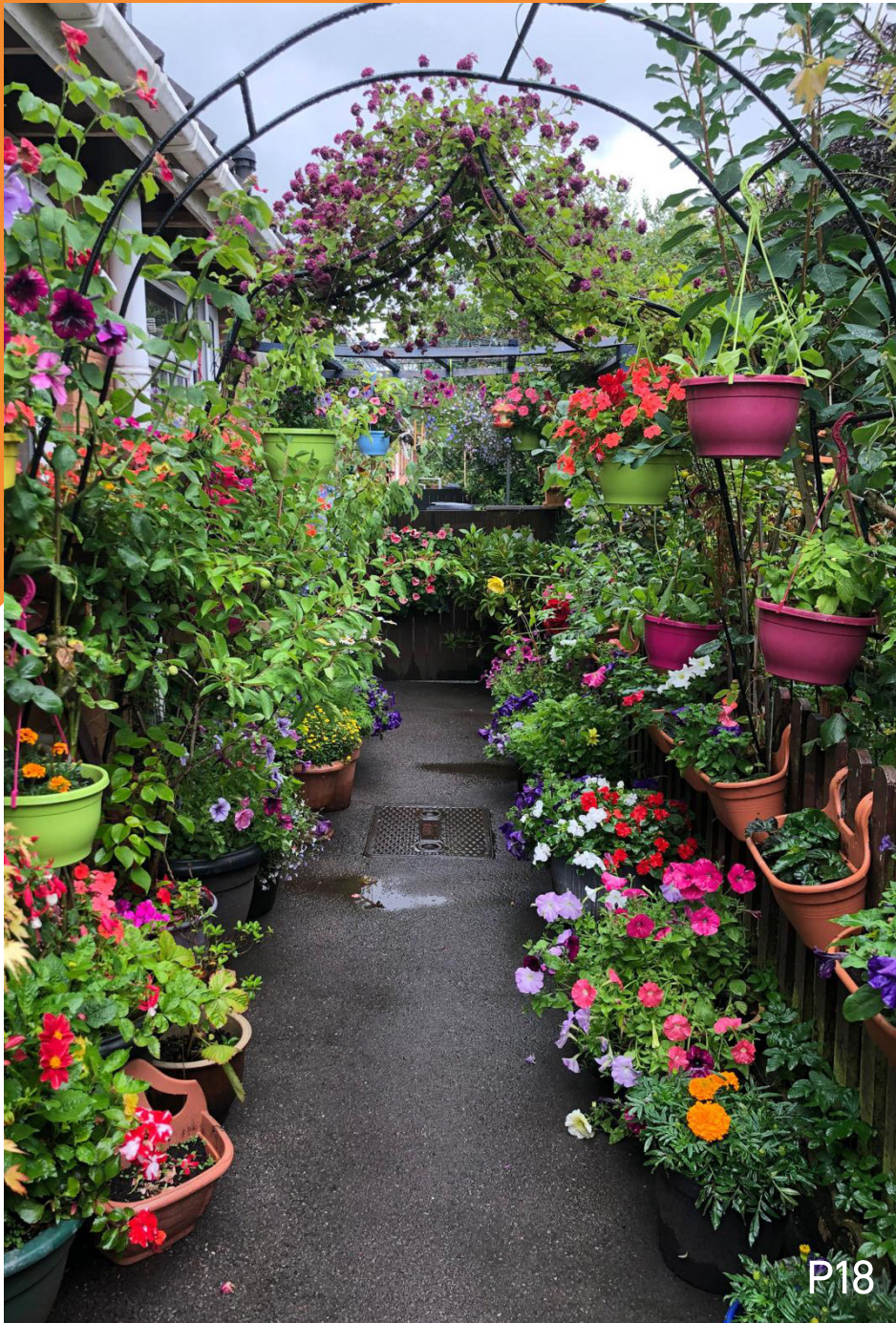


HOUSING MATTERS

YOUR SUMMER 2023 EDITION

The magazine for
East Devon District Council
tenants and leaseholders

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



P18

Garden Competition Results Announced



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Community Coronation
Celebrations



P8

Tenant Satisfaction Survey Feedback



P30

Let It Grow

News | Information | Contact details | Articles from tenants

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, DIY and playing music. 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, and is a member of some of our Tenant Participation Groups. 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

Naomi Taylor is a Broadclyst tenant. She is one of the volunteers who helps to run the Broadclyst Community Hub, and also runs a craft group in the Community Centre twice monthly. She likes gardening, reading and walking with her German Shepherd dog.

Jamie Clayden is a member of the Communities Team at East Devon District Council. 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 East Devon District Council. 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.

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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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).


AUG	30 WED  Broadview community hub 10am – 2pm – Free Tie Dye Workshop	30 WED  Seaton - There will be a funfair taking place in the Underfleet car park in Seaton	31 THU  Wild East Devon crafts and wildlife discovery at Honiton Bottom Nature reserve Free drop in session 10am-1pm	31 THU  Lymbourne Community Hub 10am – 4pm – Free Tie Dye Workshop
SEP	01 FRI  Seaton – Seaton Eats Boutique is in Seafeld Gardens from 16:00 until dusk. Free to attend	02 SAT  September Seaton Town Councillor Surgery. Thury Harcourt Place. 09.45 – 12.00	07 THU  Yonder Close Community Hub 10am- 1pm – Free Easy cooking on a budget with chef Pierre	07 THU  Lymbourne Community Hub 10am – 4pm – Free seated exercise class 11am
9 SAT  The Strand, Exmouth - Seaborne Chiropractic Ltd. Free spinal health checks from 09:30-17:00	9 SAT  Woodland Medicine Walks at Holyford Wood Seaton,. Wild East Devon. Book online Adults £10 Children £5	11 MON  Ratcliffe House Community Hub, Exmouth Free session Animal Encounters 12pm-1pm	11 MON  Millwey Community Hub Axminster 10-2pm – Free Seated Exercise class 11am	12 TUES  Axminster Estate Walkabout: Prestor, Cridlake, Loretto Rd, North St, Willhayes Flats, The Cricketers
14 THU  Housing Review Board Meeting 10am -12am, Blackdown House Honiton	14 THU  Churchill Court Community Hub Lympstone 11am-3pm – Bring your own Craft session	14 THU  Lymbourne Community Hub Sidmouth 10am-4pm – Free Easy cooking with chef Pierre	15 FRI  Park Close Community Hub Woodbury - Free session Animal Encounters 11am-12pm	15 FRI  Rockbeare, Aylesbeare and West Hill Estate Walkabouts
17 SUN  Exmouth – Openwater Triathlon on the beach. You can enter online via LMEvents.org.uk	18 MON  Millwey Community Hub Axminster 10am-2pm - Free session Animal Encounters 12pm-1pm	19 TUE  Axminster Estate Walkabout. Wide Post La, King Edward Rd, Foxhill, Boxfield Rd, Morton Rd, Ridgway Crt.	19 TUE  Budleigh – Budleigh Literary Festival. There are various paid & free events around the town	21 THU  Churchill court Community Hub, Lympstone 11am- 3pm - Free Easy cooking on a budget with chef Pierre


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.

 Outdoor events with the councils countryside team: contact 01395 51557 for more information.

 Community Hub events are weekly but here are a few of the workshops on offer at your local hub. No need to book just pop along and join in.

 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)

 Estate Walkabouts are run by the estate management team and you are welcome to join them. If you would like more information or your estate is not listed below please call estate management on 01395 571755.

23 SAT  Exmouth – In The Strand, Seaborne Chiropractic Ltd will be offering complimentary spinal health checks from 09:30-17:00.	24 SUN  Exmouth – The Bradley 10km Autumn run is taking place in Exmouth, starting at Beach Gardens. You can enter online via LMEvents.org.uk	26 TUE  Axminster Estate Walkabout covering the Millwey Estate	OCT	05 THU  Yonder Close Community Hub, Ottery St Mary 10am – 1pm – Free Easy cooking on a budget with chef Pierre
6 FRI  Park Close Community Hub Woodbury 10am-4pm – Free seated exercise 2.30pm	12 THU  Yonder Close Community Hub Ottery St Mary 10am – 1pm – Free seated exercise class 11am	12 THU  Lymbourne Community Hub Sidmouth 10am – 4pm - Free Easy cooking on a budget with chef Pierre	13 FRI  Feniton and Ottery St Mary Estate Walkabouts	14 SAT  Woodland Medicine Walks at Holyford Wood Seaton, Wild East Devon. Book online Adults £10 Children £5
17 TUE  Coombe Raleigh, Luppit, Dunkswell, Sheldon Estate Walkabouts	19 THU  Repairs and maintenance service review group meeting 2pm – 4pm location TBC	19 THU  Churchill Court Community Hub Lypstone 11am-3pm - Free Easy cooking on a budget with chef Pierre	24 TUE  Resident Involvement management Group (RIMG) Time and location TBC	24 TUE  Hawkchurch, Allsaints, Smallridge, Chardstock Estate Walkabouts
31 TUE  Monkton, Upton, Yarcombe, Stockland, Cotleigh, Offwell Estate Walkabouts	NOV	10 FRI  Broadhembury, Plymtree and Payhembury Estate walkabouts	16 NOV  Housing Review Board Meeting 10am -12am, Blackdown House Honiton	

