

# HOUSING MATTERS

The magazine for  
East Devon District Council  
tenants and leaseholders

YOUR SPRING 2019 EDITION

By post, email, online or audio CD  
[eastdevon.gov.uk/housingmatters](http://eastdevon.gov.uk/housingmatters)



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## 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. Give us a letter, article, photo, or household tip. Contact the Tenant Participation team (details below).

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



## WITH THIS MAGAZINE FOR YOU TO RETURN

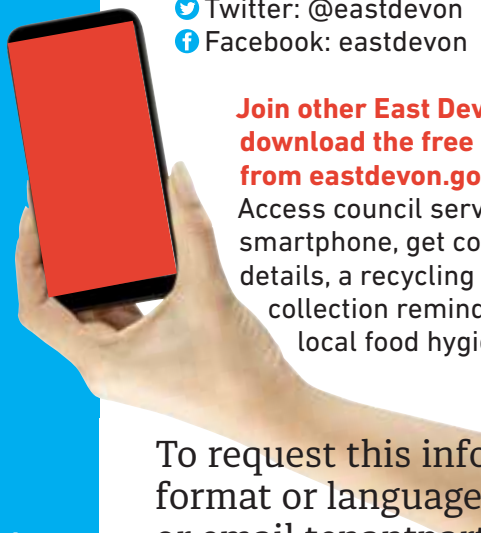
PLEASE USE THE ENCLOSED  
PRE-PAID ENVELOPE

- ✓ **Your art exhibition entry**  
Closing date 31 May 2019  
*See page 14*
- ✓ **Your application to attend  
the Tenants' Conference**  
Closing date 4 Oct 2019  
*See page 16*
- ✓ **Your application for the  
Tenants' Garden  
Competition**  
Closing date 24 Jun 2019  
*see page 17*

### Have a comment, compliment or complaint?

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

Find out about how we  
manage your personal data  
on page 9.



## CONTACT US

### Tenant Participation

Phone: 01395 517453  
Email: [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk)  
Write: East Devon District Council,  
Blackdown House, Border Road,  
Heathpark Industrial Estate, EX14 1EJ

**NEWS** | Please note the council's main offices  
are now at Blackdown House in Honiton

### SWITCH youth group

Phone: 01395 516551 ext. 1691  
Email: [switch@eastdevon.gov.uk](mailto:switch@eastdevon.gov.uk)  
Twitter: @SWITCHEastdevon  
Facebook: SWITCHEastdevon

### Keep up to date with the council

Online: [eastdevon.gov.uk/news](http://eastdevon.gov.uk/news)  
Twitter: @eastdevon  
Facebook: eastdevon

### Join other East Devon residents and download the free East Devon App from [eastdevon.gov.uk/app](http://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

### Editorial Group

*Ted Payne* from Honiton who is a retired serviceman and the chairperson of the Editorial Group as well as Tucker Court Tenant Association.

*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.

*James de Leburne* is Senior Designer at East Devon District Council.



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

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# HELLO

## INTRODUCTIONS FROM COUNCIL STAFF AND TENANTS



**AMY GILBERT-JEANS**  
Acting Housing Service Lead

**W**OULD you believe I am now three months into my new role! I am enjoying every minute of taking up the challenge of leading the Housing team, I am learning so much about our service and am continuing to be impressed with the excellent work that is going on across the teams.

I am enjoying every minute of taking up the challenge of leading the Housing team, I am learning so much about our service and am continuing to be impressed with the excellent work that is going on across the teams.

A huge amount of my time over the last few months has been focused on our new Repairs and Maintenance contract. We have tried to keep you up to date with progress we are making and I hope you will enjoy reading more about our incoming partners Ian Williams in this edition of Housing Matters.

As you would expect, preparations are now well underway for our new contracting arrangements that will be in place from July. What's really important for me is that we take as many opportunities to

communicate with you about the changes as possible and we have been getting you involved to help us plan for this as best we can. I was pleased to attend the Tenant Involvement Forum in January and made a plea for further help and assistance from tenants that would like to work with us to ensure we meet your expectations in relation to implementing our new arrangements. Thanks to those of you who are already helping and if this is something you might be interested in, let us know!

We are working on plans to visit as many resident association groups as possible in order for us to communicate what you can expect from the new arrangements and during the summer we will be announcing dates for a series of roadshows that will be set up for you to come along and meet the new maintenance teams.

As re-iterated in my last message to you, I made a commitment to 'get amongst' the frontline teams and as part of this I have been spending time over the past few weeks with our housing options team. I have been shadowing the team in their day to day work, learning more about our homeless services and how we help people who are often in really desperate situations. Barely a day goes by without homelessness hitting the headlines, you will be aware that there is a national crisis going on with homelessness figures rising by 169% since 2010.

In East Devon, homelessness presents itself in a number of ways, we refer to the 'hidden homeless' as those being in situations such as sleeping on friends' floors or sofas. Legislation in this area is complex but the focus more recently has been on prevention which means we try our best to prevent people becoming homeless in the first place. We are currently

reviewing our Homelessness Strategy to ensure we capture a plan of how best to deliver our housing options service in the future, there will be more information about this in our next edition of Housing Matters.

Finally, I was pleased to attend Arcot Park, Sidmouth in February to have a tour of the fire safety upgrades that are underway. I was pretty impressed and pleased to hear that you too are impressed and pleased with the changes we are making. Importantly I was reassured to

hear that our contractors undertaking the work have been communicating with you as I would expect so hopefully day to day disruption has been kept to a minimum!

Lots more to tell you but I promised not to take up too much room due to all the excellent articles that I hope you will enjoy reading in this edition.

*Amy*



**TED PAYNE**  
Editorial Group  
Chairperson

**D**O YOU want to get your point across to other readers? Perhaps you are not alone with your ideas. Some of our readers have put pen to paper to share their thoughts, see page 30.

Welcome to the spring edition of Housing Matters, the magazine for tenants and leaseholders.

We have so many interesting articles in this spring edition, which I am sure you will find helpful and interesting. You may have thoughts on what you are reading and would like to get involved and share them with others. This is why I have been

involved with the housing service since 2015 and the Editorial Group.

See page 18 regarding two of our wonderful tenants who have been involved with the housing service for 10 years or more, one of them is aged 90, unfortunately due to other commitments they have decided to leave tenant involvement.

In past editions we have mentioned that the headquarters for East Devon District Council was moving from Sidmouth to Honiton. The article on page 13 can confirm that this has now been completed. I don't know about you, but I am pleased that the headquarters is now in Honiton as this is a more central location for all of East Devon tenants and leaseholders to get to. Not forgetting that the housing departments moved into Exmouth Town hall over a year ago now and have settled in well.

You will also see in this edition on page 16 information regarding the annual Tenant & Leaseholder Conference, which is being held in October this year at Westpoint.

The theme this year is about 'caring for our community' which I know is a subject relevant to many of us. Don't forget to book your place.

Do you have a garden that you are proud of? Why not get involved in the annual garden competition this year, see page 17. It's a bit of fun and you could win a prize. Go on, give it a try!

I am pleased to see on pages 27 and 28 that the Community Initiative Fund is being used on excellent community projects. Perhaps you have a community idea and need funding towards it.

Well I am taking up your reading time, so browse through this edition, enter the competitions, share the magazine with friends, you never know it may help them too.

If you want to express your views using the Housing Matters magazine, then see page 2 for more details, the Editorial Group would like to hear from you.

*Ted*

# WHAT'S ON

## APRIL– AUGUST 2019

COMMUNITY CENTRES 8  
SWITCH 9

### FIND OUT MORE

For more information on 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). Contact Tenant Participation if you would like to check the details of an event.



**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 (see page 2). Service Review Groups (SRGs) are a great way to have your say on the housing service.



