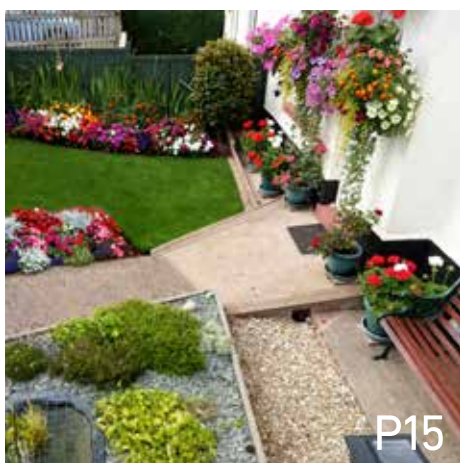


# HOUSING MATTERS

The magazine for  
East Devon District Council  
tenants and leaseholders

YOUR SPRING 2022 EDITION

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



## CONTRIBUTE: WE NEED TENANTS AND LEASEHOLDERS

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

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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.

### Editorial Group

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

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

*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.

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

## DATES TO GET INVOLVED BY

15 June 2022 | Have your say (See page 17)

## CONTACT US

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Blackdown House, Border Road,  
Heathpark Industrial Estate, EX14 1EJ

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### 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](http://eastdevon.gov.uk).

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)



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

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# HELLO

**SUE SAUNDERS**  
Chairperson – Editorial Group

Hello everyone,  
I know it's a distant memory now, but I hope you all had a good Christmas and though it's a bit late, I'd like to take this opportunity to wish you all a happy, healthy and prosperous 2022.

Sad to start with some sad news but I must tell you that two of our most highly valued involved tenants have had to retire on health grounds. They will be sorely missed but they will not be forgotten. Because

of them we have a solid base on which Tenant Involvement can continue to build. On behalf of us all, I would like to thank both Peter and Janet and wish them every happiness for the future.

2022 is a new year with new challenges. I hope it's not going to be the muddle 2021 was. Nothing stayed the same for more than a few days together, except the inability to lead our normal lives.

As one of East Devon's older tenants, the days of inactivity affected not only my mobility, but also caused my brain to go into a state of sluggishness. However, it came to a point when I thought, enough is enough and made up my mind

to return to the exhilarating world of Tenant Involvement. I rang Bev Anderson (Tenant Participation Assistant) and here I am. My mind is now firing on all cylinders and I can't put into words how good it feels to have a purpose again.

Why not join me, it's good to get your teeth into a problem which you could be in a position to do something about. Knowing you are working for your fellow tenants gives you a feeling of purpose and pride. Go on, join us, you won't regret it.

For more information on how to join, contact Tenant Participation on 01395 517453 or email [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk).

## Remembering Joyce Ebborn

In our April 2019 edition we highlighted Joyce Ebborn's outstanding service award for tenant involvement and it is with deep sadness that we announce the passing of our friend and colleague in January this year.

Joyce had a varied life and had her own business in Exmouth for many years. She was a valued member of tenant participation for 15 years. Joyce enjoyed getting involved in many meetings and helped arrange the annual tenant conferences and she never missed one of the conference days.

Everyone at tenant participation sends their sincere condolences to her family.

"I remember Joyce as someone who was always kind and would listen to you, she was always so smartly dressed and thank her for her time and her contributions over the years". Sue Dawson, friend and fellow tenant participation member.

"She was always a kind, caring lady and will always be in our thoughts and will be missed greatly may she rest in peace". Fellow tenant involvement members.

'I miss Joyce's direct and friendly approach. She was a great advocate for tenants and fun to work with. She will be missed'. John Golding, Strategic Lead for Housing, Health and Environment



# YOUR COUNCIL

INFORMATION FOR YOU  
FROM EAST DEVON  
DISTRICT COUNCIL



## A day in the life of a recycling crew

**LILY MORTON AND JESSICA PROSSER**  
Recycling Officer's, Suez  
Recycling and Recovery UK

Have you ever wondered what it's like to be a waste collection crew member? Do you ever see them out of the window on a cold winter's morning and wonder what time they had to get up to collect your rubbish and recycling? Last year in East Devon Suez crews collected more than six million recycling and waste bins, a total of more than 48,000 tonnes which is the equivalent weight of 4,000 double decker buses.

