

HOUSING MATTERS



The magazine for
East Devon District Council
tenants and leaseholders

YOUR WINTER 2021 EDITION

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



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P10-11

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,

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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 (details below). *Housing Matters* is also available online at eastdevon.gov.uk/housing-matters.

ABOUT THIS MAGAZINE

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

Editorial Group

Sue Saunders is an Exmouth tenant who loves reading and writing poems and is the chairperson of the Editorial Group.

Alan Thorpe has lived in Exmouth for six years. He served in the Royal Navy for ten years and 25 years in the baking industry. Being involved in this group has given him a new lease of life and an insight on how the magazine is produced.

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.

Yvonne White lives in Sidmouth and is on the Lymebourne and Arcot Park Resident Association committee.

Bev Anderson is Tenant Participation Assistant at East Devon District Council.

DATES TO GET INVOLVED BY

28 January | Your chance to win £50 (See page 9)

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

SWITCH youth group

Phone: 01395 516551 ext. 1691
Email: switch@eastdevon.gov.uk
Twitter: @SWITCHEastdevon
Facebook: SWITCHEastdevon

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 (contact details left).

⚠️ Coronavirus (Covid-19): our offices aren't open to the public at this time

Blackdown House in Honiton and Exmouth Town Hall aren't open to the public. Please refer to eastdevon.gov.uk.

To request this information in an alternative format or language please phone 01395 517453 or email tenantparticipation@eastdevon.gov.uk (we consider requests on an individual basis)



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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SUE SAUNDERS Chairperson – Editorial Group

To begin let me say how proud I am of the editorial group and would like to thank them for all the hard work they put into each publication. I would also like to thank you, as we could not maintain the standard without the many items, sent in by tenants. We are always delighted to receive any articles you think will be of interest to our readers. I hope you look forward to your copy of the Housing Matters Magazine, as much as I do, it's

guaranteed to contain something of interest.

With concerns about 'climate change', we must give serious thought to the magazine's format. The Magazine goes out three times yearly, do you think we should continue as we are or should we reduce the number of issues. Perhaps you think only electronic copies should be sent out, this is difficult as not everybody has a computer. Please let us know your views about the form the magazine should take.

There is a very interesting article on page 5 regarding Climate Change in East Devon and it would be good to hear from our readers on how they

are doing their part to ensure the future of the world.

But let's not get ahead of ourselves, Christmas is just around the corner, a great excuse for family get togethers and parties. The Community Centres are now open and available for parties and social gatherings, so make the most of the facilities they offer.

I know we all hope 2022 will prove to be a lot less stressful, giving us the freedom to get back to normal, if anyone can remember what 'normality' is?

Finally, I'd like to take this opportunity to wish Tenants and all at East Devon a very merry Christmas and a happy and peaceful new year.

CLLR MEGAN ARMSTRONG Portfolio Holder for Sustainable Homes and Communities

Hello there, I hope you are keeping safe and well as we start to return to normal after the last difficult 18 months or so.

It seems a long time since I last wrote to you in the Housing Matters magazine and I am grateful to be given this opportunity again.

I have now been the Portfolio Holder for Sustainable Homes and Communities for more than two years and I am still learning about the vast amount of work being done on your behalf by our various hard working Housing teams.

One of the frustrations during the Covid-19 lockdowns has meant that I have been unable to meet either our officers or yourself face to face, inside a

building and I really look forward to doing that again soon.

There have also been some staff changes during that time, including welcoming our Acting Housing Service Lead, Jo Garfoot last year, whilst Amy Gilbert-Jeans has been on maternity leave, following the birth of her second child. Amy will soon be re-joining us and we look forward to welcoming her back whilst also thanking Jo for carrying on the vital work of leading the whole Housing team.

Despite the various difficulties we have all faced during the Covid-19 pandemic it's good to know that our staff, including Mobile Support Officers and Home Safeguard have been checking on tenants who are sheltered or particularly vulnerable and offering wellbeing calls to other residents.

I hope you have found these

contacts with our officers both helpful and supportive.

As you know, our community centres have been closed throughout most of lockdown, but we expect all centres to be open before Christmas.

Once again, there are some really interesting articles in this edition of Housing Matters, such as the 'Flats Recycling Stores', the 'Arcot Park Friends Club', 'the Joy of Crafts' and the newly opened 'Senior Support Service in Exmouth', to name but a few.

I do hope you enjoy reading them and it's great to know that such positive activities are still happening in East Devon.

I wish you and yours continuing health both now and in the future and if it's not too early I also wish you a very Happy Christmas and a peaceful New Year.

YOUR COUNCIL

INFORMATION FOR YOU
FROM EAST DEVON
DISTRICT COUNCIL



Climate change in East Devon

CATHERINE CAUSLEY
Climate Change Officer

Climate change is a topic that has been all over the news recently but what does it mean for East Devon? In 2019 East Devon District Council (EDDC) declared a climate emergency and created an action plan on how we as a district, would reach net zero by 2040. This is an enormous undertaking and the job of coordinating the work is in part, down to me as the Climate Change Officer. Of course a project of this scale can't be achieved by one person alone and my role is to work with all the departments within EDDC to support them in making changes to the way they operate and with their plans to be carbon neutral.

