worse.

✉ Email: repairs@middevon.gov.uk

☎ Call: 01884 255255

HEATING TIPS



Close curtains at dusk

This helps keep the heat in and the cold out.



Keep radiators clear

Don't block radiators with furniture so heat can circulate effectively.



Report issues early

Let us know about any heating problems ASAP so we can help.



Keep it comfortable

Set the thermostat to a comfortable temperature. Even a small change can save energy.

Simple steps to keep your home
warm, comfortable and energy
smart.



18 New Affordable Homes Delivered for Bampton

Eighteen new affordable, zero-carbon council homes have now been completed at School Close, Bampton. Delivered in partnership with ZED PODS, the development has transformed a site of outdated properties into modern, energy-efficient homes for local people.

The new homes, which offer a mix of one, two, three and four-bedroom accommodation, have now begun to be advertised through Devon Home Choice, with new tenants expected to start moving in very soon.

This latest scheme is part of our ongoing commitment to providing high-quality, affordable homes and investing in communities across Mid Devon.

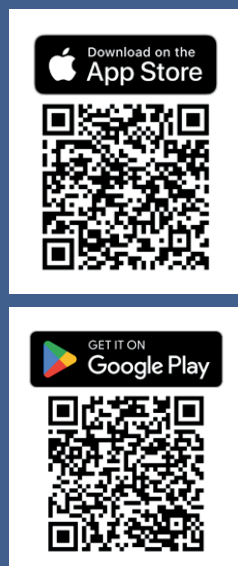
For more information on our developments you can check out our Developments Hub:

<https://letstalk.middevon.gov.uk/mdh-development-hub>



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

The app allows residents to report issues, contact councillors, and 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.



Download our app today

Council services, news and reminders - now pocket-sized.

REPORT IT . READ IT . REMEMBER IT .



Thinking About Starting a Business?

If you have a business idea but aren't sure where to start, Devon Business Support offers free one-to-one advice to help you turn your idea into reality.

From business planning and market research to pricing and understanding your customers, expert support is available to help you take the next step.

To find out more, contact 01837 659 059 or visit businessinfopoint.co.uk/dbs

If you are considering running a business from your home, please make sure you check that it complies with the terms of your tenancy agreement before getting started. If you are unsure, contact your Neighbourhood Officer on 01884 255 255 or email htenancy@middevon.gov.uk

Funded by
UK Government

devon
BUSINESS SUPPORT

Turn Your Business Idea Into Reality

Devon Business Support offers free, tailored one-to-one support to help turn your business idea into a viable business.

Get support with:

Developing your idea **Planning & pricing**

Market research Legal structures

Understanding your customers

Talk through your plans with an advisor and get the practical support you need to take the next step.

Find out more

01837 659 059 businessinfopoint.co.uk/dbs

Devon
County Council

Devon and Torbay
Combined County Authority

cosmic

DIP

Help Shape Our Services

Following a repair, maintenance visit or complaint, you may receive a short automated survey from Voicescape. It only takes a few minutes to complete and gives you the opportunity to tell us about your experience.

Your feedback helps us improve services, address issues and recognise excellent customer service. Together with our Tenant Satisfaction Measures (TSMs), these surveys ensure your voice is heard all year round.

If you receive a call from Voicescape, please take part. Every response makes a difference.

For more information, visit our website: <https://www.middevon.gov.uk/residents/mid-devon-housing/accountability-performance/satisfaction-surveys> or call 01884 255255 or email tenantinvolvement@middevon.gov.uk.



voicescape



Received a Housing Stock Condition Survey Letter?

Mid Devon Housing is carrying out its 2026 Housing Stock Condition Survey to help us plan future repairs, maintenance, and improvements to our homes.



AtkinsRéalis will contact selected tenants directly by phone or text to arrange an appointment.



The survey takes up to 1 hour and includes inside and outside inspections.



Photographs will be taken as part of the assessment.



Appointments will be arranged at a time that suits you where possible.

If you have any questions, queries or are unsure about a letter you have received, please call us on 01884 255255.

Devon Facing Severe Drought

Despite some recent rainfall, Devon remains in severe drought after months of exceptionally hot, dry weather.

Rivers, reservoirs and groundwater supplies are still under significant pressure, and it will take time for water levels to recover. A hosepipe ban remains in place across Devon, meaning residents must not use hosepipes for non-essential activities such as watering gardens, washing cars or cleaning patios.

South West Water has also applied for a Drought Order, which could lead to further water-use restrictions across Mid Devon.

We can all help reduce the impact of the drought by using water wisely. Simple actions such as taking shorter showers, turning off taps while brushing your teeth and fixing dripping taps can make a real difference.

Mid Devon Housing and Mid Devon District Council is also reviewing its own operations to identify ways to safely reduce water consumption while continuing to deliver essential services.

Every drop counts. Together, we can help protect our local water supplies for the months ahead.

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.