**Outdoor events with the council's Countryside team:** contact 01395 517557 for more information. **Additional 50% discount given to East Devon District Council tenants when booking.**

### 13–19 MAY

Mental Health Awareness Week ► See page 23

**17 MAY SAT**

Baking, crafts & games, raffle etc Lymebourne, Sidmouth  
11am see page xx

**1 WED**

Housing Matters Editorial Group  
Sidmouth, 10am

**10 FRI**

Manor Close Tenant Association  
Seaton, 10am

**15 WED**

Harepath Tenant Association  
Seaton, 3pm

**16 THU**

Scrutiny Panel meeting  
Sidmouth, 10.30am

**29 WED**

Housing Matters Editorial Group  
Sidmouth, 10am



Free family wildlife day  
Honiton Bottom Community Nature Reserve, 10.30am to 3.30pm  
A day of exploring, discovering wildlife and getting creative in your local nature reserve. Directions: use postcode EX14 2XD.

**31 FRI**

Family bush craft day  
Holyford woods LNR, 10am to 3pm  
An opportunity for families to work and play together and learn outdoor skills. Directions: parking opposite the Seaton Tower Garage, EX12 2JA.

**17 JUN SAT**

Baking, crafts & games, raffle etc Lymebourne, Sidmouth  
11am see page xx

**6 THU**

Scrutiny Panel meeting  
Sidmouth, 10.30am

**7 FRI**

Lower Brook Meadow Tenant Association  
Sidmouth, 1pm

**13 THU**

Designated Tenant Complaint Panel  
Sidmouth, 10am





Scrutiny Panel meeting  
Sidmouth, 10.30am

### 10–16 JUNE


National Carers Week ► See page 15


**18 TUE**   
 Repairs and  
 Maintenance  
 Service Review  
 Group *Sidmouth,*  
*10am*

 Nightjar night walk  
*Trinity Hill Car Park,*  
*9.15pm to 10.45pm*  
 Join the site Ranger and learn  
 about mythical nocturnal birds.  
 Directions: Trinity Hill Road, EX13 5SS.

**20 THU**   
 Housing Review  
 Board  
*Exmouth, 2.30pm*


# JUL


**3 WED**   
 Housing Matters  
 Editorial Group  
*Sidmouth, 10am*

**10 WED**   
 Joint Community  
 Action Panel  
*Exmouth, 9.30am*

**11 THU**   
 Scrutiny Panel  
 meeting  
*Sidmouth,*  
*10.30am*


**16 TUE**  
 Lymebourne  
 and Arcot Park  
 Residents  
 Association,  
*Sidmouth, 2.30pm*

**30 TUE**   
 Fun in the stream  
*Seaton Wetlands, 2pm to 4pm*  
 Join the Education rangers for an  
 afternoon of splashing about in the  
 stream. Directions: through Seaton  
 Cemetery, Seaton to Colyford Road,  
 EX12 2SP.

 Nightjar night walk  
*Trinity Hill Car Park,*  
*9.15pm to 10.45pm*  
 Join the site Ranger and learn  
 about mythical nocturnal birds.  
 Directions: Trinity Hill Road, EX13 5SS.

# AUG

**1 THU**   
 Scrutiny Panel  
 meeting  
*Sidmouth,*  
*10.30am*

**5 MON**   
 Rock pool ramble  
*Exmouth beach, 2.30pm to 4.30pm*  
 Explore the mysterious world of  
 Exmouth's rock pools. Directions: left of  
 the lifeboat station (when facing the sea),  
 Queens Drive, EX8 2AY.

**7 WED**  
 National Playday  
*Elizabeth Road,*  
*Seaton,*  
*10am to 1pm*

**15 THU**   
 Bug Hunt  
*Honiton Bottom Community*  
*Nature Reserve, 2pm to 4pm*  
 Find out what lives in the meadows  
 and stream at Honiton Bottom.  
 Directions: Battishorne Way, EX14 2XD.

**20 TUE**   
 Repairs and  
 Maintenance  
 Service Review  
 Group  
*Lympstone, 10am*

► CONTINUED ON NEXT PAGE

# WHAT'S ON | COMMUNITY CENTRES

**DID YOU KNOW YOU CAN ALSO HIRE COMMUNITY CENTRES?** Contact Lyn or Andrea on 01395 571756 or 571696.

## **ALBION COURT, EXMOUTH**

**Whist group:** Wed 1pm  
**Bridge club:** Wed 6pm  
**Bingo:** Thu 1pm  
**Coffee morning:** Fri 10am to 12pm, 5op. Call 01395 260368.

## **BIDMEAD, EXMOUTH**

**Slimming World** Wed 6pm  
**Lunch club:\*** Mon 12.15pm to 2pm  
**Stroke Club:** Tue 1.30pm  
**Coffee morning:** Thu 9am  
**Bingo:** Fri and Thu 6pm  
**The Living Church** Sun 10.30am

## **BROADVIEW, BROADCLYST**

**Coffee mornings:** Mon 10am  
**Broadview Social Club:** first Mon of every month, 11am  
**Bingo:** Last Fri of every month, 7pm

## **CHURCHILL COURT, LYPSTONE**

**Bingo:** Tue, 2pm  
**Movie afternoons:** Thu 2pm to 4pm. Once a month. Free. Contact Steve or Claire on 01395 227884 to book.

## **CLAYTON HOUSE, EXMOUTH**

**Men's shed:** Tue, Wed and Thu 10am to 4pm  
**Junior switch:** Mon 4pm to 6pm (school years 6 to 8, term time)

## **DUNNING COURT, HONITON**

**Mental health support:** Tue and Fri 10.30am to 4pm  
**Coffee morning:** first Fri of the month 10am

## **LYMEBOURNE PARK, SIDMOUTH**

**Computer lessons:** Mon 2pm. Contact Yvonne on 01395 512681.  
**Darts:** Mon 7pm  
**Coffee morning:** Tue 10am  
**Genealogy group:** Tue 5pm  
**Cooking:** second Wed of the month, 11am to 1pm. Phone 01297 631782.  
**Living with cancer:** first Thu of the month at 7pm  
**Craft club:** Thu 2pm  
**4 o'clock club:** every day from 4pm

## **MILLWEY, AXMINSTER**

**Monday monkeys:** Mon 9am  
**Axminster Brownies:** Mon 5pm  
**Lunch group:** Wed 12.30pm, every fortnight  
**Keep fit:** Tue and Thu 10am, Thu 6pm

**SWITCH youth group:** Tue 4pm to 6pm and 6.30pm to 8.30pm (term time)  
**Bingo:** first Fri of the month, 1.30pm  
**Millwey memories:** third Fri 3pm  
**Spiritual group:** third Fri 10.30am

## **MORGAN COURT, ROLLE RD, EXMOUTH**

**Free computer sessions and digital advice:** Mon 2pm to 5pm  
**The welcome centre and lunch club:\*** Tue to Fri 9.30am to 3.30pm. Crafts, exercise, games, free tea and coffee. Full day £30 (includes two-course lunch), half day £20 (includes two-course lunch), lunch only £6. Contact Angela Boatwright on 07816 004861.  
**Quiz night:** Thu 6.30pm  
**Games:** Wed 5pm  
**Spiritual group:** every second Sun 5pm

## **PALMER HOUSE, FRASER RD, EXMOUTH**

**Whist card game:** Mon 2pm to 4pm  
**Cards and craft sessions:** Mon 10am to 12pm  
**Knit and Knatter:** Tue 10am to 12.30pm  
**Computer class:** Wed 10am  
**Getaway club:** Wed 6pm  
**Art and painting classes:** Fri 2pm to 5pm  
**Bingo:** Tue and Fri 6.30pm

## **PARK CLOSE, WOODBURY**

**Lunch club:** second Tue of the month 12.15pm. £5.50 for a two-course meal and a drink. 50p extra if you would like your meal delivered to your home. Contact Steph on 07779 777678.  
**Seated yoga:** Tue 2pm and Fri 11am, every two weeks. £6 per session. Contact Steve or Claire on 01395 227884 to book.