To mark the occasion we wanted to show our residents what it is really like for our waste and recycling crews.

### **06:15-07:00**

Starting early in the morning at 6:15am, drivers arrive at the East Devon depot, in Woodbury Salterton, grab a quick cup of coffee and collect their daily to-do lists which tells them which towns they'll be collecting from. Each driver then checks their vehicles over to ensure they are safe to drive. Shortly

afterwards, the rest of the collection crews arrive and it is go, go, go from 7am onwards.

It only takes a couple of hours to fill the recycling and waste lorries – on average, crews collect from 600 households per day across East Devon, with a maximum of 24 crews out. There are more than 100 members of the collection crews who work Monday to Friday, as well as Saturdays when there is extra demand.

One of our crew members said, "First thing in the morning it is cold and bitter but it is peaceful. The roads can be icy but we do enjoy nice sunrises, especially on a Monday when you can see over the sea". "We also love looking at the white frosted fields with the sun coming up in the background." Heather, Age 20 and Ben, Age 23 (Exmouth)

### **09:00**

At around 9am crews tend to take a trip back to the depot to empty the recycling and waste they have collected, emptying each compartment separately at the material recycling

**Continued on next page →**

# YOUR COUNCIL

facility – where quality recycling is separated and sent to third parties to be turned into new recycled material. Did you know that recycling a single plastic bottle can conserve enough energy to light a 60W light bulb for up to 6 hours?

After emptying their lorries, crews restart where they left off in their collection areas and carry on come rain or shine. The teams work hard to be able to complete their rounds each and every day.

Steven, one of our drivers said, “One of the best parts of the job are the lovely residents, one local resident comes out every week with tea and biscuits for the crew. They stop and have a chit chat for a few minutes and we always have a stash of dog treats so we have made lots of DBFs (dog best friends) that we like to have regular catch ups with.” Steven Brown, Age 49 (Sidmouth)

## 10:00-12:00

The crews will spend the next two hours between (10am and 12pm) jumping in and out of the recycling lorries emptying all their recycling containers. They definitely get in their daily exercise quota. The crew’s job is physically difficult, with loaders doing around 20,000 plus steps a day. The work is also made more difficult during the extreme weather, either scorching hot in the summer or freezing cold in the winter. Did you know that the crews have to separate the card, paper and glass from your box into different compartments within the lorry? This helps to separate the material for the recycling facility. It is also why it is so important for residents to separate each material into the correct recycling boxes and sacks. This keeps East Devon as one of the top ten recycling districts in England. Recycling more than 60 per cent of all household waste.

## 12:30

In the afternoon, supervisors are deployed to check all crews are happy. A lot of the crews will also go and help other crews

which may be struggling to finish their round, due to a breakdown, unexpected traffic or large volumes of recycling.

One of our driver/supervisor’s said, “My favourite place to stop for lunch is always the truck stop called Tracey’s because she just does the absolute best burgers around. She is always friendly and always open on a Wednesday no matter the weather” Stan Chard, Age 48 (Exmouth)

## 13:00

Crews often have to empty their lorries, on average, 2.5 times a day – this is growing all the time because of East Devon residents’ fantastic recycling rates.

Every bit of the recycling collected is weighed at the depot as it arrives before each item is sorted. Textiles are removed first followed by small electricals. The recycling lorries then use a special computer to empty the remaining material. Glass, food, card, paper and plastics, tins and cans are each emptied into different areas within the material recycling facility. This keeps your quality recycling separate – the better the quality the more likely the material can be turned into a new product.

Another driver said about the role, “I like the independence of the job, the fact I can make my own decisions and decide my own routes. The hours are also good, early in the morning and home by early afternoon so I get time to walk my dog in the light” – Russ, Age 48, (Bampton)

## 15:15

At the end of day, all the crews will return to the depot, the loaders will jump out and leave the drivers to empty the lorry. After they have completed their final tip, they park the recycling lorry for the night, so it can have a good night’s rest. The driver then visits the office to give the devices back and have a debrief to check how their day was and if there were any issues. The crews then return home for a rest ready to start again bright and early the following day.

# Does your home meet your physical needs?

We are here to help you

## PHILIP ALLEN Programmed Works Officer

In the last magazine you may have read an article by Darren Hicks, Housing Allocations Manager under the question “Is your home right for you” This does not necessarily mean you have to move as there is a lot we can do to adapt your existing property.

