

HOUSING MATTERS



The magazine for
East Devon District Council
tenants and leaseholders

By post, email, online or audio CD
eastdevon.gov.uk/housingmatters

YOUR WINTER 2023 EDITION



P27

Littleham Park Opening



P21

Diabetic friendly recipes



P24

Top tips for Christmas recycling



P12

Fraudster Awareness

CONTRIBUTE: WE NEED TENANTS AND LEASEHOLDERS

Housing Matters is your magazine and keeping it relevant is only made possible with your help. We'd love to hear from you with your suggestions for articles. Send us a letter, article, photo, or household tip. Contact the Tenant Participation team.

DO YOU NEED LARGE PRINT OR AN AUDIO OR EMAIL FORMAT?

Is this format best for you? We'd like you to get *Housing Matters* in a way that suits you. This magazine is available by post, audio and email.

If you'd prefer to receive the magazine digitally to your email address or in an audio format through the post, please contact Tenant Participation. *Housing Matters* is also available online at eastdevon.gov.uk/housing-matters.

ABOUT THIS MAGAZINE

Housing Matters is produced by Housing East Devon District Council for tenants and leaseholders and is edited by tenants and council staff.

Editorial Group

Sue Williams is an Exmouth tenant and former paralegal, soldier and nurse who loves photography, gardening and DIY. She has undertaken several council training sessions on housing and social studies.

Stephen Beer is an Exmouth tenant. He runs the Exmouth Stroke Survivors Group. He likes watching football, singing, and writes poetry.

Michelle Beer is an Exmouth tenant. She helps to run the Exmouth Stroke Survivors Group, and loves to get out and meet people

Jamie Clayden is a member of the Communities Team at EDDC. She helps to organise and run tenant participation groups and community events. She has loads of energy and is always smiling

Jackie Ryder is a member of the Communities Team at EDDC. She helps to organise and run tenant participation groups and community events. She is a member of a community choir, a street theatre group, and a morris dancing side.

Yvonne White is a volunteer at her local community hub in Sidmouth and enjoys drawing nature.

Tracey Pile is a volunteer at her local community hub in Sidmouth and enjoys knitting and crafting.

CONTACT US

Tenant Participation

Phone: 01395 517453

Email: tenantparticipation@eastdevon.gov.uk

Write: East Devon District Council,
Blackdown House, Border Road,
Heathpark Industrial Estate, EX14 1EJ

Keep up to date

Online: eastdevon.gov.uk/news

Twitter: @eddchome_people

Facebook: eddchome&people

Instagram: @eddchome_people

Do you have a comment, compliment or complaint?

If you'd like to tell us something about the housing service, contact Tenant Participation who will be happy to help you.

Our offices at Blackdown House, Honiton, and Exmouth Town Hall are open Monday to Thursday each week from 9am - 1pm.

You can also call our Customer Service Team on 01395 516551

The council continues to operate an appointment system for people to meet with officers and more details on how to do this can be found by visiting

www.eastdevon.gov.uk/contact-us

If you enjoy reading and would like to join the Editorial Group, please contact Tenant Participation for more details.



Join other East Devon residents and download the free East Devon App from eastdevon.gov.uk/app

Access council services on your smartphone, get councillor contact details, a recycling and waste collection reminder, and check local food hygiene ratings

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2023



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**USEFUL
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WHAT'S ON

AUGUST – NOVEMBER 2023

WHAT'S ON

To find out more about the housing events on these pages please contact tenant participation (see page 2). Please note dates, times and events are subject to change (correct at time of production).

DEC	6 WED - 31 SUN  Exmouth Christmas Event on the Strand, Exmouth.	10 SUN  Santa Run along Exmouth Seafront. 08:00-12:00	31 SUN  Final Countdown 10km along Sidmouth Esplanade. 08:00-13:00	
JAN	10 WED - 12 FRI  Housing Review Board	23 TUES  Repairs and maintenance group meeting. 2pm – 4pm Blackdown House	FEB	13 TUES  Residents Involvement Monitoring Group 1.30 – 16.00

KEY



Panel and group meetings: if you would like to join any of these meetings as an observer in the first instance please contact tenant participation. Service review groups are a great way to have your say on the housing service.



Events on EDDC land. All events are run by third party organisers therefore they may be some changes which are out of our hands. (not all of these events are free)

KEEPING YOUR PERSONAL DATA SAFE | AN EXPLANATION FROM THE COUNCIL

Any personal information which you provide will be held and used by East Devon District Council for the purpose of resident involvement.

Your information may be provided to a third party acting on our behalf. Your information may also be shared within East Devon District Council for the purposes

of carrying out our lawful functions. Otherwise your personal information will not be disclosed to anybody outside East Devon District Council without your permission, unless there is a lawful reason to do so for example, disclosure is necessary for crime prevention or detection purposes.

Your information will be held securely and will not be retained for any longer than is necessary. There are a number of rights available to you in relation to our use of your personal information depending on the reason for processing.

Further details about our use of your personal information can be found

in the relevant Privacy Notice which can be accessed at [eastdevon.gov.uk/media/2505620/landlord-services-administering-a-tenant-participation-and-involvement-scheme.pdf](https://www.eastdevon.gov.uk/media/2505620/landlord-services-administering-a-tenant-participation-and-involvement-scheme.pdf).

WHAT'S ON | community centres

A great way to make new friends

Did you also know that you can hire community centres?

Contact booking coordinator on **01395 571696** or **01395 571756**.

BIDMEAD, EXMOUTH

Stroke survivors group:

Mondays 10am- 3pm Free
friends and family welcome
Wednesdays 10am- 3pm
£5 Lunch
Friday 10am – 3pm Free
Warm Hub

Littleham Chat 'n' Chill:

Restarting January 2024
1st Tuesday of every month
1.30pm to 3.30pm

BROADVIEW, BROADCLYST

Coffee Mornings:

Mondays 10am-12pm

Community Hub:

Wednesdays 10am – 4pm

Craft Group:

1st and 3rd Monday of each
month 7pm - 9pm. £2.50 per
session including tea & coffee

CHURCHILL COURT, LYMPSTONE

Community Hub:

Thursdays 11am – 3pm

CLAYTON HOUSE, EXMOUTH

Open door - Men's Shed:

Tuesdays, Wednesdays,
Thursdays 10am-4pm.
enquiries to: [menshed@
opendoorexmouth.org.uk](mailto:menshed@opendoorexmouth.org.uk)

DUNNING COURT

Coffee Mornings:

Last Friday of the month
10am-12pm

LYMEBOURNE, SIDMOUTH

Community Hub:

Thursday 10am – 4pm

Christian Free Church:

Sundays 10:30am – 12:30pm

MILLWEY, AXMINSTER

Brownies:

Monday's Term time
6pm- 7:30pm

Community Hub:

Mondays 10am – 3pm

Bingo:

3rd Friday of every month
1pm – 4pm

Community Larder:

Wednesdays 2pm-4pm

MORGAN COURT, EXMOUTH

The Welcome Centre and lunch club:

Thursdays and Fridays
9:30am – 3:30pm

Crafts, exercise, games, free tea and coffee

Full day £38 (includes two
course lunch), half day £28
(includes two-course lunch),
lunch only £9. Contact Angela
Boatwright on 07423041146.

PALMER HOUSE, EXMOUTH

Craft group:

Mondays 10am – 12pm

Breakfast club:

Tuesdays 9:30am - 11:30am

Brixington Ladies Getaway club:

1st Wednesday of every month
at 2pm-5pm. £2 entry or £10 for
the year

Lunch club:

Fridays 10am – 1:30pm

Twilight Spiritual Service:

2nd Sunday of every month
6:30pm-9:30pm

Cake and Bingo:

3rd Saturday of each month
from 1pm. Call 01395 265386 for
more information or just pop
along. £2 for tea and cake, 50p
for a bingo book of 8 games.