**Afternoon tea:** Mon 2pm  
**Darts:** Thu 7.30pm  
**Crafts:** Thu 2pm  
**Computer surgery:** Fri 2pm

## **RATCLIFFE HOUSE, BURNSIDE, EXMOUTH**

**Coffee mornings:** Tue and Fri 10am  
**Chat and patch:** every other Thu 1.30pm  
**Knit and chat:** Thu 9am

## **TRUMPS COURT, SIDMOUTH**

**Coffee morning:** Tue 10.30am  
**Sidvale carers:** second Mon of the month 2pm

## **VENTURE HALL, BUDLEIGH SALTERTON**

**Seated yoga:** Fri once every two weeks. Next session: 17 Aug 10.30am. £6 per session. Contact Steve or Claire on 01395 227884 to book.

## **YONDER CLOSE, OTTERY ST MARY**

**Coffee morning:** Thu 10am  
**Bingo:** Thu 6pm





SWITCH  
YOUTH  
CLUB



**PLIMMOUTH JUNIOR SWITCH**  
• School years 6 to 8:  
Mon 4pm to 6pm  
• Term time (with  
members' meetings  
the first week)

**LITTLEHAM JUNIOR SWITCH**

• School years 6 to 8:  
Mon 4pm to 6pm

**MILLWEY SWITCH**

Millwey Rise Community  
Centre, Axminster  
Tue during term time  
(other events and outings  
often planned during  
school holidays)  
• Key stage 2:  
4pm to 6pm  
• Key stage 3:  
6.30pm to 8.30pm

**HEATHPARK SWITCH**

38 St Pauls, Honiton  
Wed during term time  
• School years 5 to 8:  
4pm to 6pm  
• School years 8+:  
6.30pm to 8pm

Above: cooking with HALFF  
at Millwey SWITCH

## 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 to. 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, depends on the reason for processing.

Further detail 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](http://eastdevon.gov.uk/media/2505620/landlord-services-administering-a-tenant-participation-and-involvement-scheme.pdf).

# YOUR COUNCIL

NEWS AND INFORMATION  
FROM EAST DEVON  
DISTRICT COUNCIL

Feature

## Supporting generations of families to live independently

**SUE HODGES**  
Home Safeguard  
Manager

WANT TO feel safe, secure at home and want to know how to get help in an emergency? East Devon's Home Safeguard personal alarm service can help you do this.

Enabling people to remain independent and safe in their own home is important. In East Devon, people are able to stay in their homes longer, thanks to the telecare alarm service, Home Safeguard.

The service, which is run by East Devon District Council, allows all East Devon residents to live independently - safe in the knowledge that help will reach them quickly if needed - 24 hours a day, 365 days a year.



## Supporting Generations

Service user, Charles says that Home Safeguard has enabled both himself and his mother to live independently. "As I sit here typing this I am looking at a small bright red button strapped to my left wrist. I'm always glad to see it there because it gives me the assurance that, though I live on my own and have a variety of medical conditions, (not least old age) and a tendency to fall, I am never more than a button press away from help.

We first obtained our Home Safeguard alarm system when my mother, who lived with me, became increasingly frail, with bad knees and the first signs of dementia. It was wonderful for me to be able to go out shopping and to appointments knowing that my mum could call for help if she ran into any difficulty. I gave keys to the house to trusted friends, and the company was able to ring any of these to check up on us if the alarm went off.

After my mother moved into a care home I was delighted to take over her button and continue to use the system. Every month I raise the alarm to check that all is in order, and after a few preliminary beeps I hear a friendly voice addressing me by name and enquiring if I am alright. Once in a while someone from Home Safeguard will visit just to check that everything is in order, and to see if any adjustments need to be made.

I have not yet, in five years, had to use the system in an emergency, but I would not be without it for the world. The time to get it all installed was before I 'needed' it. I had visions of lying on the floor with a broken bone thinking "I wish I had a personal alarm system". The decision to get the system installed was so obvious then!

I belong to a number of groups locally, and I am out every morning at one or another. It is fun to find out who else has a button and there are many. It's almost like being a member of a club with a common interest, and I do not know a single person

*It's almost like being a member of a club with a common interest, and I do not know a single person who regrets belonging. Perhaps it is not too strong to say that having an alarm system takes the fear out of living alone.*

Charlie,  
Home Safeguard  
service user

.....

who regrets belonging. Perhaps it is not too strong to say that having an alarm system takes the fear out of living alone."

## Not Just For Older People

Home Safeguard is not just for older people but for anyone who may be vulnerable because of their specific needs such as younger people with learning disabilities.

In addition to the pendant alarm service, Home Safeguard offers a range of sensors that can assist people with all aspects of their life, for example, a pill dispenser that dispenses medication as and when it needs to be taken or a temperature sensor that can monitor if the property becomes too cold. Monitoring of such equipment can help health professionals monitor ongoing health conditions.

## Trusted Service at a Low Cost

Home Safeguard has been running for over 32 years. For under £5 per week our personal alarm service gives reassurance that help can reach you, or a loved one, quickly when needed.

To find out more call 01395 578237, email [homesafeguard@eastdevon.gov.uk](mailto:homesafeguard@eastdevon.gov.uk) or visit [eastdevon.gov.uk/homesafeguard](http://eastdevon.gov.uk/homesafeguard)





## Introducing Ian Williams

**TIM LAURENCE-OTHEN, Housing Projects Officer** tells us about something new you'll see with your repairs service

ONE OF the UK's largest property services partners to the housing market, Ian Williams is delighted to have been chosen to work with East Devon District Council to help keep its homes fit for purpose and if things do wrong, to ensure that tenants' problems with their homes are resolved as soon as possible.

The Ian Williams team will also be responsible for ensuring empty homes are turned around efficiently, so that new tenants can move in as quickly as possible.

Commenting on the appointment, Ian Williams' General Manager Craig Jones who will be closely involved in the contract from day one comments: "Providing modernisation and maintenance services for social housing providers has been at our core since we were established in 1946. Over recent years, our directly employed teams have provided innovative

responsive and void services for high profile housing clients.

"This means we have a lot of experience and understand our unique responsibility to be respectful and understanding when working in people's homes. We've developed a unique awareness of what we need to provide to deliver outstanding levels of service for residents and communities, especially when we're working in homes of more vulnerable or older people. We are proud and delighted to have been awarded this contract with EDDC and look forward to working closely with individuals and communities in East Devon and Exmouth to prove our commitment to second-to-none customer service."

Now that we have our new contractor, Ian Williams on board, we are working together to set up the new service ready for the start date of 1st July. A lot of this preparation work

will be based on setting up new internal systems and processes in the background. This is important work to make sure that the new service will run smoothly from the very start.

We are in the process of organising a number of events and open days to tell tenants about how the new service will work and all the improvements we have planned. A number of our tenants are already helping us to set up the service by contributing to a number of working groups; the open days will also be an opportunity for you to offer your thoughts on our plans.

More details on these events will be provided presently and we hope that you will take the chance to come along, meet some of the new team, and find out about our plans.

In the meantime, our current contractors, MD Group and Skinners Construction will continue to deliver our responsive repairs service, so please continue to report repairs in the same way as you have done previously.





Outside the new offices and the new self-service points in Reception



# Blackdown House is open for business

**BEV ANDERSON**  
Tenant Participation Assistant

EAST DEVON District Council relocated in February 2019 from our premises in Sidmouth to a new, purpose-built location at Blackdown House, Honiton.

The new office environment has been designed to reflect our new ways of working and will include practical and usable areas with a fully accessible, modern reception for our customers and visitors.