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 12pm- 4pm Free
friends and family welcome
Wednesdays 10:30am-12:30pm
£5 Lunch

Littleham Chat 'n' Chill:

2nd Thursday of every month
11:30am – 2:30pm

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

Board games and card afternoons:

Tuesdays 2:30pm – 4pm

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 – 2pm

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

Carnival Club:

Last Thurs of each month 7pm
- 9pm

Lunch club:

Fridays 10am – 1:30pm

Twilight Spiritual Service:

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

PARK CLOSE, WOODBURY

Afternoon tea:

Mondays 2pm-4pm

Quilting:

Every other Wednesday 10am –
12pm Starting 23rd August

Computer club:

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

Bring your own craft afternoon:

Thursdays 2pm-4pm

Community Hub:

Fridays 10am – 4pm

RATCLIFF HOUSE, EXMOUTH

Community Hub:

Mondays 10am – 2pm

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 – 1pm

HELLO

Welcome to your Summer 23 Edition of Housing Matters

There are many important messages for you in these pages, with a focus on safety, and planning for improvements to your homes. Please take the time to find out about the upcoming electrical safety tests that have to be carried out in every home, and the fire door inspections for all our flats (pg 15). Also, how you can make sure your home is included in the plans for updating and bringing properties up to standard (pg 11)

We are sharing with you the results of the recent Tenant Satisfaction Survey, which so many of you kindly took the time to respond to. We will be using

this feedback to help us improve the services we provide to you.

We are delighted to once again be able to invite you all to join us for our Annual Conference on November. Please pop the date in your diaries, and look out for the details on how to book your places which will be coming your way soon!

Many of you have been busy creating beautiful gardens over the summer and it is a pleasure to be able to showcase some of your fabulous creations here. Well done to everyone who entered this years' garden competition. Look and see who the winners are on page 18

It has been wonderful to be able to include so many short articles submitted by tenants in this edition, several about the fun they had celebrating the Coronation earlier in the year, and also some lovely creative ideas including upcycling, poetry and even a beautiful painting.

Don't forget to enter the competitions on page 16. There are cash prizes for the winners! And we are excited to see your summer themed photographs too.

Please do keep them coming. We love to hear from you.

The Communities Team

Farewell Message from John Golding

I announced my retirement over six months ago and that time has flown by and I will be saying final goodbyes at the end of July.

I have had the privilege to work for EDDC for very nearly twenty years, and I can honestly say that I have thoroughly enjoyed this period in my career. I arrived in 2003 as the Head of Housing & Social Inclusion and one of the biggest issues to address early on was the housing stock options appraisal. We were required by Government at the time to review the ownership and management of our housing stock. We ended up inviting tenants to vote on the position and to my delight the council retained our housing when many transferred their housing, and were required to pay Government £86m for the privilege.

I have been particularly proud to lead on establishing the Housing Review Board; building and acquiring additional affordable homes; providing homes for those who have found themselves homeless; supporting Home Safeguard who on occasion are literally saving lives; our poverty strategy and supporting vulnerable tenants; plus far too many projects and routine activities to mention.

My work has been rewarding and challenging at times, and the sense of purpose and adding value has been what makes the job worthwhile when I see us providing a decent home for people who need our assistance.

For the last ten years my role was expanded to include more services. I have always said that I have the best job in the

Council and that combination of responsibility for Housing; StreetScene; Environmental Health; and Countryside has ensured that every day is different and enjoyable because of the variety and value of what we are doing for our communities.

In departing I would like to thank my Housing colleagues for their support, hard work and commitment and wish all Housing staff, my successor, and tenants all the very best for the future.



YOUR COUNCIL

A personal note from the housing leadership team.

We ARE Listening...

In March 2023 we carried out a tenant satisfaction survey. We have not done this for some time and have been particularly keen post pandemic to hear from you in this way.

We were absolutely delighted that so many of you took the time to complete the survey. Over 800 of you replied and gave us your feedback on how satisfied you were with different aspects of the service.

Overall only 41.4 % of you were satisfied with our service. There are some further details below about other findings.





The results were hard to read. To help us gather more information and understand the issues, we have set up a series of focus groups with many of you who offered us further feedback and understanding of your experiences with our service.



If you are interested in coming along to a focus group please contact HousingStrategy@eastdevon.gov.uk or call us the tenant participation team on 01395 517453.

We are listening. We have taken what you told us and planned our areas of work

over the next few months around this. Just because we have these plans in place doesn't mean we don't want to hear more from you, so please do get in touch if you have any thoughts you would like to share with us on these future plans.

You told us	And	We listened and
About how satisfied you are with the complaints process	<p>16.3% of you said you were satisfied</p> 	<p>We are recruiting additional resources into the complaints team in order to speed up the time we take to respond to formal complaints.</p> <p>Of course we don't want to be dealing with any formal complaints but we accept that at times we will get things wrong. When we do we want to ensure we respond quickly to reassure you that we are taking your concerns seriously.</p> <p>We are also working with a group of tenants who were previously our tenant complaints panel to see what better role tenants can play in helping support other tenants when things do go wrong.</p>
About how satisfied with whether your views are listened to and acted upon	<p>32.6% of you said you were satisfied</p> 	<p>We have recently started annual tenancy review visits which means one of our Housing Officers will visit you in your home at least once a year. These visits will be an opportunity for you to 'check in' with us on anything you need, they will also be an opportunity for us to ensure we are aware of any outstanding issues you have with your property such as repairs that you may have reported.</p>
About how satisfied you are that we positively contribute to your neighbourhoods	<p>33.2% of you said you were satisfied</p> 	<p>We have expanded the hours that our Estate Management team are available to you on the phone, you can now always reach an Estate Management Officer Monday to Friday on 01395 571755.</p> <p>We have restarted our Estate Walkabouts, this is where a team of Officers will come together on set days in set areas to undertake site inspections. We have run these very successfully in the past and look forward to working together to bring improvements to your communities. Details of some upcoming visits can be found in our 'What's On' section on page 4. If your estate is not listed there, then please call our Estate Management Team on 01395 571755 to find out more.</p>
About how satisfied you are with repairs	<p>43.6% of you said you were satisfied</p> 	<p>We are pleased that all of our properties are currently being inspected (we call this the stock condition survey) This is giving us vital information about future investment needs to ensure your homes meet the standards required.</p> <p>We are due to complete the inspections in September. We will then be able to tell you what improvements you can expect over the coming years.</p> <p>You have told us that we are not doing enough to keep you informed on repairs. We have been recruiting for additional Officers in this team and we are also working closely with our tenant repairs group to see how we can get better at this.</p> <p>We are working closely with our main Contractors Ian Williams and Liberty Gas to share the feedback and we will continue to tell you over the coming months about changes that are being made.</p>

Many of you may already know that we have been struggling to recruit into some roles and we are still facing challenges in some areas. You can check out East Devon District Council Jobs <https://jobs.eastdevon.gov.uk/> if you think you might be interested in any of our current job vacancies.

Please be assured that we are prioritising recruitment to ensure that we are able to deliver all of our services to you.

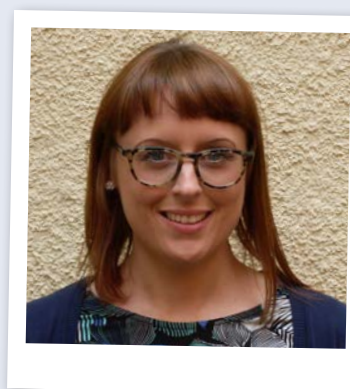
We still have much work to do and we will be keeping you informed of progress we are making over the coming months.

A final word from Amy Gilbert Jeans, Assistant Director of Housing, *“The results of the recent survey have made difficult reading for us and we have carefully reflected on the messages you have given us. I am grateful to everyone who has taken the time to provide us with the feedback and over the coming months we will work hard to listen and take on-board where you have told us we are not getting things right. We remain absolutely focused on delivering improvements to you and we are looking for ways to better improve communication with you such as more social media presence as you have told us we don’t do enough of this.*

I know times are tough currently, we continue to live through difficult times, impacted greatly by the cost of living crisis. The importance of a quality place to call home is of even greater importance to us all and I never underestimate the enormity of that responsibility we have as a

service to ensure we are delivering this.

We have some exciting plans for later in the year regarding our tenant conference, I hope many of you can come along and following the launch of our new resident involvement strategy this year, I would encourage any of you who have time to give us to look at what opportunities might be available. I am so grateful to our dedicated group of tenant volunteers who work alongside Officers sharing with us their invaluable insights and, together, finding ways to improve what we do for all tenants.”