The impacts of climate change will likely lead to more extreme weather events and this means more flooding, more beach erosion, more soil erosion and potentially more damage to property and infrastructure due to wild weather.

It will also mean less distinct seasons with longer dry spells and a change in weather

patterns causing heavier, less frequent rainfall. This is of course a huge challenge to our fragile eco systems and the interconnected natural environments that exist locally. An example being during this year's great butterfly count, it showed the lowest number of sightings ever recorded since the count began 12 years ago.

Here in East Devon, in the summer of 2019, we became a signatory to the Devon Climate Emergency Declaration. At the time a spokesman for EDDC said: "Whilst recognising that it has set itself a challenging ambition, (the council) is determined to make positive changes over the next 20 years to reach this goal for the benefit of the planet, its communities, and residents' health and wellbeing".

By this goal, we mean the ambition to reach net zero by 2040. This means we will work with our residents, communities, businesses and partners to reduce Greenhouse gas emissions as much as possible and offset or use technology to capture what can't be avoided.

Continued on next page →

YOUR COUNCIL

The Covid-19 pandemic has hampered some of the work we have been able to do but it certainly hasn't stopped progress against our ambitions. We are making the switch within our fleet of work vans to electric vehicles and we are installing electric vehicle charging points across the region for residents and visitors to use. The housing team have just completed a project which increased the insulation levels in a number of council properties and installed over 100 air source heat pumps to properties making them greener and more comfortable for the tenants that live there. There is still lots more work to do and as we move out of this global pandemic and life returns to normal, you will see more progress.

In my new role as Climate Change Officer I have started getting out and about meeting the public and finding out what their concerns are in respect to climate change. The award winning Thelma

Hulbert Gallery had a very successful summer with an art exhibition in Honiton and Exmouth plus a series of events under the climate conversations banner engaging with adults and children alike.

For those who want to find out more about how we intend to tackle climate change then please take a look at our website where you will find our climate change action plan and strategy. We want to hear from you, what are your concerns relating to climate change? What area do you think we should tackle first? Perhaps you are involved in local actions or work with people really doing their best to make a change, if so we would love to hear from you, please call 01404 515616 or drop us an email on environment@eastdevon.gov.uk.

Request a disabled parking permit

ANDREW ENNIS Service Lead, Environmental Health and Car Parks

A disabled badge holder, or their partner, residing within East Devon, who is a registered keeper of a vehicle and is on a low income, may apply for an annual East Devon permit. This permit will be issued to those who qualify, free of charge.

The annual permit will be exactly the same in every respect to those on sale to members of the public.

To qualify, a person must be a resident of East Devon, have a valid Blue Badge and be in receipt of either housing

benefit or council tax benefit.

The permit covers all East Devon District Council car parks, short stay car parks or maximum stay of three hours, one visit per day. Long Stay car parks for 24 hours plus. (Not "On Street" parking, this is enforced by Devon County Council). Short Stay car parks - Maximum stay three hours, one visit per day. Long Stay car parks - 24 hours plus.

The vehicle needs to be registered to the address where the benefits are in receipt.

Applications can be made online at eastdevon.gov.uk/parking/car-park-permits.

They will need to attach

screenshots of their Blue Badge (back and front), V5 (Log book) or if their vehicle is owned by Motability a copy of the insurance document, these copies need to clearly show their name, address and vehicle registration.

If the customer is unable to access a computer we would require the above documentation to be sent by post with a covering letter to EDDC Car Parks, Blackdown House, Border Road, Honiton, EX14 1EJ.

If you think you might qualify for a free permit, please phone 01395 571780, or email carparks@eastdevon.gov.uk.



Left: new recycling facilities
Right: previous storage

Mini-recycling centres for East Devon's flats!

GARETH BOURTON
Recycling and Waste Manager

Being a super-recycler if you live in a flat is not always easy. Barriers to recycling as much as possible if you live in a flat can be lack of storage space inside and poor recycling areas outside.

To tackle this and help residents that live in flats become excellent recyclers, the Recycling Team and Housing Team have joined forces to improve communal recycling facilities in East Devon's blocks of flats across the district.

The team have designed a standard layout for communal recycling stores that can be adapted to suit different locations depending upon the size of the block and available space.

Each new store is screened by fencing and fitted with racking to hold the recycling boxes and food caddies. Each of the recycling boxes is clearly marked with the recycling that should be placed in it. This separation is really important to ensure we not only get maximum recycling but we keep the material quality as high as possible. This makes sure everything we collect can

be recycled into new products.

To make recycling even easier each store, when fitted out, has a set of recycling guide posters on the walls to give all the 'dos' and 'don'ts' of recycling. The main culprits for contaminating recycling and preventing it being turned into new products are flexible plastics such as plastic bags, crisp packets and cling film put into the recycling boxes, and polystyrene packaging left inside cardboard boxes and tissues in with the paper.

All these items need to go into the wheeled waste bin as we can't yet recycle them.

Each store is large enough to hold waste bins for materials that are left over after recycling. The stores are being built by local business Ultim8 Construction and we have now built 23 new stores across 16 blocks, with more to come.