There will also be better facilities for our members including a fully functional council chamber, better equipped with audio/visual equipment to support council business and the democratic process.

## How to get to our new offices

The official postal address is East Devon District Council, Blackdown House, Border Road,

Heathpark Industrial Estate, Honiton, EX14 1EJ.

Any post delivered to the Council offices at Knowle, Sidmouth, will be safely redirected to the new headquarters in Honiton.

The Blackdown House office will be open to the public Monday to Friday 8.30am to 5.00pm. Car parking for visitors is free.

The new Council offices is accessible by public transport from across East Devon.

## Why we decided to relocate

The decision to relocate to both Honiton and Exmouth provides the council with a unique opportunity to operate from its largest towns.

While this will be the new headquarters, the service will continue to deliver customer access through its use of surgeries which already operate in Axminster, Cranbrook, Honiton

and Seaton. The council will also look to provide services across the District and as always we will keep customer demand under review in order to be flexible to meet changing demand where required. We also continue to offer home visits to customers who would prefer. Our online services will be expanded and on-site self-service options are also available for users at the new site.

Housing staff are mainly based in Exmouth, but we will have a staff presence in Honiton and continue to undertake much of our business by way of home visits, site visits and by utilising our community centres throughout the district for tenants' meetings and other instances.

We look forward to seeing you at our new offices in the near future.

**Our new headquarters**  
Blackdown House,  
Border Road, Heathpark  
Industrial Estate,  
Honiton, EX14 1EJ.

**Our Exmouth office**  
Exmouth Town Hall,  
St Andrews Road,  
Exmouth, EX8 1AW.

# GET INVOLVED

EVENTS, ACTIVITIES AND WAYS TO GET INVOLVED WITH THE COUNCIL AND YOUR COMMUNITY

COMPETITIONS 22



SEND BACK TO US BY 31 MAY



## Our tenant art exhibition branches out

**LUCINDA CLIFF**  
Mobile Support  
Officer

CALLING all creative people! The time has come for the bi-annual East Devon Tenant Art Exhibition, and once again we are looking for artists wishing to be included in this prestigious event. For those who don't know, the East Devon Tenant Art Exhibition is a celebration of all the marvellous items of art that are produced by our tenants in their homes throughout the region. Around 60 pieces are selected

by professional judges for an exhibition held during August.

This year for the first time, we will be holding an under 18s competition. Previous exhibitions have only been open to tenants over the age of 18, whereas this year we will be awarding prizes to budding artists under the age of 18! We are looking for entries in the categories in the box on the page opposite.

We won't accept copies, or items made from kits, or patterns e.g. knitted toys unless they are your original design. You need to be an East Devon District Council tenant in one of our properties.

There are several cash prizes to be won. There will be a prize for under aged 18 years and over 18 years old in the categories of two dimensional work and three dimensional work.

The judges will also award a top prize to the piece that they consider "best in show". There are also two public choice prizes and the opportunity to sell your work if you wish.

If you would like to submit an item for consideration please use the entry form included in this copy of Housing Matters which needs to be returned to us by 31 May 2019. If you would like any further details please phone me on 01297 34042.

Left and right:  
past for the art  
competition

## ART EXHIBITION CATEGORIES

- Painting
- Drawing
- Printing
- Photography
- Textiles
- Embroidery
- Patchwork
- Felt
- Ceramics
- Stained glass
- Paper crafts
- Calligraphy
- Woodwork
- Sculpture
- Anything unique, but not edible!



# Be part of National Carers Week



## BEV ANDERSON Tenant Participation Assistant

CARERS Week starts from 10 June to 16 June, which is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

The campaign is brought to life by thousands of individuals and organisations who come together to organise activities and events throughout the

UK, drawing attention to just how important caring is.

A carer is someone who provides care and support to a family member or friend who has a disability, illness, mental health problem or who needs extra help as they grow older.

Caring can be a hugely rewarding experience but sometimes carers find it challenging to take care of their own wellbeing whilst caring. The impact of caring on health and wellbeing should not be underestimated. When you're

caring for someone, it is really important to ensure that you look after yourself too.

Need information and advice? Carers Week is brought to you by charities with different specialisms and a shared goal of helping you get the information and support you need in your caring role.

To find information contact Devon Carers on 03456 434 435 or Care Direct on 0345 1551 007 or email [csc.caredirect@devon.gov.uk](mailto:csc.caredirect@devon.gov.uk)

Why not also attend the tenant conference on the 21 October where we will be focusing on caring in your community, see page 16.



**GET INVOLVED**



**SEND BACK TO US BY 4 OCTOBER**

# Come to this year's free annual tenants' conference

Monday 21 October 2019, 10am–4.30pm  
Westpoint Conference Room  
Clyst St Mary, Exeter, EX5 1DJ



Past conference, including the awards and lunch

Find out more about caring for our community, with free help and advice

**PETER SULLIVAN**  
Conference Committee  
Chairperson

THIS YEAR, East Devon District Council tenants and leaseholders conference will take place on Monday 21 October 2019 at the Westpoint Conference Room in Clyst St Mary. Free refreshments, lunch and transport can be provided.

Caring for our community will highlight the difficulties our tenants, young and old, have regarding providing care for a loved one and where to find support. Also there for you will be numerous stalls to visit including: Action East Devon (Headlight), Home Safeguard, Hospice, PALS (RD&E hospital) and Carers Direct (Devon County Council).

We are inviting young people of East Devon to take part this year as caring for someone is an issue for all ages.

The committee have special speakers to discuss matters concerning caring in the community and how our Mobile Support Officers and Home Safeguard can provide assistance to our residents. A representative from Devon Carers will be sharing their knowledge on how and where to get support if needed.

We will also be inviting the new repairs contractor, Ian Williams, who will introducing themselves to tenants and leaseholders, advising us how they will be looking after your homes for many years to come and what good work they do in the community.

## Get involved

The Conference Committee has listened to your feedback from last year's conference and set aside most of the morning for tenants to 'meet and greet' housing staff, councillors, contractors and guest visitors. You may have one or two questions you need to ask them and this is the perfect opportunity to do so.

The day will finish with the presentation of awards for a tenant, young person and a member of staff and a free raffle.

If you are a tenant and you would like to reserve your place, please complete the booking form enclosed with this magazine or contact Tenant Participation (details on page 2). Don't forget to give us your nominations for the awards.





Left and below: winning garden by Pat Benton, overall competition winner last year. Below: receiving award from Mrs Kimber and Cllr. Jill Elson.



**SEND BACK TO US BY 24 JUNE**

# Gardening gloves at the ready Showcase your outdoor space in the 2019 garden competition

**BEV ANDERSON**  
 Tenant Participation Assistant

WHETHER you have a big garden, a vegetable patch or just a few pots, get digging for your chance to win a prize. Our annual garden competition is open to all tenants of all ages. There are ten categories for you to choose.

For each category, there will be gold, silver and bronze winners. Try to win our top prize of £75. The judges may decide to re-categorise your garden at time of the visit, if they feel you would do better under a different category.

The closing date for entries is Monday 24 June 2019. The judging will take place on Monday 8 and Tuesday 9 July. The prize-giving event will be held on Tuesday 6 August.



## Swap with other tenants!

If you have too many plants or a favourite plant and would like to share some cuttings, bring them along to the prize giving and swap with other gardeners. You could get some new plants and add to your garden stock.

Do you want some help and advice about how and what to grow? Then send in your questions to Tenant Participation (see page 2), we will do our best to answer them for you.