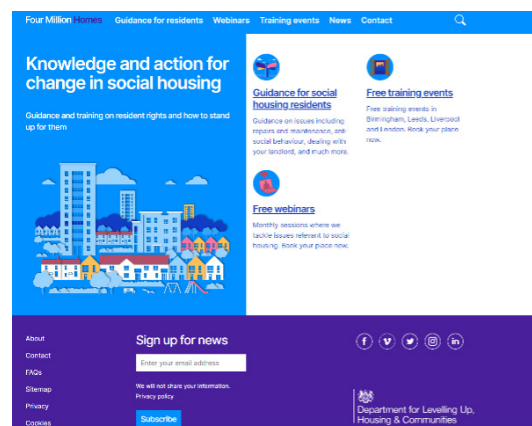


Understanding Your Rights

There are currently lots of changes being made to the laws and regulations surrounding standards in social housing and the rights of tenants to be listened to by their landlords. As part of these changes, the government are keen to encourage tenants to find out about the rights that they have, and how they can influence decisions and actions taken by their landlords. East Devon District Council welcome these new changes and take your rights

as tenants very seriously.

Please do take the time to visit the new website, set up by the government, to find out more. The website is called 4 Million Homes and you can find it at www.fourmillionhomes.org It contains really useful guidance for tenants about repairs and maintenance, anti-social behaviour, dealing with your landlord, and much more.



Help Us to Keep Your Homes Updated

EDDC Stock Condition Survey

In the summer of 2022, we advised residents that we would be carrying out a Stock Condition Survey of all our properties. Not a small task, with over 4,000 homes to visit across the region!

The Stock Condition Survey aims to collect information about the condition of our properties to understand repair needs, health and safety issues and to grade energy performance. The information collected will allow us to make informed decisions when it comes to planning future repairs and upgrades for your homes.

However, the consultants, Currie and Brown, who have been carrying out the surveys have only been able to inspect about 35% of homes so far (30% less than anticipated). This is mainly due to a lack of access to properties.

Why is the Survey Important?

We need to know what works are required to your home. This may include, for example, replacement of your kitchen and bathroom. Once the consultants have inspected all homes, we will prepare a 5-10 year programme of works, which will include your home. If, you do not let Currie & Brown visit your home, there is a risk you will miss out on any future works and upgrades.

Everyone should have received letters from both East Devon District Council and our consultant, Currie and Brown. If you have received a letter from Currie and Brown with an appointment, please contact them directly using the contact details on their letter to either confirm or rearrange your appointment.

If you have not yet received a letter, please let us know by emailing Ollie Tollerfield at OTollerfield@eastdevon.gov.uk or calling 01395 517586.

Help us to help you!

By getting the survey completed, we will be able to understand what improvement works are needed in your home, both now and in the future.

Thank you!





The Housing Review Board

Who Are They?

The group is made up of 5 councillors, 5 tenants or leaseholders, and 2 independent community representatives.

The Latest Things they have been Involved With

Their last meeting was held on 15th June 2023.

What Do They Do?

The Housing Review Board meet every 3 months to hear about and discuss the current and planned future work within the Housing Service. Their approval is needed before some changes can go ahead.

Their views are taken into account on housing policy and practice where this affects tenants and leaseholders. They also monitor how well we are performing against our targets.

This is what they looked at:

The Social Housing White Paper becomes law in April 2024. This brings lots of new rules that EDDC and all social housing landlords will have to follow. The Board reviewed the action plan that has been created to make sure we will be able to meet all the new rules in time.

The results of the recent Tenant Satisfaction Survey. Please see the article on page 9 to find out more about this.

More staff will be encouraged to work towards gaining qualifications from The Chartered Institute of Housing.

A report into the roles of Mobile Support Officers, which was prepared by a group of tenants (The Tenant Scrutiny Panel). The Board agreed that the roles of MSOs needed to be defined more clearly, and that they should be provided with additional support to help them assist those sheltered housing tenants with more complex mental health needs.



Do You Want to Join our Housing Review Board?

We are looking for more tenants to become members of our Housing Review Board. This is a responsible role which requires a significant time commitment and willingness to learn about how the different areas of the Housing Service work and the regulatory frameworks they have to work within. If you would like to know more, then please contact Democratic Services on 01395 517546, or email athompson@eastdevon.gov.uk

HOUSING REVIEW BOARD

TENANTS NEEDED TO JOIN

MAKE A DIFFERENCE
TO YOUR HOUSING SERVICE

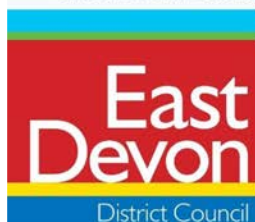
EAST DEVON DISTRICT COUNCIL'S TENANTS AND LEASEHOLDERS ARE BEING GIVEN THE OPPORTUNITY TO STAND FOR SELECTION TO THE HOUSING REVIEW BOARD, THE COMMITTEE THAT OVERSEES THE COUNCIL'S LANDLORD FUNCTIONS.

VOLUNTEER ROLE NEEDS MEMBERS WHO:

- ARE CONFIDENT TO SAY YOUR VIEWS
- CAN WORK WITH OTHERS
- UNDERSTAND SERVICES AND PRIORITIES FOR TENANTS
- ARE WILLING TO UNDERTAKE SOME TRAINING TO EQUIP FOR THIS CHALLENGING AND CRUCIAL ROLE



- MEETS FIVE TIMES A YEAR
- THURSDAY MORNINGS
- MADE UP OF 5 COUNCILLORS, 5 TENANTS AND 2 INDEPENDENT REPRESENTATIVES



If you are interested or want to know more please call Democratic Services or e-mail for an application form
athompson@eastdevon.gov.uk
01395 517546

Plans to hold joint workshops in the future between officers and tenants, when we next have to rate our own performance against a new set of standards called the Regulatory Consumer Standards

Managers shared how the various housing departments had performed over the year at meeting their targets. Where improvements were needed they discussed what was already being done, and what more was planned, to get things back on track.

If you are interested in finding out more about any of the items discussed at the meeting, then please visit our website where you can find the full details.

Keeping You Safe – Essential Electrical Testing



We have a duty to check that the electrics in your home are safe every 5 years. If any issues are found during these visits, we will put them right as soon as possible.

The use of unsafe electricity can be dangerous, or even fatal, for you or a member of your family. Every year a number of deaths and injuries in UK homes are caused by faulty electrics and electrical equipment, and almost half of all domestic fires are caused in this way. This is why it is so important that these safety checks are completed.

The Dodd Group are carrying out the 5 year testing on our behalf and will be contacting you directly to arrange testing and repairs. When you hear from them please confirm and keep their appointments. You will have to allow the Dodd Group access to your property.

We take your safety, and that of your family and neighbours very seriously. If you fail to allow access it will be treated as a breach of your tenancy agreement and we will take the appropriate legal action.

If you have any concerns about electrics within your home, please let Repairs know immediately by calling 01395 517458 or email compliance@eastdevon.gov.uk and we will arrange an electrician to attend.

**Please turn to
page 15 for some
tips on the safe
use of electricity
around your home**

Focus on FIRE SAFETY in Flats



New regulations were introduced in January 2023, which mean we have to regularly inspect all fire doors in our flats to make sure they are in good condition and operate correctly. This is so that we can be sure they will provide the necessary protection to help keep you safe in the unlikely event of a fire breaking out.

We have awarded the contract to carry out this essential work to the Jones Building Group. Over the coming months they will be visiting all flats (including Leasehold flats) with fire doors which open into enclosed communal areas and escape routes. They will need to visit and enter all of these flats to be able to check the condition and operation of every fire door. These doors will then need to be checked every 12 months.

This work is being done on an area-by-area basis and has already started in the Axminster area.

Help Us Keep You Safe

When your block of flats is due to be inspected, we will write to you. We will let you know that Jones Building Group will be making contact with you to agree an appointment time for when they can call and check your fire door. Usually they will do this by phoning you. The inspection of your fire door should take no longer than 15-30 minutes.

These inspections are a legal requirement and must take place. We take your safety very seriously.

Please help us to keep you safe, by making and keeping your appointment with Jones Building Group when they contact you.

If you have any concerns or wish to find out more, please contact our Housing Repairs team on 01395 517458 or email compliance@eastdevon.gov.uk.

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).

GET INVOLVED

COMPETITION TIME

SUMMERTIME WORDSEARCH

1ST PRIZE £100

3 RUNNERS UP PRIZES OF £50 EACH

How to enter: Complete the wordsearch. Find all the listed words hidden in the grid. There is also one other summertime word hiding in the grid. Find the missing word and tell us what it is!!

Send the missing word along with your name, address and age to tenant participation (details on page 2) by 29th September.

BARBEQUE
BEACH
CAMPING
EXPLORING
FLOWERS
GARDENING
HEAT
LEMONADE

POOL
PICNIC
SAND
SEA
SUN
SUNGLASSES
SUNSCREEN
WALKING

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

WIN!