When each store is ready to use, the Recycling Team deliver a guide to the residents on how to use the store and recycle as much as possible. At the same time we provide each flat with a reusable 'handy' bag to help store recycling inside and make it easier to carry it to and

from the new store. With the clearly marked boxes, posters and guides our new stores are mini-recycling centres.

If you have a new recycling store, please use your guide to recycle as much as you can and separate the materials correctly. Quality as well as quantity counts.

If you need any further help with your recycling and you live in a flat, we have a section on our website just for you (www.eastdevon.gov.uk/flats).

We have made a video on how to use the new shared recycling stores (www.bit.ly/binstore).

The Recycling Team are keen to know what holds residents back from being 'superrecyclers'. Please contact us on 01395 571650 if anything prevents you from separating the materials into the different boxes and recycling as much as you can. In particular food waste recycling is often low from blocks of flats. We would like any views on what things might prevent you from using the food caddies in your communal store.

Thank you for recycling and helping us to recover valuable resources.

YOUR COUNCIL



New recycling storage at Westcott Way

Major refurbishment at Westcott Way

SALLY HUTTER
Mobile Support Officer

Westcott Way has recently undergone a major refurbishment programme. This was undertaken by Fifield Construction. The on-site manager was Dave Indge who provided sound practical advice and was always available to listen and talk through any problems or issues that the tenants and the Mobile Support Officer had. The project was overseen by Programme

.....

Works Officer Chris Haugh whose knowledge was extremely valuable.

The communal hallways have had a fresh coat of white paint and the passageways have had newly laid vinyl throughout. This has totally transformed the buildings, giving it a new lease of life.

All the storage areas have been fitted with fire proof doors and new automated doors have been fitted to the front and back of each building. The tenants have access and control over the doors via an internal intercom and a key fob.

As with most refurbishments, there have been a few snags along the way, but with continued team work, the outcome has been a positive transformation.

Westcott Way has also recently had new bin stores erected in the rear communal areas. This has really tidied up the grounds and has promoted recycling opportunities for the tenants with such a variety of different recycling boxes and easy to open lids.

Many thanks to Steve Maclure and his team (Recycling and Waste), Phil Allen Programme Works Officer and Ultim8 Construction Team.

Is your home right for you?

DARREN HICKS
Housing Allocations Manager

Are you a tenant living in accommodation above ground floor level and having difficulties with your mobility and using the stairs? In the event of a fire would you be able to safely exit your home and get to a place of safety? (without using a lift)

If your requirements have changed since the start of your tenancy, have you considered moving to accommodation more suited to your needs?

As your landlord, we would encourage tenants who need ground floor accommodation to register on Devon Home Choice at www.devonhomechoice.com.

This is to ensure you live in a home that is suitable for

your needs and you are able to safely evacuate from your property in the event of a fire.

If you require assistance registering please contact the Housing Allocations team on 01395 517469 or email devonhomechoice@eastdevon.gov.uk. If you require advice regarding fire safety within your home, please contact the Compliance team on 01395 517458 or email compliance@eastdevon.gov.uk.

GET INVOLVED

Liberty Gas

SUE DAWSON
Exmouth tenant

In September gas safety week took place and East Devon District Council along with Liberty Gas, our gas contractor, took the opportunity to hold a drop in event.

I went along to it which was held at Bidmead Community Centre, Exmouth and although not many tenants were there when I visited, I found the event interesting. Liberty Gas had a table with all sorts of items to view from new wall thermostats to carbon monoxide units. There was a jar of sweets to guess how many sweets in the jar, I haven't heard yet that I have won.

Liberty Gas also had a short

video for tenants to watch, this showed what to look for if your gas cooker, fire or boiler may not be working properly.

The last film was a true story of a family hit by tragedy when the father thought he smelt gas but did not think any more of it and went to bed only to wake the next morning thinking he could still smell gas, he took his small son from his cot and carried him down stairs where the father turned on the light, of course this created a spark and the gas ignited, this caused a massive explosion blowing out the front of not only his house but several others in the neighbourhood, and creating a huge fire. The father and son

survived the fire and explosion but unfortunately an elderly neighbour did not. It was very sobering to see just how easy it is to have something like that happen. The father said he had not had the gas service done as he had not got round to it.

It wasn't all doom and gloom however, there were lots of goodies, pens, pads, coffee mugs, useful information leaflets and the list goes on. The council also had a table with offerings plus lots of council information regarding everything from damp and mould leaflets to copies of tenancy agreements and I am pleased to say copy of Housing Matters. I was there about one hour and had a cup of coffee, of course we all observed the Covid-19 rules. I was pleased to hear that Liberty Gas has during these last 18 months been able to keep on top of their work load and managed to keep to the annual gas servicing.

I do hope some of you managed to go to the above event as these informative events do help all tenants to understand the need to allow gas engineers in to service appliances. If something happens because you have not allowed access to your property for the gas service requested by EDDC it may not be just you who end up involved in an accident possibly caused by a faulty gas pipe or appliance.