## COMPETITION CATEGORIES

- Best Overall garden: includes overall Garden: front, back and side if applicable
- First time entrants: the most innovative and creative first time entry
- The recycled/organic garden: the garden that makes the best use of recycled material and encourages wildlife
- Best back garden: display of flowers or best original feature
- Best front garden: display of flowers or best original feature
- Containers and hanging baskets: including tubs, hanging baskets, window boxes
- Communal and friends together: tenants working together to make the best of their communal area
- Young person's novelty garden: best small area designed and maintained by an under-18
- Vegetable garden: this could be vegetables grown in pots or tubs or in a traditional setting
- Garden by person with a disability: the best garden designed and maintained by gardeners who have a disability



## CELEBRATING TENANT ACHIEVEMENTS

Articles by **BEV ANDERSON**  
**Tenant Participation Assistant**

If you feel you have good people skills and would like to be involved with the housing service, please contact tenant participation, see page 2.

### Outstanding Service Award for Tenant Involvement Joyce Ebborn

JOYCE EBBORN first started with her tenant involvement journey in September 2005, fifteen years ago when one of her neighbours was involved with resident events and said to Joyce “you must come along to meet people and hear what is being done for other tenants”.

Joyce went along and enjoyed meeting the other people in the group and getting ideas on how to get things done.

Joyce used to own Elmdene Hotel on Salterton Road, Exmouth and a taxi business and then sold the hotel to run the

number seven bus on the same route today which she designed.

Unfortunately the bus scheme made her bankrupt, she also lost her home and the business and became homeless.

Joyce told me that she was fortunate to be given a property by East Devon District Council and have been a tenant ever since, for which she is forever grateful.

Her involvement has been very good over the years and linking in with many groups including the community research group. One of the tasks was to look into the parking issues at Dray Court, Exmouth and once a thorough consultation was done with the residents, they were able to change the parking layout at Dray Court to benefit all residents.

Joyce has enjoyed being

involved with the conference committee over the many years, looking for venues, catering companies, choosing the annual theme and getting involved on the day with handing out name badges and programmes.

Joyce most recently joined the Housing Review Board where she enjoyed listening and quizzed councillors and East Devon District staff on housing matters and jointly making decisions on behalf of other tenants.

Joyce said “if you appreciate what you have and want to work with your landlord to express your views, then you should think about getting involved. I am 90 years old and it is time for me to pass on my baton to someone else. I have thoroughly enjoyed being involved, it gave me a purpose and feel satisfied with all the achievements made.

Above left: Joyce Ebborn receiving her certificate



### Longstanding Service for Tenant Involvement Harry Roberts

HARRY ROBERTS first started with his tenant involvement journey in January 2008 and has been on many different groups over time, more recently the Repairs and Maintenance Service Review Group (RMSRG), which he was voted in as the chairperson and served for many years.

Harry also introduced the handyman scheme while involved with the RMSRG, which many tenants are currently benefiting from.

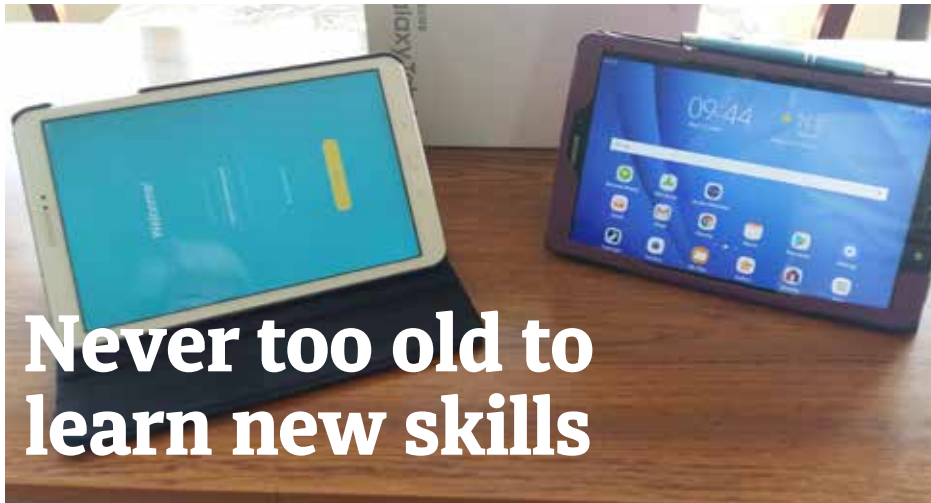
He was also one of our tenant inspectors ensuring void properties are up to an acceptable standard prior to being let. He often mentioned that he inspected the properties as if he was going to move in

himself. Harry has given the housing service his valuable time and skills, which we truly are grateful for.

On occasions when I have called Harry, his wife Ann has stepped in as his

personal assistant taking messages and typing up his excellent notes for meetings.

Both Harry and Ann will be greatly missed and wish them well for the future.



## Never too old to learn new skills

Tablets purchased with the Community Initiative Fund

Exmouth tenant JOSE SANTO tells us about the benefits of using a tablet.

► [Read more about the Community Initiative Fund on pages 27 and 28.](#)

MY NAME is Jose and I run the computer classes for senior citizens, at Palmer House, Morgan Court and Dray Court. It all started in 2012 when Senior Housing Support Officer Tina Cureton brought her iPad to the community centre, which I found too difficult to use.

In September that same year I started the computer classes in Palmer House, Exmouth and I had some questions from residents regarding how to work with a Tablet or iPad. I had no choice but buy a tablet and start discovering all the ins and outs.

Lynn, my wife, hates computers but because she likes football, it was one good excuse for her to also start using the tablet. This way she can watch two games at the same time, one on TV and other on the

tablet, also read her emails, go on Facebook, and other sites.

By using my tablet and helping people, I discovered that it is easier to use and very convenient. A tablet has got certain conveniences, it's easy to use than laptops or note books and it is lighter in weight, quicker to start, versatile and much more portable.

If you like to travel the tablet is a good travel companion even without internet there are very practical solutions for the use of free applications such as Google maps, and a variety of things available in Android.

Another important quality is its ability to improve some day to day activities, for example you can take it to meetings to take notes or download relevant documents which avoids dealing with a stack of

papers and pencils. So I strongly advise any person who has family far and wide, wanting a convenient camera at all times, wanting to go on the social networks, not wanting to miss their favourite programs on TV, communicate with love ones, receiving and sending emails, to buy a tablet or iPad, it's a complete new ball game.

In the field of entertainment, the tablet has much to offer as a multimedia platform. It runs movies, music and photos and several simple games and an excellent e-book reader.

In particular they are sized to fit comfortably in the hand, allowing you to hold it with one hand which is optimal for reading or sharing the screen with others.

To summarise, if you want a computer, a camera, a video camera, a radio, a recorder or a portable TV ... get a tablet.

Thanks to East Devon District Council, we were successful in applying for a Community Initiative Fund and obtained two tablets. I invite any senior to come to Palmer House on a Wednesday and see, use them and get to know more about it.



# GET INVOLVED

## Stepping up for Scrutiny



Scrutiny Panel members receiving their CIH certificates: Sylvia Martin, Pat Riley, Jim Kelleher and Jose Ireland (left to right)

**Tenant input can make a huge difference. Find out about the scrutiny panel.**

### **SYLVIA MARTIN** Scrutiny Panel Chairperson

THE SCRUTINY PANEL enrolled on Chartered Institute of Housing (CIH) Level 3 Award in Resident Scrutiny course last year and consisted of lectures from Tenant Participation Advisory Service (TPAS) expert where masses of information and reference material were given to us.

Interactive exercises were followed up by detailed written assignments being set for individuals to complete. These were surprisingly detailed and involved a lot of hard work and research.

As you can gather from the title of the course, we felt that this training course would provide us with relevant, current instruction to help us to fulfil our scrutiny role. We were not disappointed.

Much information was

gathered from the material provided and the following exercises were useful and appropriate. From examples given to us, we were better able to appreciate just how tenant participation can make a huge difference by positively influencing council policy and/or strategy.

It goes without saying that our new found knowledge is being applied to our future projects.

Our current project is on Mobile Support Officers looking at their lines of communication and boundaries.