Winner from the design a crown competition was Niall Lambert! Niall bought some Lego speed champions with his winnings.

Wordsearch Competition Winners from last edition

1st Prize – £100 – Liz Allen

Runners up – £50 each – Lynn Ward, Tracey Kennils and Jean Kingdom

PHOTOGRAPHY COMPETITION

What does summer mean to you? Long walks, light nights, barbeques, flowers in bloom, vegetable patch production, butterflies and bees?

Whatever summer means to you we would love to see your photography skills from this summer. Please send your entries, along with your name, age and address to tenant participation by 29th September. Your photographs will be judged

by an independent group.

**1st prize is £30 and
2 runners up will receive £15**

The name of the winners and their Photographs will be printed in the next issue of Housing Matters.



You're All Invited!!

We are so excited to invite you all to come and join us at the Annual Conference, which is finally back for the first time since 2019.

This event promises to be an informative and celebratory day, where everyone can get involved, and have their say, in a relaxed and friendly environment. There will be guest speakers, workshops, and awards for tenants and officers who have gone above and beyond to support our communities.

The winners of the Garden Competition will receive their awards too.

Find out more about how your opinions can help us improve what we do as your Landlord. Meet other tenants from across East Devon, and hear their stories and experiences. Tell us what you think!

The day will include a free lunch and all refreshments.

We will be holding it on Saturday 18th November from 10am to 4pm, at Blackdown House in Honiton.

Pop the date in your diary now.

Keep an eye out for more details about this exciting event, and how you can book your place, which will be coming your way soon.

We're really looking forward to seeing you all!

Improving How We Work With You



East Devon District Council have recently re-joined an organisation called TPAS (The Tenant Participation Advisory Service). It is the largest tenant engagement organisation in the country.

TPAS is a membership organisation, which aims to bring tenants and landlords together to find ways to improve services, save money and bring lasting, positive changes to communities.

We want to find new and exciting ways to keep in touch with you and hear your opinions

and ideas on what we can do to make improvements to our Housing Service. By joining TPAS we can link up with other social landlords to share ideas and experiences to improve the service we offer you. We can also get training and advice from experts in bringing tenants and landlords together.

All our tenants are now also eligible to become tenant members of this organisation. Tenant memberships are free of charge.

If you would like to get involved in the way the Housing Service is run and have your say in the things that matter to you, then please do visit their website at www.tpas.org.uk to find out more about the opportunities that are open to you.

If you are interested in becoming a TPAS member, please send your name and e-mail address to tenantparticipation@eastdevon.gov.uk. We look forward to hearing from you!

Garden Competition 2023

In a rather soggy week in July the judges headed out to visit the 34 gardens which had been entered into this year's competition. From Brampford Speke to Seaton and Broadhembury to Budleigh they travelled the length and breadth of the district to see the hard work tenants had put in to their gardens. As usual there were lots of entries for the back, front and containers categories but it was lovely to also see some first time entries and wildlife and produce gardens.



Communal garden gold

The results of the judging are below:

Overall winner

The best overall garden

Pat Benton, Broadclyst

Front garden

Display of flowers or original feature

Gold Elizabeth Martin, Otterton

Silver Sue Croft, Exmouth

Bronze Ivana Sterbova, Colyton

Back garden

Display of flowers or original feature

Gold Pat Benton, Broadclyst

Silver Jillian Start, Exmouth

Bronze Shirley Beasley, Exmouth

Thank you to all the lovely tenants who welcomed us into their gardens and told us stories of how their gardens came about. We really enjoyed seeing them and are delighted to be able to share just some of the fabulous entries with you all.

Produce

Best vegetable garden

Gold Sue Croft, Exmouth

Silver Viv Derek, Broadclyst

Bronze Mr and Mrs Wood, Payhembury

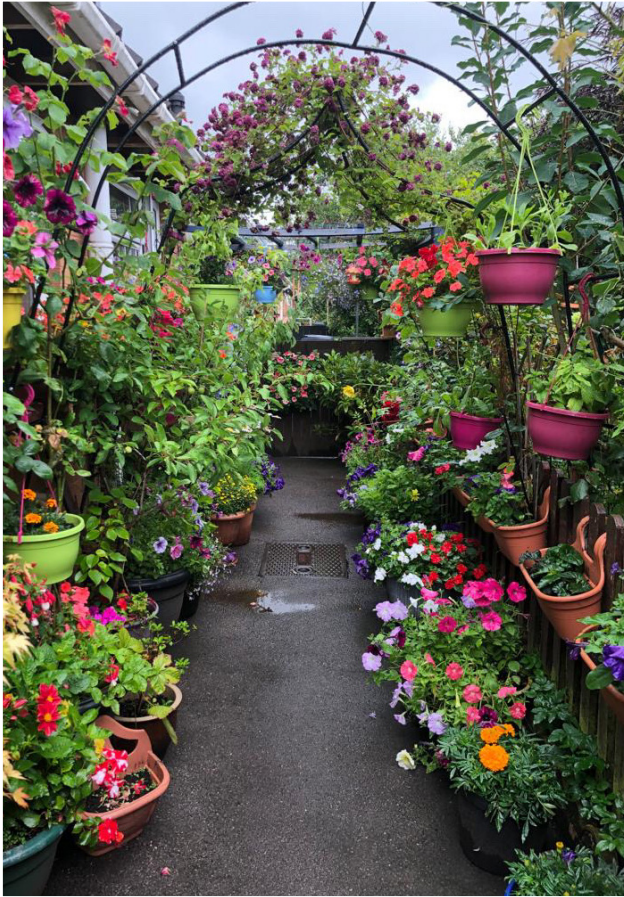
Eco and Wildlife

Best use of recycled materials or encourages wildlife

Gold Viv Derek, Broadclyst

Silver Sue Croft, Exmouth

Bronze Jillian Start, Exmouth



Back garden gold



Communal garden gold

Containers

Including hanging baskets and window boxes

Gold Pat Benton, Broadclyst

Silver Mrs Bunker, Budleigh

Bronze Mr Ferreday, Exmouth

Disabled

Designed and maintained by tenants with a disability

Gold Mr Pluska, Brampford Speke

Silver Mrs Bunker Budleigh

Bronze Angela Walker, Honiton

Communal and friends

Tenants working together

Gold David Stanbury, Honiton

Silver Mr and Mrs Spence, Budleigh

Bronze Harepath Tenant's Association, Seaton

First Time

Innovative and creative first entries

Gold Mr and Mrs Wood, Payhembury

Silver Di Hartnett, Axminster

Bronze Jane Anderton, Colyton



First time gold



Disabled gold



Disabled gold

Congratulations to everyone!!

We'd like to give our huge thanks to Becky Searle from Sew Much More for giving her time and expertise to help judge the gardens. You can find her on Instagram and Facebook and writing in Gardener's World and Kitchen Garden amongst others.

Produce
Gold
Winner



Disabled gold



Front garden gold



First time gold





Produce Gold winner

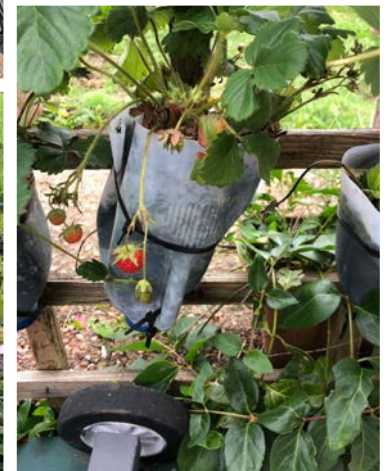


First time gold



Eco gold

More shots of some of the fabulous gardens we visited...



AT HOME

Adult Learning Opportunities For All

Do you want to learn new skills, find a new hobby, change career or progress in your current job, but don't know where to start?

With thanks to Naomi Taylor (tenant) for all her helpful research.

Why not take advantage of one of the huge number of courses on offer in our region? These run at locations throughout East Devon and online courses can be accessed from the comfort of your own home. Many of the courses run throughout the summer or can be accessed at any time and lots of others start in September – so book now to avoid disappointment!

Learn Devon

Learn Devon is Devon County Council's adult education service. They provide in person courses based at The Kennaway Centre, Exmouth.

Subjects covered include English and Maths, digital skills, employability, arts and crafts, modern foreign languages and creative writing.

They also provide English for speakers of other languages and courses for adults with learning difficulties and disabilities.

Many of their courses have online options so you can learn at a time and pace that suits you.

Some courses are free and for others, concessions are available which could make them free.

Website: <https://www.learndevon.co.uk>

Email: learndevon@devon.gov.uk

Call: 0345 155 1014

Exeter College

Exeter College run a wide variety of courses. They cover professional qualifications, academic courses, and lots of leisure interests (hobbies).

Many do require payment, however, adult courses for GCSE Maths and English are FREE for adults who don't have a Grade C or above in those subjects.

They also provide free Community Learning courses in subjects such as creative writing, playing with maths, guitar lessons, and a community choir.