Communally Curative Creatures Ceramics Club

Pottery workshops:

Thursdays 2-hour sessions
at £10 open to all. 10.30-12.30,
12.45-14.45 or 17.45 – 19.45.
Please e-mail:
kbceramics@icloud.com

PARK CLOSE, WOODBURY

Afternoon tea:

Mondays 2pm-4pm

Computer club:

Every other Wednesday
2pm-4pm Starting 23rd August

Bring your own craft afternoon:

Thursdays 2pm-4pm

Community Hub:

Fridays 10am – 4pm

RATCLIFFE HOUSE, BURNSIDE, EXMOUTH

Community Hub:

Mondays 10am – 3pm

Coffee Morning:

Fridays 10am-12pm

Day trips from Burnside:

Contact Rodney on
07766887173 for more
information and prices

YONDER CLOSE, OTTERY ST MARY

Community Hub:

Thursdays 10am – 3pm



Welcome to your Winter Edition of Housing Matters

We are delighted to be able to introduce our new Director of Housing, Tracy Hendren to you. She has recently joined East Devon District Council and brings a wealth of knowledge and experience with her. (See page 7)

We are sad to say goodbye to one of our long time colleagues, Bev Anderson, who worked closely with many of you over the years as the tenant participation assistant. We wish her well in her retirement.

In this edition we have some delicious Christmas treats, selected especially with those who have diabetes in mind, and some fabulous ideas for New Years Resolutions aimed at helping us all to do our bit to help tackle Climate Change.

Our Community Hubs continue to be hugely popular and successful. As the days get cooler, why not find your nearest hub and pop along? You are assured of a warm welcome, a hot drink, good company, and lots of fun. See page 33 for details of times and locations.

This is the time of year when we all want our heating to be running smoothly, so please make sure you make your appointment for your annual gas safety checks see page 10)

Thankyou all for your nominations for this year's recognition awards. Keep a look out in this magazine to see the deserved winners.

**Wishing you all a peaceful Christmas and New Year
The Communities Team**



A Warm Welcome to Tracy

Following the retirement of John Golding earlier this year as Director of Housing, Health, and Environment, we are delighted to introduce you to Tracy Hendren, who has now taken up the reigns and is leading our Housing Services.

Hello Everybody

It is a real honour for me to have now started with East Devon District Council. I am now looking forward to meeting some of you and getting to know you all a bit better.

I joined the team as the Director of Housing, Health, and Environment, earlier this year. Now, with my fellow directors, I am also covering the interim Chief Executive role.

Where have I worked before, and what experience do I have?

I was previously at The Royal Borough of Windsor & Maidenhead as the Assistant Director of Housing, Environmental Health, and Trading Standards.

I have managed most frontline services whilst working within local government. I consider myself to have been very privileged in having a career that has spanned central Government, District Authorities, Unitary Authorities, a Core City, and a London Borough.

I have been responsible for traditional local services and leading on innovative national roles. I have

undertaken peer reviews* in over 100 authorities nationally providing constructive feedback, guidance, advice, and support.

**(A peer review is when you invite someone else, with similar skills, or job role from a different organisation to come in to look at and evaluate the work, processes and policies that you are using within your own organisation. The aim being to gain feedback and ideas for improvement from an independent, and unbiased viewpoint.)*

I have delivered training courses to all local authorities in England across housing services and worked directly with an I.T company to co-produce a system which records, monitors, and provides guidance and direction for housing options cases.

For the six years prior to covid I was also responsible for the national housing options conference. Ideas and experiences were shared, support networks were formed, and colleagues from central government, national organisations, the voluntary sector and local authorities met.

When working for central government I was the lead

officer for voluntary sector government funded grants. This included monitoring and reviewing multi-million-pound contracts, and delivering a national homelessness project. This project involved working with over 92% of all local authorities.

What am I going to do now?

I am now really looking forward to getting stuck in at East Devon District Council, supporting staff, providing quality services to customers, and working alongside our pro-active cabinet.

Outside of my working life, I focus on finding the right balance with many interests including dog walking, cooking, travelling to new places and spending time with my family. I have particularly enjoyed recently combining all these interests with time spent in East Devon where I have been exploring everything the district has to offer including amazing beaches, family walks with the dogs through our incredible areas of outstanding natural beauty as well as enjoying some of the local cuisine and produce that East Devon has to offer.

A Fond Farewell to Bev

Earlier this year, The Communities Team, as it is now known, said goodbye to a much respected, and longstanding member of their team, as Bev Anderson began her retirement.

We have great pleasure in sharing with you some lovely tributes and thanks to her that have been passed on from some tenants, who had the pleasure of working with her over the years, along with a farewell message to you all from Bev.

It is with great sadness that we say goodbye to Bev Anderson our Tenant Participation Assistant who has now retired. Bev has been the one I have been able to turn to and ask for advice on many issues over the years.

Bev worked tirelessly for all tenants over many years, being there at the infancy of Tenant Participation and guided the tenant groups through many changes. Bev arranged our training, all our meetings and was there to support the editorial group and tenant conference day. She organised the garden competition, transport for those who required it, refreshments at our meetings and support at all times. With her help, we found our voice and had the training required to do the job.

Nothing was ever too much trouble for Bev. If you phoned and Bev was not in the office, on her return she would always call you back.

There was advice for anyone with any query no matter how big or small. She knew that something that may not seem much to some was important to you. She made phone calls to vulnerable tenants during Covid making sure they were alright and if they had any care issues. Bev gave her time and commitment to the job, nothing was too much trouble for her.

Bev was awarded our first ever staff member award back in 2014, for 'Staff award for excellent customer service'.

To all the tenants I have spoken to Bev was the rock they could rely on and she is much loved and admired by all of us. I like many others have known Bev for many years now, and think of her as a friend.

I wish her all the best in her retirement. She will be sorely missed.

Happy Retirement Bev
Sue Dawson (Tenant)



"Bev will be missed, especially by tenants. She was so knowledgeable and helpful. We really appreciated her. She will be sorely missed."

Cindy Collier (Tenant)

"Bev will be sadly missed. Her going means things will never be the same again."

Dorothy Page (Tenant)

"From past and present residents, we would like to thank you Bev for all you have done here over the years to make our resident association the success it has been."

Lymebourne and Arcot Park Residents Association.

"So sorry that you won't be around anymore Bev. Thank you for all the past training sessions. I feel privileged to have known you."

Sue Williams (tenant).

Farewell Message

"I got involved in Tenant Participation 15 years ago, after moving into council accommodation. Bev was one of the first council staff I met, and she made a big impression on me for her commitment to the residents of sheltered housing and all EDDC residents. I have worked with Bev at the Lymebourne and Arcot Park Residents Association meetings and on many conferences. Bev worked hard in her role and at times it was difficult. She was always honest and fair. She will be sadly missed by everyone. I will miss her as even after all these years I know I could go to Bev for guidance. I remember when she won the first Staff award given at the conferences. The whole place exploded and gave her a standing ovation!!

You will be missed Bev and I wish you good luck in everything you do in the future."

Yvonne White (Tenant)

It is with a very saddened heart that I am writing to say farewell to you all following my early retirement from East Devon District Council (EDDC).

I have written so many articles for the magazine over time but this is without doubt the most difficult of them all.

I started working at EDDC in June 2000 as admin support in the Housing department for a number of months processing right to buys, post and supporting other internal departments when they need an administrator.