Some pressure was experienced during the training as we found ourselves writing and producing course work which we had not done for many years, but the effort was worthwhile when we were able to see the outcome. To say that we were delighted to have passed would be an understatement. Lastly, we wish

that all training courses were so enjoyable and appropriate.

Bev Anderson, Tenant Participation Assistant said: "I am so proud of our Scrutiny Panel for their amazing outcome in achieving their Level 3 award in Resident Scrutiny. All four of our panel members stuck with the training, completed many assessments by the agreed submission dates. Some of them did not have a computer to type up their work, but that did not stop them and hand wrote their work. Their well-earned achievements have given them the extra tools to be involved in measuring and contributing to the housing service performance. Well done to you all!"

TPAS CIH Assessor Mal Harrison said: "Members of the East Devon Scrutiny Panel worked incredibly hard to achieve their success in the Level 3 Award in Resident Scrutiny. This Chartered Institute of Housing accreditation is a tough examination of people's knowledge and understanding of resident scrutiny and the successful Panel members can take great pride in knowing they have achieved a nationally-respected standard."

If you would like to join the Scrutiny panel, please contact Tenant Participation, see page 2.



# FREE COURSES



There are some fantastic free training opportunities coming up which may be of interest to you. If you would like to attend any of the courses please contact Tenant Participation (see page 2). We can arrange transport for some of the training or reimburse your mileage or bus fare if you choose to make your own way to the sessions.

Tenants getting involved at a training session

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## COMPUTER SKILLS SURGERY

**Seaton**

Community Development

If you have a laptop, tablet or iPad and struggle to operate it or have a specific skills need; you can attend this small informal group in Seaton and receive support.

*For dates and times please call 01395 517453.*

---

## ENGLISH AND MATHS MATTER

**Exmouth**

Learn Devon

Practising English and maths skills through a variety of activities, often as a group. Learning in a safe, friendly and relaxed environment, amongst friends hopefully leading to employment.

*For dates and times please call 0345 155 1014 or email [learndevon@devon.gov.uk](mailto:learndevon@devon.gov.uk).*

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## WELLNESS RECOVERY ACTION PLANNING

**Honiton**

Devon Recovery Learning Community

Are you interested in developing your own Wellness Recovery Action Plan, also known as a WRAP. WRAP is a simple self-management tool that can be used by anyone wishing to have more control of their recovery and wellbeing.

*For dates and times please call 01392 677067 or email [dpn-tr.drlc@nhs.net](mailto:dpn-tr.drlc@nhs.net).*

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## WOODWORKING WITH RECYCLED PALLETS

**Exeter**

Devon Recovery Learning Community

This course is for anyone interested in working with wood to make and design a box for their wellbeing. Learn to use basic tools and recycle old wooden pallets to make something useful, practical which helps the environment too!

*For dates and times please call 01392 677067 or email [dpn-tr.drlc@nhs.net](mailto:dpn-tr.drlc@nhs.net).*

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## MINDFULNESS FOR STRESS REDUCTION

**Sidmouth**

Devon Recovery Learning Community

This course is for anyone wanting to learn skills allowing participants to find profound resources within themselves to deal with stressful situations and the demands

of everyday life in ways which are beneficial for mental and physical health. *For dates and times please call 01392 677067 or email [dpn-tr.drlc@nhs.net](mailto:dpn-tr.drlc@nhs.net).*

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## SELF-ESTEEM AND ASSERTIVENESS

**Sidmouth**

Devon Recovery Learning Community

For anyone wanting to boost their self-esteem and to learn to be more assertive. Recognise and change negative thinking patterns that hinder us in our daily lives.

*For dates and times please call 01392 677067 or email [dpn-tr.drlc@nhs.net](mailto:dpn-tr.drlc@nhs.net).*

# COMPETITIONS

WIN A  
**£20**  
SHOPPING  
VOUCHER



Send your entries to  
Tenant Participation  
(see page 2).

## FOR EVERYONE HOUSING THEME WORD SEARCH

Lots of these words are found in this edition of Housing Matters

ACHIEVEMENTS  
AWARD  
BLACKDOWN  
BENCHES  
CATS  
CONFERENCE  
CONTRACTOR

COURSES  
FAYRE  
FILM  
GARDEN  
GRANTS  
INSURANCE  
KIN  
LEASEHOLDERS  
NEUTERING  
PATIO  
RECIPE

TABLE  
TABLETS  
TENANCY  
WATERCARE  
WELLBEING

Find the missing word:

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

## FOR KIDS SPRING WORD SCRAMBLE

WIN A  
**£20**  
SHOPPING  
VOUCHER



TASREE .....  
UYNNB .....  
MYA .....  
UTLIP .....  
BBLUS .....  
IBBRTA .....  
OOLSMBS .....  
NSEASO .....  
PIARL .....  
NESHUINS .....

### YOUR DETAILS

Name:

Address:

Phone number:



### YOUR DETAILS

Name:

Age:

Address:

Phone number:



# AT HOME

TIPS FOR LIFE  
AND HOME FROM  
TENANTS AND  
COUNCIL STAFF



## Mental Health Awareness Week: reach out to someone and ask how they are

**BEV ANDERSON**  
Tenant Participation  
Assistant

IN A world that is increasingly opening up to and understanding those with mental health issues, it's no surprise that Mental Health Awareness Week is now a firmer fixture on calendars around the UK and beyond. It's organised by the Mental Health Foundation, and focuses on a major issue each and every year. This year the awareness week is being held from 13 to 19 May 2019.

"Research has shown that 16 million people experience a mental health problem each year," explains the Mental Health Foundation (MHF) and stress is a key factor in this."

In attempts to further open dialogue about mental health, the foundation organised a so-called "Curry and Chaat" initiative last year where people got together with friends and enjoyed their company over a curry, whilst raising money for good causes.

Why not attend one of the wellbeing courses listed on page 21 where you can find ways to support yourself and others, improve your understanding of mental health and learn new skills.

Our Community Development Worker Aaron Clark focuses much of his work in East Devon on the mental health support available

mentoring tenants in our housing, both young people and parents. Mental Health Awareness Week gives us opportunity to capture the awareness of so many individuals across East Devon to help educate and raise the profile of mental health within our communities. Reach out to someone and ask how they are; the power of conversation and supporting others can be lifesaving.

If you need urgent assistance, please call the Samaritans on 116 123 (it is free) who offer emotional support 24 hours a day - in full confidence or contact your local doctor.



# AT HOME | PETS

Helpful advice from the Estate Management team



## Protect your cat

Help is available for you to stop your pet having kittens

NEUTERING (being spayed or snipped) protects your cat from the risks of pregnancy, from getting some infectious diseases and cancers, and helps to prevent roaming and fighting behaviours. Neutering is the best and kindest way to control the cat population, stopping many cats becoming homeless and ending up in shelter care. It is also an effective way to reduce your household costs – caring for a mother and kittens is very expensive!

Spread the neutering message and make it easier for owners on low incomes to get their cats neutered.

### How much does neutering cost?

The cost of the operation varies depending on the vet practice that you use. However, the average cost to get a male cat neutered is around £40–£80 and the average cost for neutering a female cat is around £50–£100.

If you need financial assistance for neutering your cat, Cats Protection may be able to help with the cost through their means-tested neutering scheme. Help will be given via different branches, depending on where you live. Find out to see if you are eligible by contacting either the East Devon branch on 01884 277 929, the Honiton branch on 01404 45241, or the National Neutering Helpline on 03000 12 12 12 (option 2), Monday to Friday, 9.30am to 1pm.



## Be a responsible dog owner

**REMEMBER** owning a dog involves responsibilities, please make sure you follow these basic tips.

Make sure your dog is identified with a collar and tag and has been microchipped.

It is now a legal requirement in East Devon to always keep your dog on a lead on roads and pavements. You should also keep your dog on a lead where there are other animals, for example when walking on a

footpath through a livestock field.