Take a look at their website for full details: <https://exe-coll.ac.uk/adults>

Email: adultadvice@exe-coll.ac.uk

Call: 01392 400170

Keep up to date with their free adult learning courses as they crop up by following their Community Learning Facebook Page. Just use the QR code here.



A background image showing several black graduation caps (mortarboards) being tossed into the air by a group of people. Their hands are visible at the bottom, reaching up. The scene is bright and celebratory.

Devon Recovery Learning Community

Devon Recovery Learning Community are a recovery college provided by Devon Partnership NHS Trust offering free courses and online opportunities to promote mental health and wellbeing. Sessions are run in Honiton, Seaton and Exeter and also online. There are other options available throughout Devon for anyone willing/able to travel a little further afield. Full details on their website: www.devonrlc.co.uk

Email: dpn-tr.drlc@nhs.net

Call: 01392 677067 (Mon -Thurs 10am - 2pm)

Recurring events and drop-ins:

- Exeter DRLC Drop In Wednesdays 1pm - 5pm St. Sidwell's Centre, Sidwell Street, Exeter EX4 6NN
- Honiton DRLC Drop In (Women Only) Thursdays 10am - 1pm Thelma Hulbert Gallery, Dowell Street, Honiton EX14 1LX
- Sport In Mind Tai Chi Tuesdays 1pm - 2pm The Mint Methodist Church Centre Fore St Exeter EX4 3AT
- Sport In Mind Table Tennis Fridays 11:30am - 12:30pm Riverside Leisure Centre Cowick St EX4 1A

Courses that are available online, via Zoom include:

- Be In Your Body and Thrive
- Movement for Vitality
- Creative Upcycling for Wellbeing
- Qi Gong/Tai Chi
- Life Coaching for Wellbeing
- Seashell Craft for Recovery
- Morning Meditation
- Understanding Trauma
- Movement for Joy and Wellbeing

Courses available at The Coastal Craft Collective, Seaton :

- Beachcombing for Peace of Mind
- Five Creative Ways to Wellbeing
- Friendly Walks

Courses available at Exeter Community Centre, 17 St Davids Hill EX4 3RG:

- Drawing to Relax
- Introduction to Djembe drumming

St Michael and All Angels, Mount Dinham, Exeter EX4 4EB:

- Recovery Choir: Yes!! You can Sing !

The Urban Learning Academy

The Urban Learning Academy is an exciting new venture in Exeter, where adult learning opportunities are being made available in community hubs across the city.

Organisations are working together to provide opportunities for adults to participate in free and low-cost learning across the city.

Courses are being organised and added all the time, but some of the opportunities currently available include:

- Poetry
- Bike Repairs

- T Shirt printing
- Creative writing
- Breadmaking
- Table Tennis
- Alternative Therapies
- Tech Buddy Sessions
- Walking Football

<https://www.urbanlearningacademy.org.uk>

Email: info@urbanlearningacademy.org.uk

Call: 01392 202055

Skills for Life Campaign

This government campaign offers a treasure trove of free, high-quality courses - whether you are looking for a new career, want to progress in your current job or simply learn new skills. Most courses are free and are a mix of classroom-based, on-the-job, online and short courses.

Local venues include Bicton College, Exeter College and the Education & Training Skills Centre South West.

They offer:

- **Free Courses for Jobs**

Whether you're looking to progress in your current industry or want to try something new, building on your existing strengths with a free qualification can help you on the path to a better job.. Hundreds of courses are available across different sectors, including health and social care, accounting, construction, early years, catering, agriculture and more. Courses vary in length from a few weeks to a year.

- **Skills Bootcamps**

If you're aged over 19 and looking to change sectors or progress in your current industry, a Skills Bootcamp could be your next step to a

better job. These flexible courses last up to 16 weeks and allow you to gain skills employers are looking for. You will also have guaranteed a job interview at the end of the course. For most Skills Bootcamps, no previous knowledge in the subject is needed - you just need a good grasp of the English language and the willingness to learn new skills.

- **Essential Skills - Digital, Numeracy, English**

- **Apprenticeships & Traineeships**

- **The Skills Toolkit**

An online platform giving you easy access to free, online courses in digital, numeracy and other transferable skills. Courses are designed to fit around you and are flexible, so you can boost your skills at your own pace. Using the Skills Toolkit could help you build up your skills, boost your CV and progress in work.

It's open to everyone, whether you're out of work or thinking about changing jobs, have just graduated, or just keen to keep your mind healthy and busy - there's something for you.

Visit their website for full details:

<https://skillsforlife.campaign.gov.uk>

The Open University

The Open University offers over 1,000 different FREE online courses.

Areas covered include:

- Languages
- Health, sports, and Psychology
- English reading and writing skills for all levels up to university standard

- Science
- Maths
- Technology
- Managing your finances

And many, many more!!

Visit their website, and get stuck in!

<https://www.open.edu/openlearn>

Are you or your children nervous about going back to school? Maybe you are starting a new school this year?

Here are some handy hints and tips we found on the BBC Website to help you through those difficult first days and weeks.



1. Think positive. When you go back to school you get to shop for new stationary. Perhaps try customising your old school bag.
2. Before you go back to school it's a good idea to try get in some early nights and get up the time you would for school to help your body clock get back into the routine. This will make it easier to get up on your first day back at school.
3. The night before it's a good idea to get your uniform laid out and your bag organised all ready for the morning so that you don't have to rush or forget anything.
4. Take some healthy delicious snacks to keep your energy up throughout the day. Make sure you drink plenty of water and stay hydrated.
5. You might have a new teacher this year who will have lots of new names to learn. Try and be patient and friendly. Remember they are new too.
6. If you need help or can't find your way don't be afraid to ask your teachers. They are happy to help and wouldn't like to see you struggle.
7. Be friendly and confident to enjoy your first day back at school. Everyone in your class will be experiencing changes so be yourself and have fun. First impressions are important, so keep your head high and don't slouch... If you walk with confidence people will think you are confident!
8. Smile: smiling makes you more approachable. Smile and others will smile with you!
9. Be honest: don't exaggerate or make up cool things about yourself. It won't be so cool when the truth comes out.
10. Talk to the person sitting next to you - saying 'hi' may be all it takes to start a friendship!
11. Join in with something! Join a team, a club or an activity. People who share the same interests as you are likely to be your kind of people.
12. New place = new opportunity. A new school is a possible chance to start over if you need to.



Keeping Your Pets Safe in Hot Weather

Useful tips provided by Sue Williams (Tenant)

1. Never leave them unattended in a hot car
2. Exercise pets early morning or late evening – if the pavement is too hot for your hand – it is too hot for little paws! (Or big ones!)
3. Use pet-safe lotion on ears and nose
4. Put ice cubes in their drinking bowls
5. Check all sheds / greenhouses
6. Check for symptoms of overheating: excessive panting or difficulty breathing, increased heart/ respiratory rate, drooling, mild weakness, stupor or even collapse
7. Pugs and Persian cats are more susceptible to heat stroke
8. Never leave pets unsupervised around a pool (contains chlorine and other chemicals)



How to leave us a compliment, or make a complaint

Like everyone else, we like to know when we have done something well. If you have received good service from our Housing Team, please tell us about it!

Let us know who has impressed you and how. You can call or Email Tenant Participation (details at bottom of page), or even write to us at the address on Page 2.

Complaints

We aim to provide an excellent service for all our tenants. However if we do make a mistake we will apologise and aim to put it right as quickly as possible.

If you remain dissatisfied with our response we have a formal complaints process you can use. Let us have details of your complaint. The Council's dedicated complaints team will log and investigate it according to our agreed procedure.

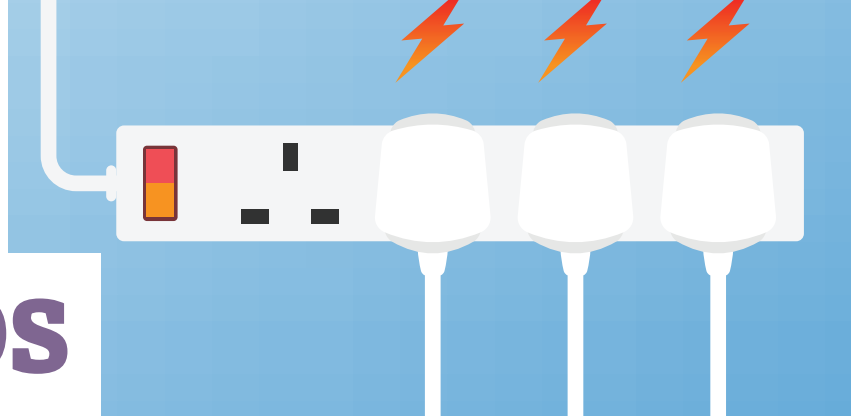
You can raise a complaint in any of the following ways:

- a) By phone 01395 517417
- b) by email to complaints@eastdevon.gov.uk
- c) via our website (<https://eastdevon.gov.uk/customer-services/feedback-and-complaints/complaints/make-a-complaint/>) or;