EXTENDED DEADLINE – SEND IN YOUR ANSWERS BY 28 JANUARY 2022

Your chance to win £50

ALEX HIGGINS
Community Development Officer

The Community Development Team need your help! Could you share your insights about your local community?

Your responses will help shape our future work, and every entrant will also be entered into a prize draw for £50 worth of vouchers of your choosing.

Please email your answers to the five questions here to communitydevelopment@eastdevon.gov.uk.

We will also anonymise and print some of your answers for different areas so you can see what other people say! Thank you for your help.

1. Are there local services, support groups or activities you do that you rely on or which make your life worthwhile?
2. Are there services or support you wish were available to you but aren't?
3. Do you have passions or hobbies that you would like to do more often?
4. Are you happy with the support you receive?
5. What is your address?

GET INVOLVED



Some of the winning gardens

EDDC tenant garden competition 2021

BEV ANDERSON
Tenant Participation Assistant

Once again, the tenants of East Devon District Council have excelled themselves during this difficult year, with a beautiful display of gardens. There were 29 entries this year, not as many as usual due to it being digital entries only. Kieron Bewes (Horticultural Consultant) was the judge and used the Royal Horticultural Society judging method. There were 17 gold prizes, 5 Silver and 7 Bronze.

The Tenant Garden Competition is an annual event organised by Bev Anderson Tenant Participation Assistant within the Housing Service at East Devon District Council.

The winners received their prizes and certificates through the post as due to Covid-19 and we were unable to provide a prize giving event this year.

Commenting on this year's tenants' gardening competition Cllr Megan Armstrong, East Devon

District Council's portfolio holder for Sustainable Homes and Communities, said:

"I would like to thank everyone who entered the garden competition this year and many congratulations to all the winners. Many thanks also to Kieron Bewes for his professional judging skills and to our sponsors.

Very well done and I am only sorry once again, I am unable to meet you all in person at our usual prize-giving event, due to the ongoing Covid-19 restrictions.

However we all hope next year we will be able to meet at last and enjoy a face to face celebration, with a cup of tea and cake".



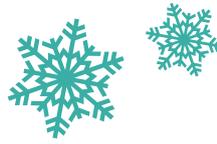
COMPETITION WINNERS

Name	Location	Award	Category
Mrs Boulton	Honiton	Gold	Back Garden
Harepath Communal Garden	Seaton	Gold	Communal Garden & Category Winner
Mrs Corrick	Seaton	Gold	Tubs & Hanging Baskets
Mr Edgington	Upton Pyne	Gold	Front Garden
Mr Ferreday	Exmouth	Gold	Front Garden
Mr Fowler	Sidmouth	Gold	Tubs & Hanging Baskets & Category Winner
Mr Kellow	Honiton	Gold	Front Garden
Mrs Kimber	Newton Poppleford	Gold	Disabled Garden & Category Winner
Mrs Leaman	Exmouth	Gold	Back Garden
Mrs Lewis	Exmouth	Gold	Back Garden/possible front or side
Mr Snell	Seaton	Gold	Front Garden
Mr Taylor	Broadhembury	Gold	Back Garden & Category Winner
Mr Toplis	Exmouth	Gold	Tubs & Hanging Baskets
Miss Ash Taylor & Katie Turner	Sidmouth	Gold	Youth Garden & Category Winner
Mr & Mrs Wakely	Axminster	Gold	Back Garden
Mrs Ward	Kilminster	Gold	Back Garden
Mr Woodman	Seaton	Gold	Back Garden
Mrs Beer	Broadclyst	Silver	Tubs & Hanging Baskets
Simon, Sian & Coby Dunne	Combe Raleigh	Silver	Back Garden
Mr Jenkin	Exmouth	Silver	Front Garden
Mrs Pluska	Brampford Speke	Silver	Tubs & Hanging Baskets
Miss Sterbova	Colyton	Silver	Front Garden
Miss Natasha, Rebecca & Bella Davey	Axminster	Bronze	Front Garden
Mr Edmunds	Woodbury	Bronze	Back Garden
Miss Fazey	Exmouth	Bronze	Back Garden
Miss Lambert	Exmouth	Bronze	Front Garden
Mr & Mrs Martinez	Exmouth	Bronze	Front Garden
Ms Walker	Honiton	Bronze	Back Garden
Mrs Wood	Exmouth	Bronze	Back Garden

The sponsors this year were:

- Ian Williams Ltd
- Kieron Bewes - Horticultural Consultant
- St Bridgets Garden Centre
- Kings Garden Centre
- Thistle Insurance

GET INVOLVED



JUST FOR FUN IN THE GARDEN

WORD SEARCH

Find these words:

- | | | |
|-----------|--------------|-------------|
| ANNUALS | DIGGING | MARIGOLDS |
| BEETROOT | FUCHSIA | PERENNIAL |
| BIENNIAL | GARDEN | ROSES |
| BROCCOLI | GERANIUMS | SHOVEL |
| CARROTS | GNOME | TULIPS |
| COMPOST | GREENHOUSE | VEGETABLES |
| CULTIVATE | HORTICULTURE | WHEELBARROW |
| DAISIES | HYDRANGEA | |