Make sure that your garden is properly fenced so that your dog can't escape. Never let your dog out on its own, but take it for properly controlled exercise.

Always carry a bag you can use to pick up after your dog. Take the waste home to your black rubbish bin or sack or use a litter or dog waste bin.

Don't leave your dog alone for long periods. Dogs are pack animals and need companionship. Remember – you have a duty of care under the Animal Welfare Act 2006.

Keep your dog healthy, with regular feeding, worming, exercise, grooming and vaccinations. Make sure your dog has bedding which is clean, warm and dry and that fresh drinking water is always available.

Never leave your dog alone in a hot car, they can become dehydrated and even die in a very short time.

Find out more at [devonlovesdogs.co.uk](http://devonlovesdogs.co.uk)



## Crystal Insurance Scheme covers more than you may think

DID YOU know it is your responsibility to insure your home contents and personal possessions?

East Devon have teamed up with Thistle Tenant Risks to offer their tenants the Crystal Insurance scheme which has been designed for social housing tenants and leaseholders. There are no minimum-security requirements, no excess to pay if you make a claim and no complicated application process.

The Scheme has been designed to be easy, flexible and affordable. Premiums can be paid cash, fortnightly or monthly using a swipe card, or you can set up a monthly direct debit, or pay annually.

In the past year 69% of claims were for accidental damage and 11% for escape of water damage.

The standard policy covers you against the following:

- ✓ Fire damage
- ✓ Storm and flood damage
- ✓ Damage caused by water or oil leaks
- ✓ Theft
- ✓ Lost or stolen keys
- ✓ The contents of your freezer if it broke down
- ✓ Accidental damage to TVs and home entertainment equipment
- ✓ The damage caused by a leaking washing machine or a burst pipe
- ✓ The contents of sheds and garages are included
- ✓ Cover for damage to fixtures and fittings that you may be legally responsible for.
- ✓ The cover even extends to insuring students' personal possessions.

This not only provides peace of mind knowing that the contents of your home is insured, but also the personal belongings of a member of your family who is living away from home at college or university is also protected.

For more information or to apply call Crystal Insurance on 0345 450 7286 or email [crystal@thistleinsurance.co.uk](mailto:crystal@thistleinsurance.co.uk) or visit our website [crystal-insurance.co.uk](http://crystal-insurance.co.uk).

Limits and exclusions apply to all covers. A copy of the policy wording is available on request. 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. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

## YOUR RECIPES

### Tuna + broccoli bake

Serves 4

#### INGREDIENTS

- 2 x 185g tin tuna
- 1 can of condensed tomato soup
- 125ml milk
- 2 Tbsp sweet corn
- ¼ lightly steamed head of broccoli, cut small
- 330g whole wheat cooked pasta
- 80g grated cheese

Please send us your healthy cheap meals – see page 2 for details

#### METHOD

Add the soup and the milk to a medium sized saucepan, bring to the boil stirring frequently. Add the pasta, tuna and sweetcorn then simmer for one minute stirring continuously. Pour the mixture into a heat proof dish, top with cheese. Place under the grill until the cheese is golden brown.



# IN YOUR COMMUNITY

Youth enjoying the survival skills experiences

FROM OUR READERS 30

## I'm An Awesome Young Person Get Me out Of Here!

Survival skills taught to East Devon young people



and Exmouth to take part in an exciting personal development programme working with TEACHsw, an outdoor education group from Axminster. The programme was named 'I'm an Awesome Young Person get me out of here!' which took several weeks of planning, was the first of its kind in regards to providing our young tenants with a great opportunity to improve social skills, life skills and survival skills.

Many thanks to Gerry Moore, the former Community Safety Partnership Coordinator, and Estate Management Officer Nicholas James for their funding support in ensuring this programme could happen.

With four sessions lined up in the lead up to Christmas the selected youth participants were raring to go. Using an ancient forest in the Axminster area, young people were led and instructed by the wonderful Cara Jenkins, who has many years of ancient method survival experience and youth work. Specific survival skills

**AARON CLARK**  
Community Development Officer

DURING the summer of 2018, I wanted to provide an outdoor and practical education programme for a selection of young people across East Devon. After identifying the need for a more experiential experience programme for those struggling at school and in the academic setting a group of young people aged 11 to 14 were selected and invited from various areas, Axminster, Honiton





were taught and undertaken, including den building, fire safety and making tools out of the natural environment. After initial ice breaking games and activities with the group, the sessions went through boundary setting, self-nurturing, first aid, natural history of the forest and cooking. The young people also had the highlight opportunity of skinning a rabbit and a pheasant using the skills they

had learned, then cooking and eating the meat over reflection and review of the programme.

A great experience for our young people and with future plans in place, we hope to be able to offer this again to more young people across our housing service. For many young people, education in a different environment to school is truly effective and allows them to be practically creative, build confidence

outside of their comfort zones and motivate them to understand better the natural environment.

All of these things and more, lead to positive outcomes for both the young person's outlook on life and any behavioural/social issues that may be going on.

Thank you to the professional involvement of Cara and TEACHsw to ensure our young people could learn and explore in a safe and positive way.

---

## FUNDING



### Community Initiative Fund helps gardening club

**YVONNE WHITE**  
Lymebourne Park  
Gardening Club

THANKS to the tenant community initiative fund, we now have a communal green bin to put our garden waste in. It will help us a great deal over the next months as the residents are busy beavering away in the garden.

Lymebourne Park gardening club have had a very busy 18 months, with grateful thanks to the community fund we now have a metal shed. The shed has been erected and we have

a hand rail and steps to keep everyone safe. This spring we will be able to start using the shed and keep our tools and soil in it. The shed is for all Lymebourne residents to use and hopefully as new residents arrive they may also like to join us.

We have some lovely afternoons in the garden keeping it weeded. In the summer time we have chairs, tables and gazebo up for the residents to use whilst having a chat and enjoying a cup of tea or coffee. Everyone attending finds it very beneficial, it helps to

Read about some recent successes through the Community Initiative Fund. If you would like to apply for funding contact Tenant Participation (see page 2).



get you outdoors, meet your neighbours and make friends.

We have won awards for the communal garden in the annual tenant garden competition.

To keep up the standard and to help ageing and disabled residents we now have four raised beds. We filled in an application form from the Keith Owen fund and were successful in our request. The four raised beds were made and delivered by the Mens Shed based in Exmouth. We now have them established with soil and plants and we are looking forward to everything blooming. Grateful thanks also given to James Stoneman (Team Leader, Street Scene) and his men for filling up the beds with the soil we provided.





## New community benches for Honiton

**SALLY HUTTER**  
Mobile Support Officer

DURING one of my visits, we had a discussion with a tenant about maintaining mobility and wellbeing. Mr Davey mentioned that whilst trying to remain as independent as possible and maintaining his mobility, he was finding it difficult getting to the local shops. The problem being was that there was nowhere to sit and have a breather, only some steps to a rear entrance of a shop or a low level wall encasing a flower bed.

More discussion followed with the residents of Dunning Court at a Coffee morning and this was the general consensus felt by all.

I set about finding out who owned the land to the rear of Lace Walk, to see if some benches could be installed. Unfortunately due to a vehicular access this was not possible.

After much ado, I got in touch with Street Scene, who had the perfect spot. I then sought the relevant planning permission from the council and applied for the funding through the Community Initiative Fund.

The funding application was successfully approved and two benches which are made from recyclable material were installed in October by Street Scene.

These benches have proved popular not only with the residents of Dunning Court but also to the community as a whole.

Left: Mr and Mrs Stewart sitting on one of the new benches. Below: new patio laid with help from the community initiative fund



## New communal patio space for residents in Seaton

**TONY WOODMAN**  
Harepath Resident

TENANTS of the Harepath Road flats in Seaton have good reason to look forward to the good weather this year. They now have a lovely new paved patio area where they can socialise and enjoy the sunshine.