- d) In writing to: Information and Complaints Officer, East Devon District Council, Blackdown House, Border Road, Heathfield Industrial Estate, Honiton, EX14 1EJ

If you still feel dissatisfied after the council has considered your complaint you can complain to the Housing Ombudsman. You can find out more information on the Housing Ombudsman here: www.housing-ombudsman.org.uk/. Complaints about Housing allocations and waiting lists can be referred to the Local Government Ombudsman. You can find out about them by visiting www.lgo.org.uk

Electrical Safety Tips



Things You Can Do To Stay Safe at Home:

1. Wiring that is ageing or faulty can cause major fires in your home. Let us know immediately if you see any wiring where the insulation is wearing away or bare wires are exposed. We will arrange a visit by an electrician to repair the damage and make your home safe.
.....
2. Keep appliances in good condition. Never unplug an appliance by pulling on the cord or use the appliance if the cord is damaged. Stop using an appliance if you find your cords have burn marks, if you hear sounds of 'arcing' (buzzing or crackling), if it causes fuses to blow, circuits to trip, or a plug to overheat.
.....
3. Running cables under a rug could become a fire risk if the cord becomes damaged. They also pose a trip hazard. If you do not have a socket close to where it is needed, please ask for a survey so we can assess if you have enough sockets in your home.
.....
4. Do not dry clothes on an electric heater. They could close off vital vents which protect against overheating and lead to a fire. Wet clothing could also drip water onto the heater and that could give you an electric shock.
.....

5. Never store combustible materials such as paper, clothing, and cleaning materials close to your fuse board or electricity meter. There have been a number of serious fires in homes where a fault with the fuse board and or electricity meter has caused these materials to go up in flames.
.....
6. Do not overload sockets or extension leads. Some of our older properties have fewer sockets than are needed these days. If this is the case in your house, please call the repairs team on 01395 517458 and speak to us about getting more sockets installed.
.....
7. Switching on a plug or light switch with wet hands can give you a shock. Electricity and water don't mix and a common mistake is switching on a plug with wet hands.
.....
8. If your toast gets stuck in your toaster, unplug the toaster before using anything like a knife to release the toast as this will prevent an electrical shock.
.....
9. Bathrooms are not allowed to have sockets (apart from shaver-supply units) unless they can be fitted at least 3 meters from the bath or shower. This is because wet skin reduces the body's resistance to electric shocks.
.....

Do not use mains powered portable appliances such as hairdryers or heaters in a bathroom.
.....

10. If you are using an extension cord outdoors, please check that it is safe to do so. It should state that it is suitable for outdoor use, and be weather resistant with moulded connections that prevent moisture seeping in. Also check it has the correct rating to suit the equipment you are connecting them to. Finally, make sure you uncoil the full length of the lead every time you use it to prevent overheating. Regularly check your lead for damage.
.....
11. During your electrical check, the electrician will look at whether you have a specific socket for the use of outdoor equipment. They will check whether or not it or the circuit is RCD* protected. If needed, repairs will be arranged to provide this extra level of protection for you.
.....

**An RCD (Residual Current Device) is a sensitive safety device that switches off electricity automatically if there is a fault. It can protect you from electrocution should you, for example, cut through the cable when mowing the lawn.*

Upcycle no sew tote bag

by Dayle Byers (tenant)

Do you have old t-shirts or tops that are just too good to through away? Maybe you have your favourite bands touring shirt but you never wear it. This no sew bag is a perfect way to reduce waste and turn something old into something new.



Step 1



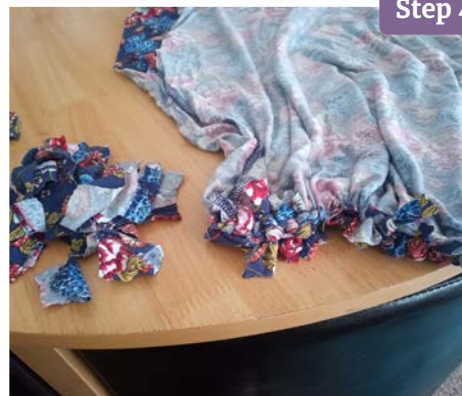
Step 2



Step 3



Step 4



Materials needed

T-shirt

Scissors

Method

Step 1

Cut off the sleeves leaving just the shoulders. These will be your new bags handles.

Step 2

Along the bottom edge of the t-shirt cut evenly spaced, 4 inch strips going up the length.

Step 3

Turn inside out and Knot together the strips

Step 4

Trim the excess from the knots

Step 5

Turn through the right way.
Your new bag is ready to go

RECIPE EASY SAUSAGE CASSEROLE

INGREDIENTS (MEAL FOR ONE)

1tsp of oil
250g of halved new potatoes
4 sausages
1 small onion
1 diced green pepper
Jar of your favourite pasta sauce

METHOD

1. Heat 1 tsp oil in a large frying pan and fry your new potatoes and sausages for 5 mins
2. Add 1 finely sliced onion and diced green pepper and cook for a further 5 mins turning the sausages occasionally until browned.
3. Add your jar of pasta sauce, rinse the jar out with a splash of water and add to the pan. Cook covered for 5-10mins.

Any left overs?

Portion up and freeze for another day or keep in the fridge for tomorrow.

Vegetarian or Vegan?

Use your favourite sausage

Ideas for left over ingredients

Use leftover sauce from jar for a pasta and sausage bake.

Left over boiled or roast potatoes?

Make Sag Aloo by cooking onion, spinach, curry powder and garlic until soft and adding your leftover potatoes cooking until heated through.



Bring out the Bangers!!

Try these simple supper ideas featuring a favourite British classic – the Sausage!!

Meat free diet? No problem,
just swap in your usual
veggie sausage!!



RECIPE BALMORAL PIE

INGREDIENTS (MEAL FOR MANY)

8 sausages
2 x tins of baked beans
1kg of potatoes for mashing
Cheddar grated for topping

METHOD

1. Preheat the oven to 200C/180C fan/ gas 4.
2. Cook sausages on a tray in the oven for 12 minutes or until cooked through, then allow to cool.
3. Peel and chop your potatoes into small chunks and boil.
4. Once soft mash the potatoes and season for the mash topping.
5. Once cooled, cut the sausages into 1 inch sections and place in the bottom of an oven proof dish.
6. Pour over the cold beans (you can add any leftover or frozen veg at this point).
7. Cover with the mash and a sprinkling of cheese.
8. Bake in the oven at 200C/180C/ gas 4 for 20 minutes or until piping hot.

IN YOUR COMMUNITY

Let it Grow!

By Paul Fealey

Horticultural Technical Officer
- StreetScene

Across East Devon we have been increasing the number of green spaces that will be left to grow naturally between April and September each year, to encourage grasses and wildflowers to flourish.

Our targeted Let it Grow strategies will develop vital habitats for insect pollinators and other wildlife. They will reduce our CO2 emissions from maintenance equipment and vehicles, promote sustainable landscapes and encourage a wide variety of native wildflowers. This will help to increase biodiversity levels throughout East Devon and provide a boost to our aim to become nature-positive.

We have chosen the areas that we are renaturing very carefully so that they do not prevent people from enjoying and relaxing in our green spaces. By allowing more areas to grow naturally, we will reduce the number of our more intensely managed, low-mown grass spaces. However, some areas will of course remain low-mown for health and safety reasons (e.g. for visibility beside roads), as well as for the public to use for relaxation, play, entertainment and sports.

Whilst our low-mown green spaces are great for wellbeing, they do not help to reverse the biodiversity losses that cause ecosystems to collapse. This is one of the biggest environmental threats that we face today. It is really important that lots of different plants and animals are left to live alongside each other, for an ecosystem to thrive. These ecosystems not only support a huge range of wildlife but also our own food security. Did you know that the survival of 70 of our food crops depend on being pollinated by bees? And that we would literally starve without them? This is why we are committed to improving biodiversity.

Look out for our new bee signs that identify our nature recovery areas.

If you are unsure if a green space is on the list of renatured sites, look for our signs or search 'Improving green spaces for wildlife' on our website: www.eastdevon.gov.uk



Wild Flowers at Seafeld Gardens, Seaton.



Wild Flowers at Manor Park, Exmouth

If a green space near to you is on the renaturing list but there are no signs to show this, please get in touch and we will replace them.

You can call Street Scene on 01395 517528, or Email streetsceneops@eastdevon.gov.uk

We understand that some residents believe that we want to renature our green spaces to save money. However, the reality is that it actually takes more time and effort to prepare the ground, sow wildflowers, control grass growth and use the specialist equipment needed to seasonally clear our renatured sites, than it does to run over them with a ride-on mower every few weeks.

Look out for longer vegetation in our green spaces around the district and see what wildlife you can spot!