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

KID'S COLOUR-IN



COMPETITION RESULTS

From the last edition of Housing Matters

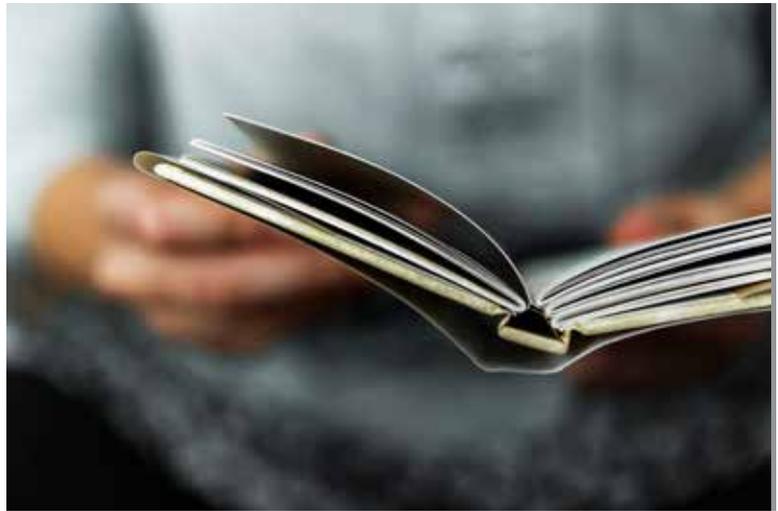
CHRISTMAS POEM FOR KIDS

Unfortunately no entries were received.

ADULT SUMMER 2021 WORD SEARCH

Well done and thank you to all those who entered the word search. The lucky winner who correctly identified 'crab' as the missing word is Mrs L from Lypstone who received a £100 high street shopping voucher. Well done and thank you for all your entries.





Reading for wellbeing

HELEN WHARAM
Public Health Project Officer

Sometimes we just don't feel like doing anything very energetic! If you're looking for book recommendations for wintery nights or perhaps for Christmas presents, here's a list chosen by NHS staff. This collection of ten books was created to inspire, give hope and promote wellbeing after the difficulties of the last 18 months.

Love in Colour
by *Bolu Babalola*

An NHS Librarian says this book "Engages all the senses and lifts the reader right out of their everyday setting".

The Boy, the Mole, the Fox and the Horse
by *Charlie Mackesy*

A Senior Staff Nurse says it is "Beautiful, heart-warming and soothes the soul. It makes you realise life is good."

Three Things About Elsie
by *Joanna Cannon*

A GP says "This book...is a poignant reminder that 'even the smallest life can leave the loudest echo'".

Before the Coffee Gets Cold
by *Toshikazu Kawaguchi*

NHS Intensive Care Team say "Brilliant book about a Japanese café where you can travel back in time, beautiful story!"

The Lido
by *Libby Page*

NHS Quality Improvement team say "Although there are some sad or difficult moments in the story, it is all about human connection and finding the things that bring the sparkle to your life".

Where the Crowdads Sing
by *Delia Owens*

An Urgent Care Sister says "Beautiful writing – a really moving and interesting story. Some lovely detail about wildlife and the power to cope in very difficult circumstances".

The Salt Path
by *Raynor Winn*

A Community Nurse describes it as "Life-affirming...a testament to strength when everything is against you and life seems at its very worse. It is about rediscovering what is important...a book that helps me put things into perspective".

Calypso
by *David Sedaris*

A doctor chose this because of "Short accessible stories which made me laugh out loud".

The Lost Spells, by Robert Macfarlane and Jackie Morris NHS Improvement team say "This is a stunningly beautiful book. The paintings are just gorgeous, and the writing is too. A soothing love letter to nature".

Happiness FM
by *Mary Dickins*

An NHS Clinical Coder says "The writing is so witty....Treat yourself to this, it'll definitely brighten your day."

Most if not all these titles should be available through Devon's public libraries. Many of our libraries have re-opened. For example Exmouth Library is open five days a week and stocks books, CDs, DVDs, and audiobooks for loan and request. It hosts a variety of events, activities and community groups. There are 11 public access computers, printing and copying facilities and free WiFi.

Are you struggling with the energy increase?

CATHERINE CAUSLEY
Climate Change Officer

The news regarding the increase in energy prices has been a worry for many but if you are struggling financially please contact us.

Some of the ways we may be able to help include providing emergency financial support for help with food and fuel, referrals to one of our partners such as Citizens Advice East Devon, Exeter Community Energy and making use of our other discretionary funds to help with rent or council tax costs.

Please contact the Financial Resilience team on 01404 515616 or email hardship@eastdevon.gov.uk with your

name, contact details and a brief explanation of your needs.

Alternatively you can complete our hardship application form available at East Devon and at www.eastdevon.gov.uk/coronavirus-covid-19/benefits-and-council-tax/household-support-fund and a member of our team will be in touch.

Also take a look at our wellbeing pages where there is advice on keeping well and warm this winter at www.eastdevon.gov.uk/housing-and-homelessness/housing-in-the-private-sector/coping-with-cold-weather and www.eastdevon.gov.uk/environmental-health-and-wellbeing/health-and-wellbeing/spotlight-on-winter-wellbeing/staying-warm.