I then moved from Housing to Environmental Health and worked my way up to senior administrator. In 2008 I applied for a role in Housing as a Tenant Participation Assistant (TPA) which I was fortunate enough to be offered. This role required me to support the tenants and leaseholders who monitor and scrutinise the housing services and to help them challenge management if services fall below an acceptable level.

Over the past 14 years I have supported tenants and service review groups and arranged annual tenant conferences. I personally have arranged the annual garden competition, sought sponsorship for prizes and arranged the prize giving events. I have arranged tenant training, set up resident associations and supported them in community events. I have been the staff lead for the Editorial Group who put together the articles and proof read the Housing Matters magazine.

My greatest achievement was receiving an award by tenants of EDDC in May 2014 for excellent customer service.

During Covid-19, I was asked to make welfare calls to vulnerable customers and made weekly calls if they requested it, which I did for two years. It was very frustrating for me not being able to meet up with tenants during Covid-19 and some meetings were done online, which restricted some tenants who did not have the technology to get involved.

Unfortunately, I became unwell in June 2022 and had planned on returning to work, but due to unresolved issues and the sudden death of my husband in December, I knew it was time to retire early.

I am so pleased that meetings have started up again and I would encourage tenants to get involved with the housing service! You don't need to attend meetings and your voice needs to be heard to make positive changes. There are so many tenants who have been involved for many years, but I would like to mention two longstanding tenants who have been particularly committed and very supportive to both myself and other tenants, they are Sue Dawson and Sue Saunders, thank you both for all your hard work, help and support.

I know that tenant involvement will continue to flourish in the future and I wish you all the very best for a bright and prosperous future. Thank you all so much.

Bev Anderson

YOUR COUNCIL

Gas Safety for All

Did you know that every year in the UK, between 30 and 50 people die from gas related incidents in the home and in the workplace? Around 20% of these are due to gas explosions and fire, and the remaining 80% fall victim to the silent and invisible killer known as carbon monoxide.

Damaged or faulty gas appliances can be very dangerous. This is why we must check the gas appliances in your homes every year. It is so important that the Government have made it a legal requirement. This means that if our contractors cannot agree a time with you to carry out these essential checks, we can now because of this government change, as a very last resort, force entry into properties to ensure the safety of our tenants and homes.

Household gas appliances are designed to work hard and be reliable, and will often provide years of faithful service, but they do still need a safety check at regular intervals.

Where gas appliances are not correctly installed and regularly maintained the dangers of gas leaks, explosion, and carbon monoxide poisoning are increased.

Appliances that carry risk include:

- Gas ovens
- Gas cookers
- Gas boilers
- Gas Fires

We will arrange for our contractors, Liberty Gas, to service all gas appliances which have been supplied and fitted by ourselves.

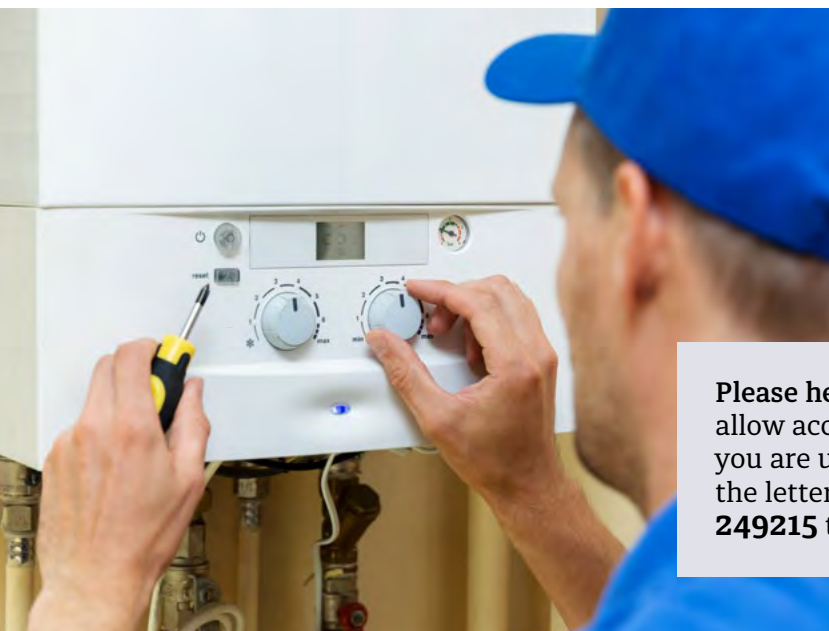
If you have bought your own appliances, such as gas hobs, or ovens, then you should arrange an annual service yourself. This must be done by a qualified Gas Safe engineer.

These checks are essential on all gas appliances, regardless of how often or how little they are used.

As part of the annual service checks, we will make sure a carbon monoxide alarm is fitted in any room with a gas appliance. We will test all carbon monoxide and smoke alarms, and we will replace any faulty or out of date alarms on the visit.

Sometimes a return visit will be needed if your alarm is of an older type. These need to be replaced by an electrician. In these cases, a battery alarm will be fitted until the electrician can call to fit a new alarm.

Please help us to keep you and our properties safe and allow access to our contractors for your safety checks. If you are unable to be home for the appointment stated on the letter you can call our gas contractor Liberty on **01392 249215 to book an appointment that is suitable for you.**



Keeping your homes warm and dry



As winter approaches, and temperatures drop, more of us are likely to face condensation on our windows, and a higher chance of small patches of mould appearing on the walls and ceilings in our homes.

There are steps that we can all take to reduce these problems. We have enclosed a small guide to condensation in your home with

this magazine, which is full of handy hints and tips to help keep these things at bay. Please do take the time to look through it, and see what you can do to help look after your home.

We know that many of you are feeling the pinch financially, and may find it difficult to afford the cost of keeping your homes heated.

Please do not sit in the cold this winter. Our financial resilience team are here to help. Before you take the decision to not heat your home, please have a chat with them, and see what they can do for you.

For more information on the support they provide, please see the article below.

Do You Need Help with your Heating Bills?



East Devon District Council's Financial Resilience team are here to provide help and support to residents who are finding it hard to keep on top of their bills and finances.

We can help by looking for ways to increase incomes and reduce outgoings. This includes supporting you to find ways to deal with debts and helping you to find solutions to the root causes of your financial problems. We can also help people to access funding and improve the energy efficiency of their homes.

The team carry out financial health checks and work with residents alongside our partner agencies, like Citizens Advice East Devon, Foodbanks and Exeter Community Energy (ECOE).

If you are struggling and need financial support this winter, please contact us and find out what help may be available to you. The fastest way to get help is by going to our website and completing our online form. Our website address is www.eastdevon.gov.uk. Once there, click on the heading for Benefits and Support. You can then select the Request Financial Support option.

You could also be entitled to other benefits or one of our discretionary funds that can provide extra financial help. This includes Discretionary Housing Payments for help with shortfalls in rent and the Exceptional Hardship Fund to help with council tax. We can also help you

access the Department for Works and Pensions Household Support Fund.

Further information on other help and funds available can be found on our website.

Just look at the other options in our Benefits and Support area including Financial Support and Advice.

You can also look for help on Devon County Councils' website, where they have an area entitled 'Cost of Living'. You can find their website at www.devon.gov.uk

If you need help to access our online services or would like further information please email us at www.hardship@eastdevon.gov.uk or call us on **01395 571 770** to arrange a call back.

Fraudster Awareness

East Devon District Council are aware that many people have concerns about opening the door to, and allowing access to, people they do not know.

As a landlord, we use a variety of different contractors to carry out repairs, services and surveys to our properties. This can, of course, be confusing and quite possibly worrying for a number of you.

We have therefore put together a list of the main contractors we use. Please keep this near your door, so you can check that any callers who say they are there on our behalf are genuine.