As we get older simple day-to-day activities that we used to take for granted, may become difficult. It’s part of the aging process but we may be able to help you to continue living in your home for longer, with independence and dignity.

Minor adaptations can provide for example grab rails, whilst major adaptations could include a ramped access and if you live in ground floor accommodation,

a wet room conversion of your bathroom may be possible.

*As we get older simple day-to-day activities that we used to take for granted, may become difficult.*

To find out if your needs can be better managed to improve your safety and independence, we recommend you have an Occupational Therapist assessment. Contact Social Services via Care Direct on 0345 155 1007 or email [csc.caredirect@devon.gov.uk](mailto:csc.caredirect@devon.gov.uk) to make an appointment.

Once we receive a copy of your assessment we will establish if

the recommendations meet the policy criteria of East Devon District Council and your home is suitable to be adapted. If it is not suitable, Darren’s team can help you transfer to another property through Devon Home Choice. Our adaptation policy can be viewed on our web site [www.eastdevon.gov.uk/housing/adaptationpolicy](http://www.eastdevon.gov.uk/housing/adaptationpolicy).

If your physical ability is deteriorating, requesting an assessment promptly is essential as there may be a time delay before adaptations can be carried out and if the solution to meet your personal needs is for you to move to a more suitable property, there may not be one readily available close to where you want to live.

Don’t delay. We are here to help you plan ahead. Please call me on 01395 516551 ext 2379 or email [philip.allen@eastdevon.gov.uk](mailto:philip.allen@eastdevon.gov.uk).

# Food safety

How safe is our food?

**HELEN WHARAM**  
Public Health Project Officer

Safe food sustains life and maintains good health. Foodborne illnesses are caused by bacteria, viruses, parasites or chemical substances which enter our body through contaminated food or water.

## 7 June is the United Nations' World Food Safety Day

Food safety is vital to ensure that food stays safe at every stage of the food chain, from production to harvest, processing, storage, distribution, all the way to preparing and eating it. Responsibility for food safety is shared between governments, producers and consumers. Everybody has a role to play from farm to table to ensure our food is safe and will not damage our health.

The Food Standards Agency's National Food Safety Week in June highlights 'the people who protect your plate'. These are the thousands of people across the food supply chain working behind the scenes to ensure that our food is safe.

This wide range of people includes inspectors, officers who tackle food crime and officers who help to keep people living with food allergies and intolerances safe.

## Making sure East Devon's food is safe

Across East Devon our Environmental Health team are responsible for checking food safety and hygiene in food businesses like cafés, restaurants and caterers across the district.

After their checks the officers issue hygiene ratings following the Food Hygiene Rating Scheme. Any business, no matter how small, should be able to achieve a good standard of 4. The officer gives the business a green hygiene rating sticker.

Have a look for this sticker in the window of a shop or café. You can use these ratings to choose where to eat out or shop for your food. In England, businesses do



not currently have to display their rating, but it provides a helpful indication.

Anyone who uses the internet can search for a rating to choose where to eat by going to [www.food.gov.uk](http://www.food.gov.uk). East Devon District Council's Food Hygiene Rating Scheme [www.eastdevon.gov.uk/environmental-health-and-wellbeing/food-hygiene-and-safety/food-hygiene-rating-scheme](http://www.eastdevon.gov.uk/environmental-health-and-wellbeing/food-hygiene-and-safety/food-hygiene-rating-scheme) webpage has more information. The East Devon mobile app [www.eastdevon.gov.uk/app](http://www.eastdevon.gov.uk/app) lets people view various council services, including local food hygiene ratings, on smartphones.

## Safe food is our responsibility too


Good hygiene in the kitchen is vital for our health and to help us protect those around us by preventing the spread of bacteria and viruses. Encourage children to follow these guidelines too, by setting them a good example.

The Environmental Health team produced this reminder of the four steps to safe food.

## 4 STEPS TO SAFE FOOD

### 1 Clean before food preparation



- Wash your hands and use clean cloths – dirty hands and cloths spread germs.



Wash your hands

### 2 Cooking

- Defrost raw or cooked food before use. Microwaves can do this.
- Check your food is cooked until it is very hot and steaming.

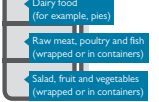
 Raw
  Cooked

- To eat it later, cover it, cool it quickly and put in fridge.