Low resolution warning

RECIPE

CURRIED WINTER VEGETABLE SOUP

INGREDIENTS

Spray light oil
1 onion
2 gloves garlic
2 tsp grated ginger
1 large diced potato
1 large diced carrot
4oz red lentils
2 tsp ground cumin
½ tsp masala or korma (mixed spices)
1 pint low salt vegetable stock
1 pint tomato juice
Pepper

METHOD

1. Heat oil and fry onion, garlic, ginger, potato and carrot.
2. Stir in spices then add lentils, stock, tomato juice.
3. Bring to the boil; cover and simmer gently for 20-25 minutes or till lentils and vegetables are cooked.
4. Serve with naan bread.

Serves 4 people



Are you insured? Find peace of mind this winter

- Insulate pipes and water tanks.
Wrap pipes in cold areas with pipe sponge covers.
- Consider home contents insurance.

We hope that you will never suffer a flood or water damage, but these things do happen and that is why your Landlord suggests all tenants and leaseholders take out home contents insurance either through the special Crystal Insurance Scheme or by making your own arrangements.

Please remember you are responsible for replacing your home contents and belongings. Contents insurance is designed to help protect your possessions and personal belongings. It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

To find out more about the Crystal Insurance scheme, which was designed for tenants in social housing, where you can pay premiums in cash fortnightly or monthly, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

There are three ways to contact Crystal:

1. Call Crystal on 0345 450 7286
2. Request an application pack from your local housing office
3. Visit www.crystal-insurance.co.uk where you can also request someone to call you back

The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Limited is part of the PIB Group. For information about what we do with personal data please see our Privacy Policy at www.crystal-insurance.co.uk/Privacy-Policy

KEVIN FOX Thistle Insurance

Your landlord does not cover your home contents and personal belongings. So, it's a good idea to consider what a home contents insurance policy would cover you for.

It's the time of year, when everyone seems busy, rushing around. But is it time to consider, if an accident were to happen in your home, would your home contents and personal belongings be protected?

We all see what devastating effects the weather can have, from gale force winds, rainwater flooding and frost bursting pipes.

The Crystal Insurance Scheme offers cover for damage to your contents caused by storms or floods, falling trees and branches, as well as fire, theft and much more.

Here's some tips to keep your home safe this winter:

- If you are away from your home, close and lock all doors and windows, ask a neighbour to keep an eye out.
- Don't leave candles or flames unattended.
- Regularly clear debris from drains and ditches.

IN YOUR COMMUNITY



The Creative Cabin visits St Pauls, Honiton

ALEX HIGGINS
Community Development Worker

The Thelma Hulbert Gallery's Creative Cabin and the Exeter Scrapstore came to St Pauls in Honiton for one fabulous day of 'making'.

About 30 people came and enjoyed getting crafty with everything from food containers, bottle tops and sticky backed foil to blue tinted plastic.

For me as a Community Development Worker, it was the first time I had seen many of the faces since lockdown began. It was really wonderful to chat to people whilst joining in with the discovery of just how much fun a load of old rubbish can be.

There was a phase where everyone was making "useful pockets" to attach to their waist bands and another moment where the craze was for wrap-around visas. Part of the mission of the Creative Cabin is to raise awareness of the climate

crisis, but in our conversations with the young people we were struck by how aware the young people already are.

Recent research though has found that people under 40 will live a life of extreme heatwaves, floods and droughts. Research also suggests that young people are experiencing a lot of anxiety about what the future holds for them as society struggles to keep up with an increasingly chaotic climate. So perhaps it's not young people who really need more of an education on these matters.

Personally, I took home a bag of scrap for my four year old and it was his go-to activity for about ten days. This was far longer than most shop-bought toys last in the top spot. I'll definitely be taking him to the Exeter Scrapstore next time we have a free Saturday. A bag of scrap costs £5.50 and offers so much creative fun, all whilst reducing waste.

Exeter Scrap Store and one of the youth who attended the St Pauls, Honiton event



FROM OUR READERS



Community grant helping to reduce isolation in the community

Arcot Park Friends Club

JANET SULLIVAN
Arcot Park Friends Club

We are a community of 19 residents and have come together to improve our community gardens.

Helping to reduce isolation, loneliness, whilst promoting social inclusion among the elderly people with physical, mental and visual health issues.

We have been doing a lot of work to improve the gardens with plants, raised beds, fruit and vegetables whilst supporting wildlife in our community.

We also involve local children with the garden project who help the residents.

Unfortunately, due to the Covid-19 we have not been able to do any fund raising, which is why we applied to EDDC for a grant to help purchase some compost and plants.

We have included some photos of our hard work. Thank you EDDC for helping us with a grant.