If you are ever in doubt, ask them to wait outside, and contact us to check that the contractor is genuine. A genuine contractor will be happy to wait.



We have also asked Devon & Cornwall Police for advice on how we can all keep ourselves safe from door step fraudsters.

Take a look at their tips below:

- If someone knocks at your door, always check first by looking through a window or door viewer to see who it is.
- If you have a door chain, then USE IT. If you are not sure – do not open the door!
- Remember to lock your back door before opening your front door.
- Always ask for, examine, and check their identification.
- You can call the company they claim to come from to make sure they are genuine. Always try to find the number yourself, as any number they give you could be bogus.
- Some fraudsters may try panic tactics to get into your home, such as telling you that your water will be cut off. Don't be afraid to close the door and phone the relevant utility/company to confirm.

For further information or advice call the Citizens Advice consumer helpline on 03454 04 05 06, or Textphone 18001 followed by 03454 04 05 06

Remember that YOU can report anything suspicious to the police, by calling 111. Alternatively, if you wish to remain anonymous, call Crimestoppers on 0800 555 111

➔ EDDC Contractors

All contractors visiting your property should be wearing ID badges.
If ID is not visible you should ask them to provide it. No ID No Entry!

	Liberty Gas – Gas Servicing, Installation & Repairs.	Carry out annual gas servicing, including any repairs or installations that may be required.
	Ian Williams – Reactive Repairs (Various Contractors).	Carry out general repairs & maintenance to our properties.
	Gully Howard – Asbestos testing & certification.	Carry out any Asbestos testing as and when required.
	Dodd Group – Electrical testing, Installation & Repairs.	Carry out electrical testing within our properties, Including any repairs that may be required.
	DR Jones – Fire Door maintenance, Installation & Repairs. Also dealing with the Fire Stop works in Sid Valley.	Carry out all fire door inspections across our properties which will include any repairs/replacements necessary.
	Churches Fire – Alarm & Emergency Light servicing, Installation & Repairs.	Carry out fire alarm testing & maintenance across all of our properties.
	Low Carbon Exchange – Servicing, Installation & Repairs of renewable technologies.	Carry out repairs & maintenance to renewable heat Sources within our properties.
	Currie & Brown – Stock Condition Survey.	Carry out a survey of our housing stock & reporting any findings back to management.



GET INVOLVED

COMPETITION TIME

WINTER WORDSEARCH



1ST PRIZE £100

2 RUNNERS UP PRIZES OF £50 EACH

How to enter: Complete the word search, one of the words from the list below is missing! Send entries telling us the missing word along with your name, address and age to tenantparticipation@eastdevon.gov.uk (other ways to enter on page 2) by 2nd January.

Words can go in any direction. Words can share letters as they cross over each other.

BLANKET
BLUSTERY
CASSEROLE
CHEERY
CHILLY
CHRISTMAS
COAT
DUVET
EARMUFFS
FIREPLACE

FROST
LONGJOHNS
MISTY
MITTENS
PINECONE
SCARF
SNOW
SNUGGLE
SOUP

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

The winners of the summertime wordsearch competition were:

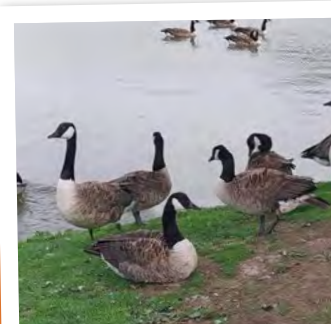
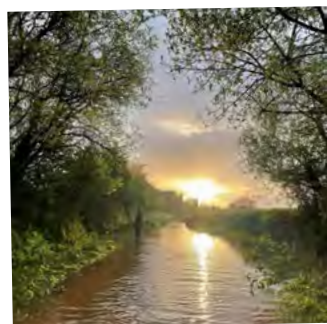
1st Prize – Alex Cliff

Runners up – Louise Goodman and Miss Smith

The winners of the ‘What Summer Means to You’ photography competition are:

1st Prize – Kelly Rider

Runners up – DM Byers and Niall Lambert



SPOT THE ELVES

Throughout the magazine some naughty elves are hiding.

Can you find them all? To get you started, the first one is right here (!). Add him to all the others you find and tell us how many there are in total. Send your name, age, address and answer to tenantparticipation@eastdevon.gov.uk.

Or you can ring us on 01395 517453. Winners will be selected at random from all correct entries received on 02 January 2024. First prize £30. 2X runners-up prizes of £15.

Good Luck and Happy Elf Hunting !!!



Training for Tenants

We have been pleased to welcome tenants along to a variety of training sessions over the last couple of months.

Members of our involved tenant groups have been invited to take part in various training sessions, to support them in their volunteer roles within the Housing Service.

Some have enjoyed finding out about the benefits of mediation for dispute resolution from Devon Mediation Service and have linked up with an online webinar hosted by The Housing Ombudsman.

Our Housing Systems and Information Team staff have shown and explained to others the way we gather data on all aspects of our performance within the Housing Service. They



explained how we use this data to measure ourselves against our own targets, and the performance of other social housing providers.

They also explained to them the background to the Tenant Satisfaction Surveys we are carrying out, and shared the results of the survey that was completed earlier this year.

We have also arranged for external trainers from TPAS (Tenant Participation Advisory Service) to deliver training on 'How to Chair a Meeting' and on 'Understanding and Interpreting Reports and Data'.

This training is really helpful in supporting tenants to be able to understand and question the information they are given at meetings and take an active role in shaping policies and decision making. It also gives them skills they can take with them to use in other aspects of their lives.

If you would like to find out more about the ways you can get involved in the Housing Service, and what we can offer you in return for your time, then please get in touch with the Communities Team.

You can Email tenantparticipation@eastdevon.gov.uk, or call us on 01395 517453.



Recognition Awards Ceremony 2023

And The Winners Are...

We wrote to you all and asked you to nominate those people who you felt had gone above and beyond to improve your communities and homes.

And you did not let us down!

We were blown away by the numbers of nominations we received. It was wonderful to hear that so many people care so much about their communities and homes. The nominations came in from all over the district, and we are delighted to share with you the winners as chosen by our Panel.

In all, we received 118 nominations for volunteers, council staff, and contractors who have impressed you with their thoughtfulness, kindness, and actions.

Our Panel have selected 6 tenants whose selfless volunteering has not gone unnoticed by their neighbours, and 6 staff members whose hard work, and dedication have been noticed.

They have also made an award for the most innovative idea/project and to one of our contractors for whom nothing has been too much trouble.

Thank you to everyone who took the time and trouble to tell us about the good work going on in their communities, and to all those dedicated volunteers and staff who continue to work hard for the benefit of all our tenants.

And finally, a **massive CONGRATULATIONS!** to all our very worthy winners!!

Volunteer Award Winners

June was selected because she has put herself right out of her comfort zone to support her local community hub. June has provided continuous, reliable support to the Community Hub at Ratcliffe Community Centre, Exmouth. She is a very quiet lady, who stays out of the limelight, but is always there, opening the hub, making teas and coffees, and washing up.



June Ross

Jackie stood out from the crowd due to her continued commitment to her community.

Jackie has been running community groups at her local community centre in Woodbury for years. She goes out of her way to create a social atmosphere and ensures her neighbours are ok.

Jackie helps her neighbours to use the computer and get things done online. She has stepped up to become a volunteer in her community hub, and has recently also joined the tenant scrutiny panel too.