You may find that these areas are dominated by grasses in their early stages and do not look as you may expect. We have to allow the grasses to grow first as this will reduce the level of nutrients in the soil. Wildflowers need poorer quality soil to grow. The long grasses will be cut and collected in the autumn. This means that during the initial period of renaturing some areas will appear unkempt, and in hot weather will likely turn brown too. However, after the grasses have been cut, the ground will be prepared, and wildflower seeds sown.

“I’m delighted that we are expanding the number of areas within our green spaces that we leave uncut for nature and wildlife during the mowing season. These critical habitats provide nature recovery corridors for insect pollinators and other wildlife to thrive. Over time, we will develop these areas into wildflower meadows, providing stunning displays and boosting biodiversity.”

Tom Wood, Streetscene Operations Manager.

There are many ways for you to become more involved in helping nature recovery, especially in your own gardens, such as not using weed killer, mowing on the highest setting to mow over daisies and dandelions, or setting aside an area of your garden that can be sown with wildflowers or simply left to its own devices.

For more information and tips, visit the RHS website www.rhs.org.uk/advice/How-to-grow-a-mini-wildflower-meadow

Community Hubs

community
hub

Following on from the success of the Warm Hubs over the winter, 7 of the Hubs have been kept open and are now running as Community Hubs. Some of them are run by trained volunteers with support from officers, and 3 are still entirely officer led. They are across the whole district and are fun, free and fabulous!

We run Cooking on a Budget sessions and craft activities, as well as themed events such as Women's World Cup and Wimbledon Week. Alongside the food and fun aspects of the Hubs we also run budgeting workshops and offer advice and support on other services offered by the council. For example, we can help you to access the Hardship fund, and advise you on how to facilitate a home swap.

Come along and find a friend, have a nice lunch, meet an iguana, print a bag for life and get involved in your community. All events and activities are free, you don't have to stay all day, you can drop in, have a cup of coffee and a game of scrabble, or you can stay all day, take part in the table tennis tournament and get to know your neighbours.

Look at what we've been up to over the summer!!



Block Printing Lymstone



Woodbury windowsill gardening



Lymstone windowsill garden

A new programme of events for the autumn will be published shortly. Look out for flyers and posters to see what will be coming to your local Community hub next! Warm Hubs will be returning this winter! Keep your eye out for more details coming soon!



Cooking on a Budget Lymington



Seated exercise class at Exmouth



Table tennis at Broadclyst

Times and dates of community hubs

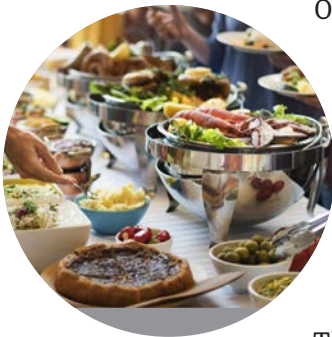
community
hub

	Area	Location	Times	Hosted by
Monday	Axminster	Millwey Community Centre, EX13 5EW	10am - 2pm	EDDC
	Exmouth	Ratcliffe House, Burnside, Withycombe, EX8 3AQ	10am - 2pm	Community Volunteers with support from EDDC
Wednesday	Broadclyst	Broadview Community Centre, EX5 3HA	10am - 4pm	EDDC
Thursday	Ottery	Yonder Close Community Centre, EX11 1HE	10am - 1pm	Community Volunteers with support from EDDC
	Sidmouth	Lymebourne Community Centre, EX10 9HZ	10am - 4pm	EDDC
	Lympstone	Churchill Court Community Centre EX8 5JB	11am - 3pm	Community Volunteers with support from EDDC
Friday	Woodbury	Park Close Community Centre	10am - 4pm	Community Volunteers with support from EDDC

Community Coronation Celebrations

Coronation celebration at Palmer House

by Sarah Routley Mobile Support Officer



Over 30 tenants from around Exmouth were entertained on Friday 5th May at Palmer House Community Centre by the wonderful Otter Folk Band, in celebration of King Charles III Coronation.

They enjoyed a jolly good sing-along, new friendships were forged and happy memories of this historical event were created.

A buffet of scrummy delights was provided by the Sheltered Housing Team; Sarah, Miranda, Angie, Andrea, Lyn and Sylvia. With thanks to Frank for organising the Band.

Thank you to all our fabulous tenants for making the effort to come along and a big shout out to those who dressed up for the occasion!

Coronation Event at Dunning Court

by Sue Watson-Bate Mobile Support Officer

On May 5th in the Dunning Court Community Centre, twenty two tenants enjoyed a delicious lunch of Fish and Chips followed by a scrumptious dessert.

This was a chance for tenants to come together and celebrate the Coronation of King Charles.

Everyone enjoyed their meal, had a lovely time chatting and some were able to share their personal childhood memories of the last coronation which was held in 1953!





Churchill Court Coronation Celebrations

by Dayle Byers (Tenant)

When the Community Hub at Churchill Court in Lymington opened up in February, one of the group members, Heather, planted the seed of an idea to organise a celebration for the Coronation.

Many of the group members lacked the confidence to do this. However, with the support and boundless enthusiasm of Jamie from the Communities Team, the event came together.

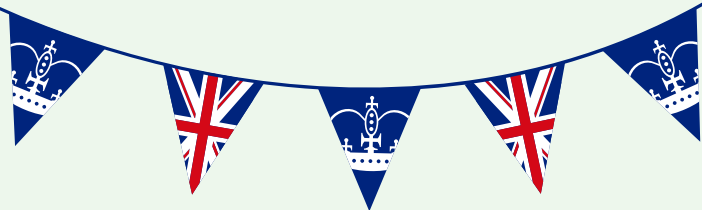
We made lots of bunting in a workshop in the run up to the event. This home-made bunting, some Union Jack flags, and people dressing up in red, white and blue, set the scene for our party.

The weather was against us but the sun shone inside as we raised a toast to our new king, Charles III.

Our hostess Natalie was amazing at making sure the food was nicely presented. The guests who were our usual group, plus some welcome new comers were happy sharing stories while everyone tucked into the delicious food bought in by everyone to share

And there is no doubt at all Gill makes a truly amazing quiche.

It was a lovely event. Thank you to everyone who got involved. Your efforts are much appreciated. Hopefully this marks the beginning of many more happy days to come. The Community Hub welcomes local tenants to join us on Thursdays from 11am to 3pm.



Coronation Celebrations at Broadview

by Kelly Rider (Tenant)

On Sunday May 7th we held a Big Lunch Community Barbecue for the residents of Broadclyst.

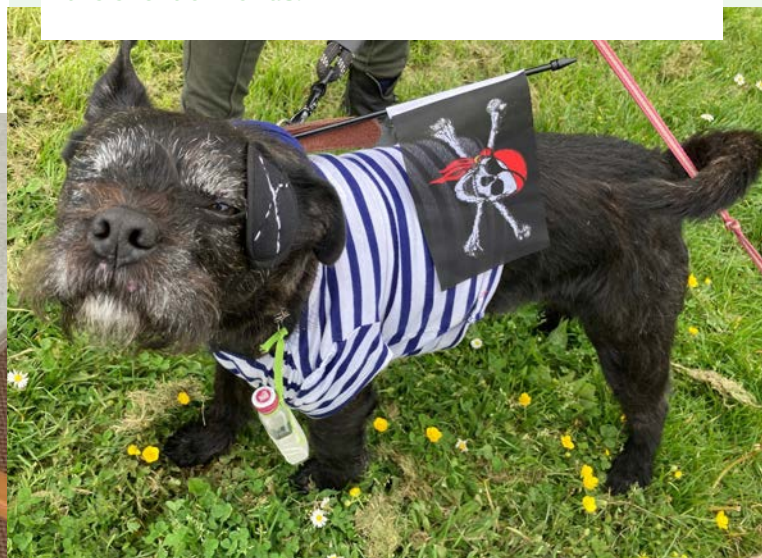
In the weeks running up to the Coronation we made 25 metres of bunting at the Community Hub and we used this to decorate the communal gardens outside Broadview Community Centre.

We had over 35 visitors from all over the village ranging in age from 6 months old to 85 years, with lots of dogs and children.

We all enjoyed a lunch of burgers, sausages, chicken and salads cooked by Lucinda from the Communities Team, and Mobile Support Officers, Helen and Miranda on the barbecue.

After lunch we played garden games and there was a Fancy Dress competition for dogs! This was judged by John, the newest resident in Broadview. He chose two Punk Pirate Dogs as the very popular winners.

We had such fun!! Thank you to the Communities team for putting the event on for us.