Top: children helping out with the community garden.
Below: raised gardens growing fruit and vegetables





Left: Mayor Steve Gazzard, Michael Caines, Tony Rowe and Kevin Virgin receiving thank you gifts made by Men's Shed
Right: Mens shed extension



Exmouth Men's shed goes from strength to strength

PETER CHALKLEY
Project Leader and
Trustee of Open Door

Exmouth Men's shed has at last been able to celebrate the official opening of its new extension after an 18 month delay due to Covid-19 restrictions. The extension was made possible by generous donations from the Exeter Chiefs' Foundation and East Devon District Council. To mark the occasion, a plaque was unveiled by Tony Rowe and Michael Caines, directors of the Exeter Chiefs' foundation. The event included a cream tea, laid on for invited guests.

Peter Chalkley, project leader and also trustee of Open Door, the charity responsible for the shed, said the men decided to enlarge the shed because numbers were increasing and the original building was becoming overcrowded. With tremendous effort, they managed to build the extension in 12 months, almost doubling its original size, completing the building in March 2020.

Peter emphasised that the Men's Shed was not solely a woodwork club but primarily a place for men of all ages to socialise and enjoy one another's company. It is well equipped with good quality tools, often donated by members of the public. Men have the opportunity to learn new skills with experts always on hand to help. The men have been able to tackle various projects which have benefited schools, charities and individuals across Exmouth.

With the easing of Covid-19 restrictions the shed is once again able to increase its numbers. It is open Tuesday to Thursday each week from 10am to 4pm and based at Clayton House, Salterton Road, Exmouth, EX8 2PD. Any men keen to make new friends or take up a new hobby are invited to come along during these times to look around and have a cuppa.

For more information about Men's Shed, call 07960 013147 or the Open Door office Monday to Friday on 01395 224218.



Liberty Gas officers
at safety event

Liberty Gas has during these last 18 months been able to keep on top of their work load and managed to keep to the annual gas servicing

Gas Safety Week

SUE DAWSON Exmouth Tenant

In September gas safety week took place and East Devon District Council along with Liberty Gas, our gas contractor, took the opportunity to hold a drop in event. I went along to it which was held at Bidmead Community Centre, Exmouth and although not many tenants were there when I visited, I found the event interesting. Liberty Gas had a table with all sorts of items to view from new wall thermostats to carbon monoxide units. There was a jar of sweets to guess how many sweets in the jar, I haven't heard yet that I have won. Liberty Gas also had a short video for tenants to watch, this showed what to look for if your gas cooker, fire or boiler may not be working properly. The last film was a true story of a family hit by tragedy when the father thought he smelt gas but did not think

any more of it and went to bed only to wake the next morning thinking he could still smell gas, he took his small son from his cot and carried him down stairs where the father turned on the light, of course this created a spark and the gas ignited, this caused a massive explosion blowing out the front of not only his house but several others in the neighbourhood, and creating a huge fire. The father and son survived the fire and explosion but unfortunately an elderly neighbour did not. It was very sobering to see just how easy it is to have something like that happen. The father said he had not had the gas service done as he had not got round to it.

It wasn't all doom and gloom however, there were lots of goodies, pens, pads, coffee mugs, useful information leaflets and the list goes on. The council also had a table with offerings plus lots of council information

regarding everything from damp and mould leaflets to copies of tenancy agreements and I am pleased to say copy of Housing Matters. I was there about one hour and had a cup of coffee, of course we all observed the Covid-19 rules. I was pleased to hear that Liberty Gas has during these last 18 months been able to keep on top of their work load and managed to keep to the annual gas servicing.

I do hope some of you managed to go to the above event as these informative events do help all tenants to understand the need to allow gas engineers in to service appliances. If something happens because you have not allowed access to your property for the gas service requested by EDDC it may not be just you who end up involved in an accident possibly caused by a faulty gas pipe or appliance.



The Ham Net came of age during the Second World War

Tenant Dave on his CB radio

to it than that. The Ham Net came of age during the Second World War when the war office recruited some 500 amateurs to record German Morse code signals. Britain's National Radio Centre for radio amateurs is still based at the once-secret listening centre at Bletchley Park. Now there are more than three million amateur citizens band (also known as CB) radio enthusiasts happily chatting from their "shacks" all around the globe to anyone they can pick up.

Dave has always been interested in radio and was a CB radioist in his childhood, however he watched the demise of CB and decided to train for his Amateur Radio license. It is illegal to transmit and communicate on the radio waves without a license. He passed his Foundation license in July 2019 and took two years to achieve his Intermediate license in August 2020 and his Full license in May 2021. Dave was keen to achieve his full license as it means he can access additional frequencies and higher transmit power limits giving him access to countries all over the world. Dave has spoken to other radio operators in over 65 countries ranging from the US to Canada, Argentina to Japan. He says there isn't really a language barrier as there is an international shorthand used by radio Hams the world over.

British radio operators are defined as providing a service, some are part of an emergency network known as RAYNET, that exists to provide emergency com-

Radio Active Man

LUCINDA CLIFF
Mobile Support Officer

This month I visited one of our sheltered housing residents who has a very interesting and worthwhile hobby. Dave is an amateur radio operator or 'Ham' as they are known. You might think that being a radio Ham is just a load of people chatting to each other all over the globe and although that is true, there is a lot more

munication services when regular communication devices are unavailable. This is not just in emergency situations such as the hurricanes in the US recently, but also where there is no signal, for example in a valley. Emergency services looking for a lost climber will very often use the local radio ham network to communicate. Likewise, in a storm, the on-the-spot, accurate reports of damage or rising flood waters have been invaluable to aid rescue efforts. They also provide assistance to community events such as the recent steam rally at Bicton Park. There is no mobile signal at Bicton, organisers are reliant on the amateur radio enthusiasts for their emergency communication requirements.