Jackie Taylor

THE ANNUAL
TENANTS' CONFERENCE AND
RECOGNITION AWARDS
2023

Volunteer Award Winners (continued)



Stephen Beer

Steve runs the Exmouth Stroke Survivors Club. He has helped turn it into a thriving community group which offers much needed friendship and support to stroke survivors and their families. The club has recently won 2 awards for its work. Steve is himself a stroke survivor but does not allow his own issues to hold him back.



Di Harnett

Di was selected for her great sense of community spirit, and her endless acts of thoughtfulness and kindness towards her neighbours.

Di knows all her neighbours on the Millwey Estate in Axminster. She does several loads of shopping for them each week and keeps an eye on them. When one neighbour's washing machine broke down, she let them use hers for several weeks until a replacement came. She has also helped people ring ambulances and has waited with them until they were better. She is always a bright, lively character and makes the estate a more vibrant place.



Kath Tidwell

The Panel chose Kath for her generosity and kindness to her neighbours, and true community spirit.

Kath has opened her own front room up as a warm hub to her neighbours following 3 weeks of last-minute closures to the Community Hub at Yonder Close, in Ottery St Mary. Kath is in her 90s, has impaired sight and hearing, and reduced mobility. Despite this, with the help of her neighbours she has set up chairs and tables, and offered teas, coffees, cheese and biscuits and fruit. She has done this without being asked, and out of kindness and concern to keep their weekly community gatherings going.



**Mr & Mrs
Martinez**

The Panel were bowled over by the extent of their contribution to their local community around Palmer House in Exmouth.

The couple have set up and run a hugely successful Breakfast and Lunch Club from Palmer House Community Centre. They always provide a warm welcome, hot, freshly prepared food and lots of welcoming smiles. In addition to their regular weekly breakfast and lunch clubs they have also put on ad hoc cream teas and bingo days. Last Christmas they cooked a 4 course Christmas lunch for those in their community who would otherwise be alone or go without. And they intend to do so again this year too!

Council Staff Awards

Lucinda has done fantastic work running the Hubs weekly. Those who nominated Lucinda emphasised what a joy it is to have Lucinda run their community hubs. She has been described as kind, caring, hardworking with a good heart and an understanding nature. She always tries her level best to help any tenants.

Lucinda always provides fun and original activities along with delicious home cooked food. She has empowered tenants by giving them the confidence to volunteer to help run their hubs too.



Lucinda Cliff

Carl is a surveyor with the Property and Assets team. The panel has chosen Carl as a winner for his excellent communication with tenants. Tenants who nominated him, thanked Carl for always keeping them in touch with how things were going and for getting things done. They say he is excellent at his job.



Carl Labushagne

Allocations manager Darren Hicks has won this award for always going above and beyond, being a fantastic manager and always being very supportive. Darren has been described as a warm hearted gentleman.



Darren Hicks

Claire is a housing advisor who has been nominated for going the extra mile to help many tenants. In one example she ensured the safety of an 80-year-old tenant, who told Claire he was going to climb onto his roof to tie on a tarpaulin to prevent rain getting in. Claire went out of her way to ensure an emergency repair was booked in and checked in on her day off, to make sure someone had been out to see him. This is just one example of many where Claire has gone above and beyond to help tenants.



Claire Pilkington

Matt is a Mobile Support Officer. He has won this award for his kindness and compassion towards tenants. Those who have nominated Matt tell us that everyone that knows him says he has a good heart and an understanding nature. He always does his level best to help everyone. He will do whatever he can to improve any situation whether it be related to housing problems or more personal issues. He is very kind and always answers all communication.



Matthew Guest

Council Staff Awards (continued)



Leah works as a rough sleeper navigator within the housing needs department.

Leah is outside in all weathers, day, and night, looking out for people who are sleeping on our streets. She has helped individuals who are homeless across East Devon. Those who nominated her feel she is great, and can't thank her enough for her support, her understanding, and her help in getting them a roof over their heads.

Contractor Award



Jamie has been nominated by tenants who want to praise him for going above and beyond when carrying out jobs in their home.

When fixing an immersion heater, he took the time to explain all he had done in a clear, easily understood way.

He has been thanked for also carrying out additional small jobs whilst in attendance, such as fixing a dodgy doorbell!. When calling into a Community Centre to ask for directions to another address, he kindly put right a faulty light, and sorted an issue with a door that wouldn't open fully. He has been described as a lovely, helpful young man.

Innovation Award



This project was set up last winter in response to the cost of living crisis. The provision of these warm, community spaces, proved so

popular amongst their regular visitors as a source of companionship, and enjoyment that they evolved into Community Hubs and have continued ever since. We were only able to keep the hubs operational over the warmer months with the wonderful help of tenants who came forward to act as Volunteers and take on the weekly running of several of these hubs themselves.

Some of the comments from the many tenants who nominate this project include:

- Starting up the Hubs has made such a difference to our lives.
- They bring us all together and have given some of us so much confidence, to try new things.
- We have loved the different activities such as, carving the pumpkins, playing table football, and carpet curling.



AT HOME

! Ideas for New Years' Resolutions from our Climate Change Officers

1

Create a 'Use it Up' shelf in your fridge.

Do you ever find a half-used tin that's gone off in the back of your fridge? Just us? Well even so, try creating a 'Use it up' shelf in your fridge and make sure everyone in the household knows. Did you know that all fruit and veg, except pineapple, bananas, potatoes, and onions, can be put in the fridge and this can increase shelf life by than more two weeks!

2

Reduce the amount of single use plastic in your weekly shop.

Did you know that spices and nuts and other dried goods tend to be cheaper in Refill shops? It's a great place to buy, to reduce the amount of plastic we collect when food shopping. If you like to shop at the big supermarket, look for plastic-free products like loose fruit and veg and 'big plastic' items. For example, buy big bags of crisps instead of individually wrapped ones and make use of cable ties!

3

Take the bus, or try cycling, before you get in the car.

The £2 bus fare cap has been extended until December 2024. So, get exploring your local area and beyond, and make the most of the scheme. If you want to get more into cycling but are not sure where you can go, have at look at Travel Devon's website which has an interactive cycle map.

4

Shop for Vintage or Pre-Loved clothes

Feeling the chill in the air? Don't forget to check out your local charity shops, who are always stocked up with warm items like blankets and thick jumpers. Clothing manufacture creates huge amounts of CO2. Using charity shops helps to reduce our carbon footprint, it saves you money, and it supports many fantastic local projects and charities.

5

Try batch cooking to save energy, time, and money.

Electric ovens are energy hungry items, so maybe consider batch cooking, and put several things in the oven at one go. Cool the items quickly and store in the fridge. Then you only need a quick heat up job in the microwave, or on the hob, when you want your next meal!

6

Don't just throw things away when they go wrong. Can they be fixed instead?

Look after your electrical appliances. Even just cleaning and maintaining your white goods and phones can prolong their life. Or take your faulty electricals to a Repair Cafe to give them a new lease of life. Search 'Repair Café' to find your nearest one.

Festive Foodie Treats

Diabetes is a condition which affects many of our tenants. With the festive season approaching it can be difficult sometimes to keep making the right choices about the foods that we eat.

Staying healthy if you have type 2 diabetes

A healthy diet and keeping active will help you manage your blood sugar level.

It'll also help you control your weight and generally feel better. **You can eat many types of foods** There's nothing you cannot eat if you have type 2 diabetes, but you'll have to limit certain foods.

You should:

- eat a wide range of foods – including fruit, vegetables and some starchy foods like pasta.
- keep sugar, fat and salt to a minimum.
- eat breakfast, lunch and dinner every day – do not skip meals.

If you need to change your diet, it might be easier to make small changes every week.