The patio replaces a rough area of ground which was an eyesore and was becoming a dumping ground for all kinds of rubbish.

With the great help of Bev Anderson from Tenant Participation the tenants' association, which was in its first year, set about rectifying the situation. We are all thrilled with the outcome of our efforts and look forward to enjoying the patio.

I must thank Bev Anderson for her considerable help in making this happen and shows what can be achieved when tenants and council work together.

The patio was not all we achieved in our first year and I really believe if this partnership continues the future will be much brighter for tenants here.

We won gold in the communal gardens competition at the first attempt and the patio played a valuable part in that success. That is a crown we will not give up easily.

I would like to thank Seaton landscape company Halcyon Landscapes for the professional way they did the work.

▶ See pages 19 and 27 for more about the Community Initiative Grant



Tenants enjoying the Christmas lunch

## Christmas celebrations for Lymebourne Residents

**YVONNE WHITE**  
Lymebourne and Arcot Park  
Resident Association

IN DECEMBER 2017 we had our Christmas outing lunch, to Otter Inn at Weston by mini bus driven by Mark Gerry (Community Development Officer) and 12 tenants attended. As we thoroughly enjoyed it we decided to do it again.

We held the outing again in December 2018 and this time there were 30 tenants who went along and had a two course pensioners Christmas lunch. There was great company, great food more, than you could eat and we had a fantastic time. We will repeating the outing again this year. Thanks to Mark Gerry for arranging the mini bus.

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## Christmas Fayre at Dunning Court, Honiton

**SALLY HUTTER**  
Mobile Support  
Officer

A CHRISTMAS Fayre was held at Dunning Court, Honiton on the 7 December 2018 by Mobile Support Officers Jenny, Michelle and Sally in aid of Children's Hospice Southwest, Honiton.

There were a variety of craft stalls with beautiful handmade items having been made by some of our tenants. Mince pies, cakes and mulled wine were also served. A grand draw was held with items kindly donated by Co-op, Tesco, Porkies and a beautiful hamper from Complete meats. The event was well attended and £101.50 was raised for charity.

Many thanks to one of our tenants for making such lovely handmade cards, with all the money going to the chosen charity and a big thank you to all those who supported us in making it such a successful occasion.



Some of the tenants enjoying the Christmas Fayre





# FROM OUR READERS

Questions and answers from tenants and council

## ***From an Exmouth Tenant***

I have lived in my present flat for nearly 10 years and must say how much I enjoy it. It is an ideal location for the sea front, church, town centre, buses to Exeter and local areas.

Some residents have dogs who unfortunately do not keep them on leads when out in public space. Residents also fail to pick up after their dog as they should and let them run loose. Do other tenants suffer this sort of thing in other estates in East Devon?

Looking forward to action being taken on very selfish dog owners.

For advice on keeping dogs please see page 24

## ***From an Exmouth Tenant***

Across the road from where I live is Morgan Court Community Centre, Rolle Road, Exmouth and would like to tell your readers about the marvellous Welcome Centre which we are lucky to have.

They do lunches for all tenants across East Devon from Tuesday to Friday which I really enjoy and I meet other tenants and make new friends. It has become a social occasion for all who attend.

They also run different activity classes with a manager who is very understanding and would always welcome a visit from anyone who would like to look around and possibly join in with some of the activities.

I am looking forward to seeing you at the Welcome Centre in the very near future.

## ***From residents of Lymebourne Park***

There are several of us here in Lymebourne Park who have great difficulty in getting around and need to use things like crutches and walkers. We have asked the Mobile Support Officers about residents having mobility scooters at Lymebourne but have been told "no" to residents having them.

In your past magazine there were mobility scooter sheds built for residents in Honiton, how can we get mobility scooter sheds built here so we can have storage for mobility scooters which will greatly improve our lives and our social wellbeing.

Thank you.

## ***Reply from the council's Senior Housing Support Officer***

Tenants need to obtain permission from Mr Moss (01395 516551 ext. 2580) to have a mobility scooter. If tenants live in a supported scheme, they will also need to discuss it with their Mobile Support Officer regarding a suitable area to park them safely away from buildings and public/private walkways.

Scooter owners should ensure they have suitable insurance and provide an all-weather cover. The council do not take responsibility for these scooters.

Scooters cannot be left in communal areas or up against a building and tenants/leaseholders must take the batteries indoors to charge and should not have cables spread across the floor to their scooters to charge.

We would like to provide scooter parks for everyone but it is a lengthy process and has to go through planning, plus there needs to be a suitable area to erect the scooter park and this would need to be investigated.



# What to do when a tenant dies

**Do you have a next of kin?** if you do please let the Housing Allocations team know on 01395 517469.

**This information will help you or your next of kin.** A death is a difficult topic but one that needs to be addressed. When someone dies the next of kin has to make many decisions and arrangements. If your relative was a council tenant there are some things that we need to ask you to do.

✓ **Please make sure that our housing allocations team is aware that the tenant has died.** They will confirm with you the date on which the tenancy of the property will be terminated.

✓ Our Allocations Officers will ring you within a few days of notification to arrange to visit you at the property to discuss how the property should be left. **All personal possessions, unwanted items and rubbish from the property and garden must be cleared.**

✓ When you meet with our Allocations Officers they will be able to answer any questions you may have. It is possible that some items can be left at the property, for example curtains and carpets that are in a good condition. **If you wish to leave anything this needs to be agreed with us and signed for.**

■ If the property is not cleared then the estate may be charged for any costs that we incur when cleaning out the property so that it can be re-let to the next tenant.

■ The council will make contact to arrange a number of property checks before it can re-let.

■ All outstanding rent and any rent arrears will be due from the estate. Our Rental team will let you know what amount of rent is due.

✓ **Four weeks paid rent will be due from the date of death.** If you require further time to clear the property and return the keys we allow up to a further two weeks by agreement, but a charge equivalent to the weekly rent will be made for each week. You will need to pay this at the time of request.

✓ If the tenant received housing benefit or council tax benefit **please contact our benefits team.** The 'Tell Us Once' service may do this for you. You should be aware that council tax support will cease from the date of death, and housing benefit from the Monday following the date of death.

✓ **Please return all keys** to our office at Blackdown House Honiton or at our other office at the Town Hall Exmouth (unless another arrangement have been made) by noon on the Monday after the tenancy ends (all tenancies end on a Sunday). Please label all keys with the property address.

✓ If possible **please cancel** any regular deliveries there may have been for newspapers, milk and other items. Also telephone, internet and television connections.

✓ **Take a reading from all the meters** (gas, electric and water) and notify the utility companies of the death of the tenant to cancel the supply.

✓ If the tenant lived in one of our general purpose properties (not sheltered accommodation) and had a personal alarm supplied by us, **please contact our Home Safeguard team** (01395 578237) so that they can cancel the agreement and make arrangements to collect any equipment.

✓ You should **contact social services** as soon as possible to arrange for the collect of any special equipment that the tenant may have had on loan from them.

✓ Please make arrangements with the Post Office for any **mail to be redirected.** Unfortunately we are not able to send post on to you. You may have to provide a death certificate and written statement to show that you are the right person to do this. You will have to pay a fee to redirect post.

✓ **Let us have an address** for either yourself or another relative in case we need to contact you further regarding anything to do with the late tenant or tenancy.

# TENANTS' VIEWS



## SEND US YOUR PHOTOS

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



We would love to see your landscape photos of East Devon or your quirky pet. Perhaps a sunset over a beach or your pet doing something funny. The best pictures could be seen on the back page of *Housing Matters*.

**Photo of Cliff Field,  
Lympstone from  
Mrs D of Lympstone**

**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](mailto:tenantparticipation@eastdevon.gov.uk).