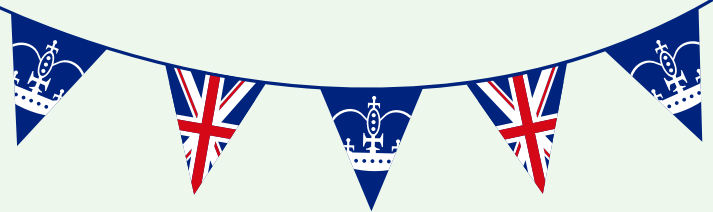
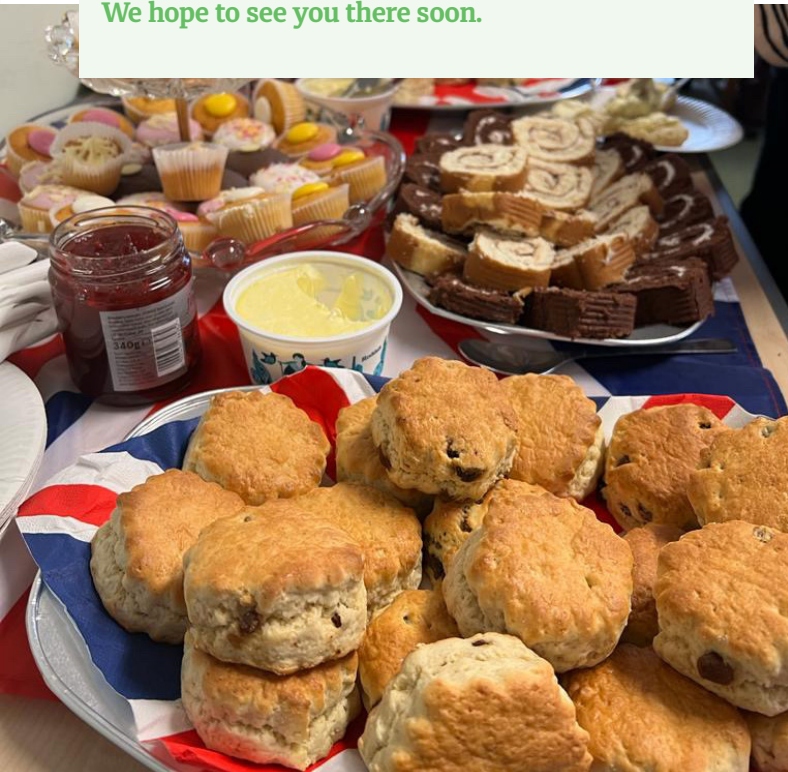
Royal Celebration Cream Tea at Woodbury

by Jackie and Mike (Tenants)

Woodbury Community Centre hosted a very successful and well attended Cream Tea Celebration. It was a real pleasure to see so many regular and new faces. There was plenty of friendly chatting, and everyone enjoyed themselves. There were lots of offers to help out in the kitchen, and we would like to thank everyone who helped out, especially Carol. Our Communities Team Officer, Jamie popped in with her partner, and as usual mucked in and helped. We were delighted to see them.

Mike did a great job in loading the table with food and keeping the tea and coffee well supplied so nobody went without.

All in all, it was a fantastic day, which we hope will have encouraged more people to come along and enjoy the company at our regular weekly community Hub on Fridays. We hope to see you there soon.



Coronation Celebrations at Ratcliffe House

by Dorothy McIlwraith (Tenant)

Regular visitors to the Community Hub at Ratcliffe House, Burnside, in Exmouth, along with committee members from the Friday Coffee Club, the Hub Volunteers, and other local residents all met up in the Community Centre, to watch the Coronation together.

Everyone bought some delicious food to share, and a fun time was had by all.



CREATIVE CONTRIBUTIONS

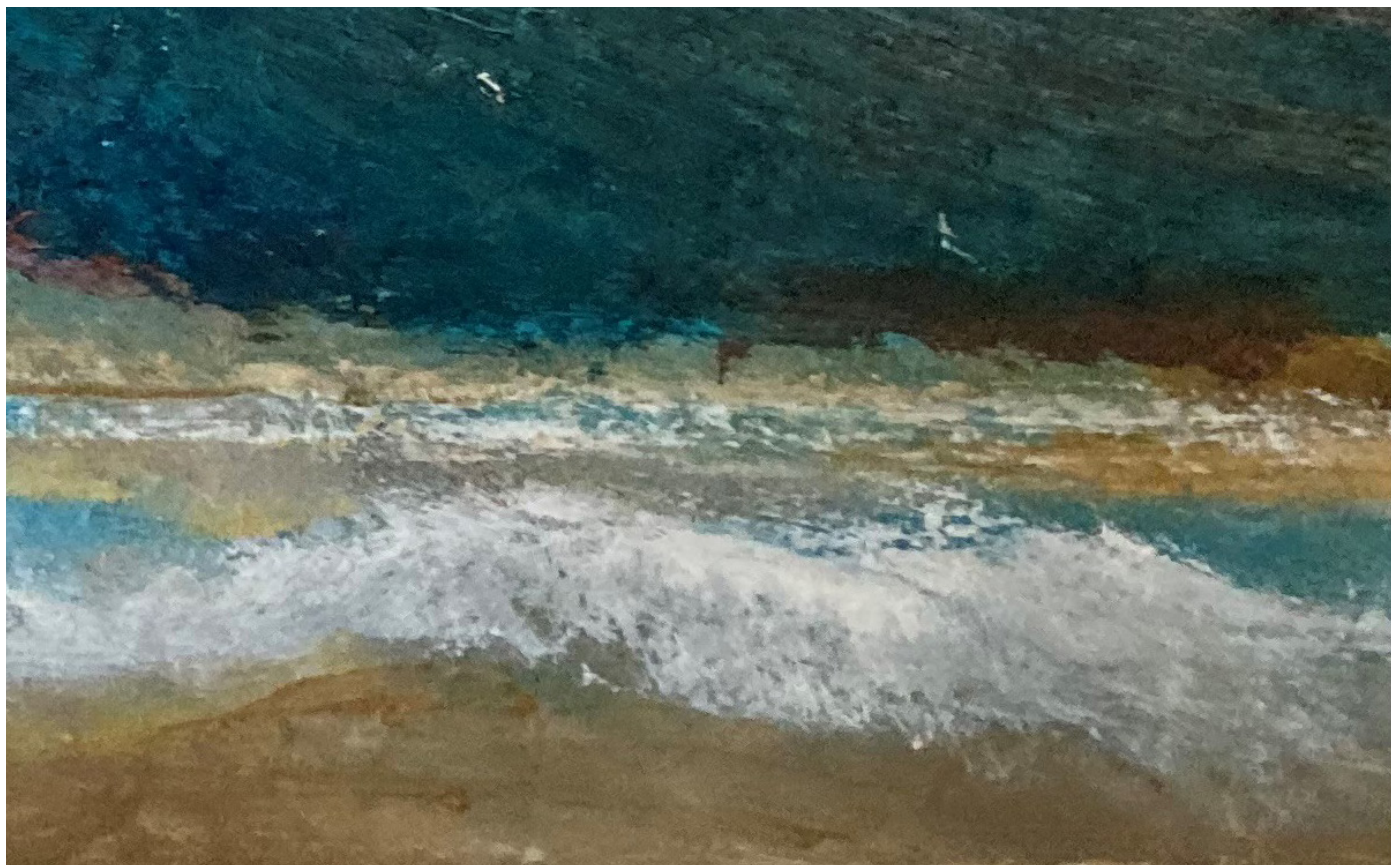
Please send us
your photos, pictures,
poems or stories.

Whatever your creative
talents are, we would
love to share them in our
next edition. Our Email
address is at the bottom
of the page

Never too old at Budleigh Beach

*Swim to new horizons
Unfeeling of the cold
Feet touch down on pebbles
Super bold
Instant freedom
Invigorating submersion
Alive Deep
Intertwined amidst frolicking waves
Beyond a flat expanse of nothingness
Return to shore
He's waiting
Return to home*

Sophie Moore (Tenant)



Painting by Sophie Moore

Leaves

My journey is no longer mine

Owned by

Deceptive roads deceitful milestones

And friends who turned enemies

Also enemies who never became friends

After so much of living

Even death is unreachable

But I've sternly decided

To enter the last mile with a breathless poem

With whispering pine-trees clouds and rivers

*I'll seep into soil like rain wearing my tuxedo
of dark verses*

Wet in tears of joy and sadness of a few

Whom I loved with overflowing hurt I caused

Before I do that

I want to sell springs

Wrapped in shivers of winters

*Except the volumes of autumn I've packed to
carry along*

For unlike the rest

*There never was a moment where heaps of
dry leaves*

Had ever unowned me

Return to home

Stephen Beer (Tenant)

*Don't let
yesterday take up too
much of today*

*When you reach
the end of your
tether; tie a knot in
it and hang on!!*

*If you have crazy
friends, you have
everything you'll
ever need*

*Believe you can,
and you're half
way there!*



**Sue
Says...**

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

USEFUL CONTACTS

BOOK A COMMUNITY CENTRE

Hire an EDDC community centre for events and meetings

adminhousingsupport@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

HOUSING BENEFIT AND COUNCIL TAX SUPPORT

Enquiries, new claims and existing customers

counciltax@eastdevon.gov.uk

01395 517446

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

repairs@eastdevon.gov.uk

01395 517458

TENANT PARTICIPATION

Get involved with your housing service and community development

tenantparticipation@eastdevon.gov.uk

01395 517 453



TRIM HERE