RECIPE **GINGERBREAD DECORATIONS**

Serves 20

Prep 20 minutes

Cook 10 minutes

Each 12g serving contains (excludes serving suggestion)

Kcal 45 Carbs 4.6g Fibre 0.7g, Protein 1.2g
Fat 2.3g, Saturates 0.2g, Sugar 0.1g, Salt 0.04g

INGREDIENTS

1 egg
50ml rapeseed oil
10-12 tsp granulated artificial sweetener
125g wholemeal flour
half tsp baking powder
2 tsp ground ginger
edible gold spray or paint

Gingerbread decorations from Diabetes UK website

Edible and fun decorations to make with children. Stars or bells look great hanging on the tree and last 2-3 weeks – if you can resist them that long!

Recipe tips

If you're hanging the biscuits, after 3-4 minutes cooking time check the holes are still open and if necessary carefully press the skewer or chopstick through again while they are on the baking sheet.

You could add cinnamon or a pinch of cloves for a different flavour.

METHOD

1. Preheat oven to 180°C/gas 4.
2. Beat the egg in a bowl. Add the oil and artificial sweetener, and mix well.
3. Stir in the flour, baking powder and ginger, and mix again.
4. Roll out the mixture to about 1cm thick and cut out your chosen shapes. If hanging on a tree, carefully make a hole for ribbon in one end with a skewer or chopstick. Roll out the leftover dough and cut out more shapes as you go.
5. Place on a lightly oiled baking tray and cook for 8–10 minutes.
6. Place on a rack to cool and decorate with the silver or gold paint. Thread the ribbons through and knot to make a loop. Hang on your tree.

Christmas Recipes from Diabetes UK website

A healthier twist on a classic Christmas time favourite. The pastry uses wholemeal flour which is higher in fibre. The "topless" crust lowers the fat and calorie content but it still has all the flavours of Christmas.



RECIPE MINCE PIES

Serves 12

Prep 15 minutes

Cook 15-20 minutes, plus 20 minutes chilling time

Each 58g serving contains (excludes serving suggestion)

Kcal 168, Carbs 17.4g, Fibre 2.3g, Protein 2.6g, Fat 9.0g, Saturates 1.2g, Sugars 8.0g, Salt 0.03g

INGREDIENTS

For the pastry:

150g wholemeal flour

75ml rapeseed oil

50ml cool water

For the filling:

150g vegetarian mincemeat

75g apple, grated and unpeeled

50g carrot, grated

1 tbsp sunflower seeds

1 heaped tsp mixed spice

For the toppings:

half apple, finely chopped

half pear, finely chopped

dash lemon juice

1 fresh fig, cut into small wedges

3 walnut halves

3 glacé cherries, halved

2 tsp toasted, flaked almonds, grated orange zest

METHOD

1. Preheat the oven to 180°C/gas 4. Make the pastry by mixing all the ingredients together, then kneading a few times. Roll into a ball, cover with cling film and place in the fridge for 20 minutes.
2. Meanwhile, mix the mincemeat with the grated apple, carrot, sunflower seeds and mixed spice.
3. Roll out the pastry, cut into rounds and line a 12-cup shallow bun tin.
4. Add the mincemeat mixture to the pastry cases so they are three-quarters full, then bake in the oven for 15-20 minutes. Once cooked, remove from the oven and allow to cool on a rack.
5. Prepare the toppings (see ingredient list), squeezing lemon juice over the apple and pear to stop browning.
6. Just before serving, garnish the pies with a variety of the topping ingredients: wedge of fresh fig and a walnut: 1 tsp apple or pear, plus a cherry: a few flaked toasted almonds with orange zest, or any combination you like – use your imagination!

Recipe tips

For a citrus zing, try adding the grated zest of an orange or lemon to the mincemeat.

You can also add ground cinnamon, nutmeg or ginger in place of mixed spice.

Freezing instructions: Defrost for 2 hours to serve, or defrost in the microwave or a moderate oven.



RECIPE MINI CHRISTMAS PUDDINGS

Serves 24

Prep 10 minutes (+15 minutes to stand)

Cook 15-25 minutes

Each 35g serving contains (excludes serving suggestion)

Kcal 89. Carbs 14.3g. Fibre 1.2g. Protein 1.7g.

Fat 2.5g. Saturates 0.3g. Sugars 12.0g. Salt 0.02g.

INGREDIENTS

350g mixed vine fruits

3 dried figs, chopped

1 tsp mixed spice

1 tsp ground cinnamon

1 tsp ground ginger

pinch ground cloves

250ml boiling water

1 large banana (150g)

1 unpeeled apple, grated

75g fine oatmeal

60g ground almonds

25g sunflower seeds

grated zest 1 orange

2 tsp sunflower oil, for oiling

Mini Christmas puddings from Diabetes UK website

Bite-sized, healthier versions of the traditional Christmas pudding. No added sugar. Uses oatmeal, mashed banana and apple instead of traditional suet (animal fat).

METHOD

1. Preheat the oven to 170°C/ gas 3. Put the mixed fruit, figs and spices into a bowl. Mix, then add the boiling water, cover and leave to stand for 15 minutes.
2. Meanwhile, mash the banana and mix in the grated apple, oatmeal, ground almonds, seeds and zest.
3. Next, combine everything together in one bowl, mixing well.
4. Lightly oil two 12-cup mini bun tins (or simply make 2 batches in the same tin) and place the mixture into the tins.
5. Bake in the oven for 15-25 minutes, depending on the size of the bun tins.
6. When cooked (they are firm and a knife comes out clean), turn out onto a wire rack and allow to cool.

Recipe tips

You can use any sized bun tin, just adjust the cooking time accordingly, as larger buns will take longer to cook.

These small puddings cook much more quickly and you don't need to steam them, making them ideal for pre-Christmas parties, too. Try topping with nuts or orange slices for super-luxury puddings.

Freezing instructions: Defrost in the microwave then steam, microwave, or heat in a moderate oven.

Christmas Recycling

Our top tips for quality recycling over the festive period are:

- **Plain wrapping paper or plain Christmas cards** – place these in your green recycling box.
- **Wrapping Paper or Christmas cards with glitter, foil or plastic** – sorry we can't accept these for recycling so these need to go in your wheeled bin and they will be used to generate electricity. Putting these out for recycling could contaminate a whole lorry load of paper or cardboard!
- **Textiles** – put these into a bag and then into your recycling box to keep them dry. The textiles and shoes we collect are re-used rather than recycled so we are after the best quality items we can get and need to keep them clean and dry. If you are unsure if an item is of good enough quality to be re-used – just ask yourself the question 'Would I buy this in a charity shop?' If the answer is yes then bag it and put it in your recycling box. If the weather is very wet you may think about waiting for a dry period before putting it out for re-use to keep it dry and the quality high
- **Food** – the best thing to do with food during the festivities is to eat it and enjoy it. But even the best shopper and most skilled cook will get some food waste. You can use any single use bag to line your food caddy to make food recycling easy and to keep your blue caddy nice and clean.
- **Plastic film** – Unfortunately we are unable to recycle plastic film products such as film wrappers, plastic bags, crisp packets, polythene bags and pill casings from the kerb-side. Some retailers offer front of store take back schemes for these items, otherwise put these items in your wheeled bin so that we can generate energy from them at the Energy from Waste plant.
- **Polystyrene** – There is often lots of polystyrene around at Christmas in packaging. This is really difficult to recycle and will contaminate the plastic pots, trays and tubs that we can collect so please put this into your wheeled bin and we will generate energy from it
- **Extra recycling** – If you have extra recycling at this time of year and you have filled your recycling containers you can put out the extra materials in a box or bag next to your regular containers for collection.
- **Biscuit and Sweet Containers** – recycle your old metal biscuit tins and sweet containers in your weekly green recycling sack.
- **Christmas Tree Recycling** – You can recycle your real Christmas tree in your green waste bin (no branches thicker than 100mm) If you haven't signed up yet to our kerbside green waste collection, please visit our website for more information, or call 01395 571515.