Vulnerable Residents and Reasonable Adjustments Policy

The Mid Devon Housing (MDH) Vulnerable Residents and Reasonable Adjustment Policy was adopted by Cabinet on 6th October 2026 after recommendation by the Homes Policy Development Group on 8th September 2026.

Tenant Compensation Policy

The MDH Tenant Compensation Policy was adopted by Cabinet on 10th December 2024 after recommendation by the Homes PDG on 19th November 2024. The Policy was updated via Delegated Decision by the Head of Housing and Health on 30th June 2026 to align to the Housing Ombudsman Service Compensation Guidance 2026.

Aids and Adaptations Policy 2026

The Mid Devon Housing (MDH) Aids and Adaptations Policy was adopted by Cabinet on 6th October 2026 after recommendation by the Homes Policy Development Group on 8th September 2026.

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

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

You said We did

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



What were we asked?

To provide greater clarity within our Repairs & Maintenance Policy timeframes for planned maintenance works.

What improvement have we made?

Following lessons learned, we reviewed our Repairs & Maintenance Policy to ensure it reflects Housing Ombudsman good practice, particularly around repair timescales. The policy has now been updated to provide clearer guidance on expected timeframes, helping to improve transparency and manage tenant expectations more effectively.

HOT HONEY CHICKEN AND SWEET POTATO TRAYBAKE

INGREDIENTS

- 8 chicken thighs, skin-on, bone-in
- 4 small sweet potatoes, peeled and cut into chunks
- 8 shallots, halved
- ½ tbsp extra virgin olive oil
- 2 tbsp honey
- 1 tbsp boiling water
- 1 lemon, zest and juice
- ½ tsp chilli flakes
- small handful flatleaf parsley, roughly chopped
- small handful toasted walnuts, roughly chopped
- salt and ground black pepper

Prep: 15 mins

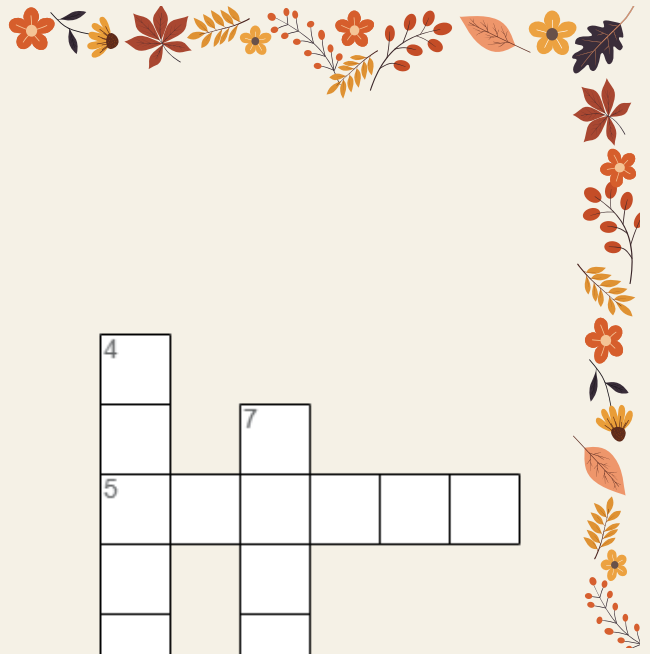
Cook: 40 mins

Serves: 4



METHOD

- Preheat the oven to 200C/180C Fan/Gas 6. Arrange the chicken thighs, skin-side up, the sweet potato chunks and shallots in a large roasting tin. Drizzle with olive oil and season well with salt and black pepper.
- Whisk together the honey, boiling water, lemon zest and juice and the chilli flakes. Drizzle this over the chicken and sweet potatoes. Roast for 40 minutes until the sweet potatoes are tender, the chicken is cooked through and the skin is crisp.
- Serve sprinkled with the parsley and walnuts, and a salad of bitter leaves on the side.



Just for fun

ACROSS

1. Apple drink pressed in the autumn
3. Glossy brown nut roasted over an open fire
5. Foliage that turns red and gold before dropping
6. Large outdoor fire enjoyed on crisp evenings

DOWN

2. Nut that falls from an oak tree
4. October holiday of costumes and trick-or-treating
7. The gathering of crops at the end of summer
8. Orange gourd carved into a jack-o'-lantern



Spot the 10 differences



Get Involved

We want residents to be at the heart of everything we do. There are a number of ways you can get involved with MDH. Some take more time and effort than others but there should be an opportunity for everyone to get involved at a level that suits them. Please use the contact details below to get in touch with our Tenant Involvement team if you have any questions or you would like to volunteer.

Become a Tenant Rep

Tenant representative roles provide tenants with the opportunity to drive service change, from personal experiences or from their desire to promote positive service development. We have 4 roles available (more than one person can be involved in each role).

PUBLICATIONS

The role is to work with our teams on our resident publications including our housing newsletter and annual report.

COMPLAINTS

Review our approach to complaints and ensure we are being fair, are putting things right and learning from outcomes.

ESTATES

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

SUSTAINABILITY

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



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

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