If you are interested in “having a go” the best way to access the training needed for a foundation license is through a club. You can do it online but it is far more sociable to join a club. Sidmouth Club are now at Sidford Football Social Club and are building a permanent set up, so interested people can come and operate the radio equipment under supervision, as part of a training course before buying any of the quite expensive kit. Club fees are around £25 a year plus a small additional fee on the night.

Once you become skilled at using your kit there are many other sides than just chatting on the mic. There is a whole electronics side, you need to learn about the components, making circuit boards, testing equipment. There are also contests,

Direction Finding contests, where a beacon is set up which transmits for 15 seconds every few minutes and you have to find the location. There are worldwide contests, working as many stations as possible within a given time, (‘working’ means two way communication in Ham shorthand).

At the end of the day it is fun. You can connect with really interesting people all over the world, King Hussain of Jordan was a very keen amateur radio operator, and HRH Prince Philip was a radio amateur most of his life. It is a hobby that is accessible to the housebound, disabled, shy, sociable and all walks of life. Anything that helps us to connect to our fellow human being has to be a good thing.

HRH Prince Philip was a radio amateur most of his life

If you wish to know more please contact Sidmouth Radio Club at www.sidmouthars.org.uk or call 07721 436810. Visit our Facebook page at Sidmouth Amateur Radio Society. Exeter Radio Club website is www.exeterars.co.uk or call 01392 461709

Online training can be accessed through Essex Ham at www.essexham.co.uk/train/foundation-online/ though it is always better to train at a club where you can ask questions.



Nora celebrating her 100 birthday

An exceptional birthday!

LUCINDA CLIFF
Mobile Support Officer

At the beginning of September one of our sheltered housing residents had an exceptional birthday. Nora Blackmore, of Broadview, Broadclyst was 100 years old! Nora celebrated with many balloons and literally hundreds of cards and flowers,

including 70 roses sent by her grandson in New Zealand and of course her birthday card from the Queen. Nora enjoyed several meals out with family and friends and is now looking forward to taking it easy for a few days to recover after all the excitement. Congratulations from all the Mobile Support Officers.



Heron Senior Support Services office

Something new in Exmouth

SUE DAWSON
Exmouth Tenant

If you live in Exmouth you will be aware that Age Concern in Exmouth closed in 2020, this has left Exmouth without the support they provided to senior residents. Well, now there is a new support service available for those senior residents who have missed Age Concern and all it offered.

The new support service is Heron Senior Support Services and they have just opened at 53, The Parade, Exmouth, in lovely new premises. With a grand opening planned and lots of ideas to continue to help all those seniors in Exmouth. I went along just after they opened their doors in September, hoping to volunteer my services in some way. I found them all to be very friendly and they plan to have coach trips, lunch clubs and coffee mornings. They already have

in place seated exercise sessions and sing-a-long. They will also be continuing their regular walks, weekly shopping trips, prescription collection, socialising and isolation prevention form filling and information on age related benefits.

These are just some of the things Heron Senior Support Services can provide, pop in and speak to them, it can be about anything at all or maybe you would just like to chat and have a coffee while waiting for the bus.

This new venture is a much needed service for those living in and around Exmouth, long may it continue.

Would you like to get involved, maybe become a volunteer or just want more information, then contact Heron Senior Support Service on 01395 320173 or email info@heronseniorsupport.co.uk or follow them on Facebook.



Christmas toys, blanket, reindeer and last supper crafts made by Audrey



The joy of crafts

AUDREY TIMS
Beer Tenant

I learnt to knit when I was ten, crocheting followed some time later. They have been very useful hobbies to have when my children were young and it kept them in warm clothing.

I started to branch out, doing blankets and making knitted toys about 35 years ago and then decided to give crochet toys a try as well. I have made all sorts of things, from the Last Supper, which is now used in Beer Church, to bats for the Beer Bat Project and also Christmas toys. Some of my Santa and Mrs Christmas toys have gone as far afield as Canada and Colombia and the four little snowmen went off to Japan. I sell what I make and this gives me the money for the next lot of wool.

I recommend trying to learn to knit, or crochet, or both. There are plenty of tutorials online, or if there is a knitting or craft group near you, go along and see if you can get one to one teaching. It's a relaxing hobby, and there is definitely a sense of pride when you finish something. I recommend it.

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).

TENANTS' VIEWS



SEND US YOUR PHOTOS

THIS IS OUR REGULAR PHOTO FEATURE, A GREAT AND QUICK WAY FOR YOU TO GET INVOLVED.

HOW DO I SEND YOU MY PICTURES?

Please don't send images of people, as it makes getting their permission difficult. **Send us a digital photo:** email high resolution JPG images to tenantparticipation@eastdevon.gov.uk.

Hembury Fort by
Mrs W of Payhembury