East Devon residents are really good at recycling as we now recycle about 60% of the waste that we produce in our households.

- **Cardboard Collections –**

We are expecting lots of internet shopping as we all prepare for Christmas. This produces a huge amount of cardboard packaging which we want to recover and recycle. However, if you have large quantities of cardboard, it will help our crews if you can spread the load by putting it out for collection over a number of weeks. There are times when we may have to leave behind some cardboard for another collection if our vehicles are filling quickly. If you do have large quantities of material which you would rather not keep until the next collection, then you do have the option to visit your local recycling centre. Please remember to take out any polystyrene, bubble wrap or polythene bags from your cardboard packaging before putting it out for collection.

- **Glass bottles and jars –**

You can pop these in your green recycling box. If they have metal lids it is helpful if you can remove them and put them in your green recycling sack.

- **Drink Cans and Food tins –** just rinse and put in your recycling sack.

Thank you for helping our crews at a peak time and for recycling as much as possible.

If you have any questions on what you can recycle and when your collections are over the holiday period there are plenty of places to get more information:

- You can check on our website.
- See the back page of this magazine.
- You can use the East Devon App
- You can use our Alexa skill for recycling (eastdevon.gov.uk/alexa)
- You can check on your Christmas bin hanger.

Merry Christmas and Happy Recycling from the Recycling Team!

The recyclable materials we collect are valuable resources that are used as raw materials in manufacturing, to generate renewable power or create natural fertiliser for agriculture.

Christmas is a peak time for recycling and gives us the opportunity to capture lots of these valuable materials.



Simple Craft Idea to try at Home

Recycled Bottle Christmas Angel Decoration

by Dayle Byers (tenant)

You will need:

Plastic bottle
Reflective card
Ribbons
Tissue paper
Wool
Wooden bead
Double sided sticky tape
Coloured pens
Scissors
(optional)
copper fairy light (Photo 1)

Photo 1

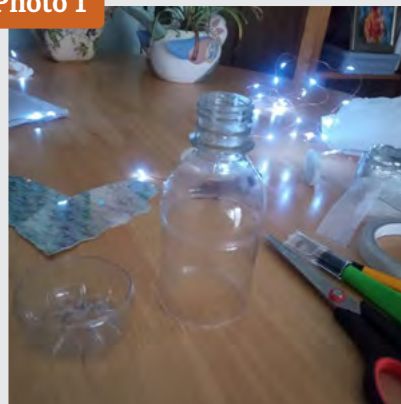


Photo 2

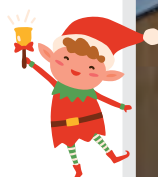
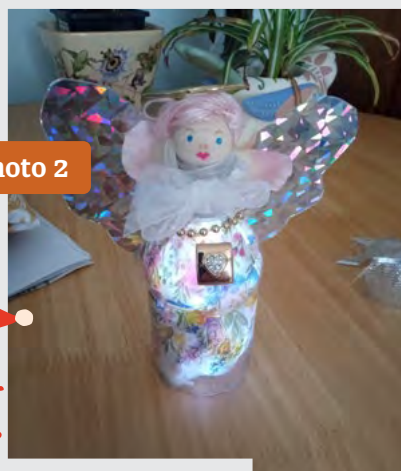
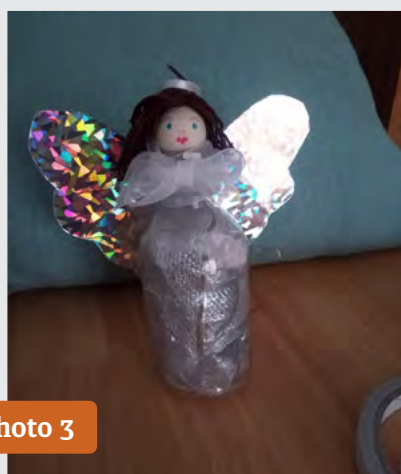


Photo 3



Method

Step 1

Cut the bottom off your bottle

Step 2

Cut out wings from the reflective card

Step 3

Cut lengths of wool for your angels' hair

Step 4

Draw a face for your angel onto your wooden bead.

Step 5

Use double sided tape to attach wings, head, and hair

Step 6

Fill the body of your angel with tissue paper, wrapped in ribbons and, if using, your copper fairy lights

Step 7

Add any further decorations of your choosing (Photo 2 & Photo 3)

IN YOUR COMMUNITY



Littleham Park Opening

More than 100 residents enjoyed a free family fun day, organised by East Devon District Council's (EDDC) Communities team, marking the official opening of the Crescent play area in Littleham.

Councillor Geoff Jung (EDDC's Portfolio Holder for Coast, Country and Environment), cut the red ribbon to officially open the play area, which is part of a £283,000 investment project across the district.

Local children were asked what equipment they wanted in their new play area, and we were able to supply everything they wanted. The park includes a ground level trampoline, a zip wire, a tall exciting slide, climbing frames and swings.

We were blessed with an incredibly sunny day and so the families who came along to the community day really appreciated their ice creams! They were also able to try their hands at circus skills, and enjoyed playing 'giant' sized games including Jenga and Connect 4.

Councillor Anne Hall, Ward Member for Exmouth Littleham, said:

"Great to see the play area investment for the Littleham community officially opened, for the future enjoyment & entertainment of our children. Thanks to all involved in delivering this new facility"

Councillor Nick Hookway, Ward Member for Exmouth Littleham, added:

"I hope that Littleham residents will enjoy this new playground for many years to come."



Fun fundraising for Macmillan in our Community Hubs.

community
hub

BURNSIDE, EXMOUTH

The regular Friday morning coffee club at Ratcliffe Community Centre, along with the Burnside Mobile Support Officers, held another successful fundraiser in aid of MacMillan. Those who attended enjoyed the raffle, games and singalong, as well as delicious homemade cakes and pastries.

PARK CLOSE, WOODBURY

We organised the coffee morning with the help of Jamie from The Communities Team. We advertised on the estate and encouraged all our neighbours to come and visit the hub. It was a well attended day and the raffle was a lot of fun. Everyone was really generous and we thoroughly enjoyed several slices of cake !!

CHURCHILL COURT, LYMPSTONE

The whole community donated the raffle prizes and got together for a morning of cake, tea, and prize winning! It was lovely to see everyone laughing and joking, especially when the crash helmet and happy dad octopus were won!!

BROADVIEW, BROADCLYST

Weeks of gathering raffle prizes and effort from Kelly (tenant) resulted in a fantastic selection of vouchers and gifts from meal vouchers, dog grooming, animal encounter sessions and even a giant pumpkin. The vote on the best and most beautiful cake was won by Len and his strawberry Victoria sponge. There was so much support and good cheer from everyone who attended.

MILLWEY COMMUNITY CENTRE, AXMINSTER

Cakes. Cakes. Cakes. The array of cakes donated was incredible, with the homemade pineapple cake selling out in seconds. Goodie bags were taken home that day by all the volunteers who worked hard and donated to this fantastic cause.

LYMEBOURNE COMMUNITY CENTRE, SIDMOUTH

Lymebourne coffee morning was hugely successful. The hubsters worked hard on publicity and persuaded several businesses from the town to donate raffle prizes, including Scott Cinemas and The Chatterbox. Around 30 people visited the event and thoroughly enjoyed the morning catching up and raising money. What a great result! Congratulations and thank you to everyone.

Grand total
raised - over
£1000



Broadview



Lympstone



Broadview



Woodbury



Millwey



Woodbury

Community Hubs Summer Activities

community hub



Over the summer we have been running some fantastic activities in our Community Hubs.

We had several sporting events, table tennis tournaments in Wimbledon fortnight, table football competitions to celebrate the launch of the Women's Football World cup competition, along with a sweepstake culminating in a visitor to the Broadview Community Hub winning a FIFA football signed by Jill Scott, former England captain. Young Kasey is 12 and a mad football fan, she plays for Central FC Under 13 Tigers, she said

"I'm really excited to win the football as I really like Jill Scott. But it's a shame England didn't win."

We have also had plenty of craft activities for visitors to enjoy, including Macramé - making a plant holder, pebble painting and Tie Dye. The users of the Lymebourne Community Hub made some fantastic tie dye t-shirts that they have been seen sporting around the town.

The Community Hubs have had some specialists come in and give talks and shows. We had animal encounters at all the Hubs. Animal2U South West brought in a range of lizards, snakes, geckos and guinea pigs. Thelma Hulbert also brought down their Creative Cabin and did Cyanotype Printing in the gardens alongside Wild East Devon who made the most of the rural locations for a range of natural resource based activities.

We have had BBQs, cream teas, salads and many, many sandwiches over the summer. All the Hubs also ran charity coffee mornings, 6 opting for Macmillan and Trumps Court opting for Dementia UK. The visitors and volunteers raised over £1,200 for the different charities which is a fantastic result! Well Done!!



Pumpkin carving



Singer Scott Phillips with Hubsters



Football winner



Pumpkin carving



Animal Encounters



Tie Dye



Board Games



Block printing

Winter Activities from November onwards

community
hub

On November 3rd the Community Hubs moved to our winter programme. The hours increased and the menus changed to homemade soups, stews, pasta bakes, and jacket potatoes. We will be hosting bingo sessions, quizzes, carpet curling, and many Christmas activities. Scott Phillips will make a welcome return to all the Hubs to entertain with a programme of festive tunes. We are holding wood block printing sessions so visitors can print cards, wrap and tags from recycled materials. There will be tree decoration making workshops and a Christmas Dinner at each Hub (tickets for regular hub visitors only).

Do please come along to any of the Hubs listed below. All the lunches and activities are free and you will be sure of a warm welcome.

If you need any more detail, please look on our website:

www.eastdevon.gov.uk

From the main page, click on the heading 'Housing and Homelessness'. You can then select the options for 'Community Development' followed by 'Community Hubs'

Alternatively, just call Lucinda on 07816 533803

Mondays, 10am to 3pm, Burnside Community Centre, Withycombe, **Exmouth**, EX8 3AQ

Mondays, 10am – 3pm, Millwey Community Centre, **Axminster**, EX13 5EW

Wednesdays, 10am to 4pm, Broadview Community Centre, **Broadclyst**, EX5 3HA

Thursdays, 10am to 3pm, Yonder Close Community Centre, **Ottery St Mary**, EX11 1HE

Thursdays, 10am to 4pm, Lymebourne Community Centre, **Sidmouth**, EX10 9HZ

Thursdays, 10am to 3pm, Churchill Court Community Centre, **Lympstone**, EX8 5JE

Fridays, 10am to 4pm. Park Close Community Centre, **Woodbury**, EX5 1NQ

Fridays, 10am to 4pm. Seaton Methodist Church, Valley View, **Seaton**, EX12 2JN

This year we are excited to announce the opening of an additional Community Hub in Seaton, at the Seaton Methodist Hall, Fridays 10am – 4pm.

CREATIVE CONTRIBUTIONS



**Please send us
your photos, pictures,
poems or stories.**

Whatever your creative talents are, we would love to share them in our next edition! Please send them to tenantparticipation@eastdevon.gov.uk or post to Communities Team, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton EX14 1EJ

I have a shadow

*Just like every other person in this world
I have a shadow*

Sometimes it's in the front of me

And sometimes its at the back

But no matter where I'm wandering

My Shadow is bound to be following

My shadow is something I will never be without

And if I try to stand on it

When it is out in front

My shadow seems to say to me

You'll never catch me up

I always be ahead of you

And that's without a doubt.

Poem: by Muriel Rowe, tenant from Woodbury



Cat drawing: Lou Goodman, tenant from Broadclyst



Monkey drawing and mountain painting by Owen Durkin, tenant from Ottery St Mary



If we shouldn't eat at night, why is there a light in the fridge?

When nothing is going right try going left at the next junction!

If at first you don't succeed, hide all evidence that you tried!!

Try to be the rainbow to brighten someone else's cloud

Always be nice to your children ... they get to choose your care home!!



Sue Says...

(Some witty or inspiring thoughts provided by Sue Williams (tenant))

USEFUL CONTACTS

ALLOCATIONS

Devon Home Choice (council house) Register and Applications, Garages and Mutual Exchanges
HousingAllocations@eastdevon.gov.uk
01395 517469

BOOK A COMMUNITY CENTRE

Hire an EDDC community centre for events and meetings
adminhousingssupport@eastdevon.gov.uk
01395 571696 or **01395 571756**

ESTATE MANAGEMENT

Grounds maintenance and antisocial behaviour
estatemangement@eastdevon.gov.uk
01395 571755

HANDYPERSON SERVICE

Provides an experienced tradesperson who can do free minor repairs or improvements to tenants' homes
handyperson@eastdevon.gov.uk
01395 517458

HOME SAFEGUARD

Support for vulnerable people or our 24 hour community alarm system
homesafeguard@eastdevon.gov.uk
 Regarding alarm queries **0330 678 2381**
 Emergency out of hours **0330 678 2382**

HOUSING ADVICE AND OPTIONS

New enquiries for council housing, tenancy agreements, homelessness, existing applications, low- cost ownership and garages to rent
Housingneeds@eastdevon.gov.uk
01395 517469

MISSED BINS, WASTE COLLECTIONS

Complaints and requests for new or replacement recycling boxes
csc@eastdevon.gov.uk
01395 571515

RENTAL

Rent accounts and paying rent for housing and garages
housingrental@eastdevon.gov.uk
01395 517444

REPAIRS AND MAINTENANCE

Report a fault or request a repair or adaptation
 Visit our website
www.eastdevon.gov.uk and click request a repair to your home
01395 517458



TENANT PARTICIPATION

Get involved with your housing service and community development
tenantparticipation@eastdevon.gov.uk
01395 517 453

TRIM HERE

CHRISTMAS RECYCLING AND REFUSE DATES

YOUR USUAL COLLECTION DAY	WHEN YOU WILL HAVE YOUR COLLECTION	YOUR USUAL COLLECTION DAY	WHEN YOU WILL HAVE YOUR COLLECTION	YOUR USUAL COLLECTION DAY	WHEN YOU WILL HAVE YOUR COLLECTION
Mon 25 Dec	Wed 27 Dec	Mon 01 Jan	Wed 03 Jan	Mon 08 Jan	Tue 09 Jan
Tue 26 Dec	Thu 28 Dec	Tue 02 Jan	Thu 04 Jan	Tue 09 Jan	Wed 10 Jan
Wed 27 Dec	Fri 29 Dec	Wed 03 Jan	Fri 05 Jan	Wed 10 Jan	Thu 11 Jan
Thu 28 Dec	Sat 30 Dec	Thu 04 Jan	Sat 06 Jan	Thu 11 Jan	Fri 12 Jan
Fri 29 Dec	Tue 02 Jan	Fri 05 Jan	Mon 08 Jan	Fri 12 Jan	Sat 13 Jan

COLLECTIONS RETURN TO NORMAL FROM MON 15 JAN

HOUSING MATTERS

WINTER 2023



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