NEXT PAGE →

### 3 Prevent germs from spreading

- Always wash hands after coughs, sneezes and going to the toilet.
- Keep boards, knives and surfaces clean.
- Wrap raw and uncooked foods. Keep these below ready-to-eat foods in the fridge.




### 4 Things to remember

- You can re-heat food, but never re-heat more than once.

**RAW**  
 ↓  
**COOKED**  
 ↓  
**RE-HEAT ONCE ✓**  
 ↓  
**DON'T RE-HEAT TWICE ✗**

- A cold fridge keeps your food safe. Is your fridge cold enough? The dial should be at 4 or 5.

For more information visit [eastdevon.gov.uk/food-hygiene-and-safety](http://eastdevon.gov.uk/food-hygiene-and-safety)  
Information provided by East Devon District Council



Photos: Nicola Pappas and Neil Phillips  
Printed on paper from sustainable sources 9/12 Oct 2019





UPDATE >>

Liberty Gas engineer Dennis

# Gas servicing contract

**MICHELLE DAVIDSON**  
Compliance and Cyclical  
Servicing Manager

East Devon District Council's Three Star Gas Servicing contract with Liberty was due to come to an end on 31 March 2022. Over the last six months the Property and Asset team have been going through a vigorous procurement exercise alongside Advantage South West to re-procure the gas servicing contract. We had six contractors bid for the contract however Liberty came out with the highest overall score. I am therefore pleased to advise that as of 1 April 2022 Liberty will continue to deliver our Three Star Gas servicing contract on our behalf, the contract is for four

years initially however, we have the option to extend by a further six should we wish too.

**Whilst services remain the same, we are adopting the industry recognised 'MOT Style' servicing in accordance with The Gas Safety (Installation and Use) (Amendment) Regulations 2018 Regulation 36. Under this arrangement the service date will remain the same year on year even if the service is carried out up to two months in advance.**

I'd like to take this opportunity to remind tenants that we have a statutory duty to carry out an annual safety inspection of gas appliances, flues and associated pipework that we are responsible for. This includes gas central heating and fixed gas fires

but not gas ovens. The safety inspection makes sure all of the gas appliances in your home are safe and as part of this service the contractor will also test your smoke and carbon monoxide detector, so when Liberty contact you with an appointment please let them in.

Dennis Hassan, Assistant Regional Director in the South West for Liberty, commented: "We are delighted to be awarded this new contract with East Devon District Council and continue to provide a smart, people-focused service for all EDDC tenants."

If you have queries or concerns please contact the Compliance Team or Repairs on 01395 517458 or email [gas@eastdevon.gov.uk](mailto:gas@eastdevon.gov.uk).

## YOUR COUNCIL

# Street parties for the Queen's jubilee celebrations

Do you fancy organising a street part to mark 70 years of The Queens reign?

**BETH SHARP**  
Communications Officer

The Queen will become the first monarch in history to celebrate her Platinum Jubilee, in June and celebrations will be held across the world.

East Devon District Council (EDDC) is aware that neighbours and communities may wish to come together for the occasion.

Organising a street party is more simple than you might think with information available at [www.gov.uk/government/publications/your-guide-to-organising-a-street-party](http://www.gov.uk/government/publications/your-guide-to-organising-a-street-party) which offers a useful guide to organising a street party. If you are planning a large event of more than 500 people, you can read EDDC's page for Organising a public event - Safety Advisory Group - East Devon

If you want to hold a street party that will require roads to be closed or obstructed, you will need to tell Devon County Council (Highways). The highways team need at least three months' notice of an event, as restrictions such as road closures may need an application for a temporary traffic restriction for a special event, visit [www.devon.gov.uk/roadsandtransport/make-a-request/special-events/temporary-traffic-orders-for-events](http://www.devon.gov.uk/roadsandtransport/make-a-request/special-events/temporary-traffic-orders-for-events).



Depending upon the nature and size of your event, there is the possibility you will need public liability insurance. Highways should be able to clarify whether this will be required for the celebrations this year. If the people attending are going to bring their own alcohol (for those aged 18 or over) and there aren't any plans for the sale of alcohol, there isn't a need to apply for a licence.

However there is a legal requirement if selling alcohol is being considered at an event, which can be arranged by submitting a Temporary Event Notice in advance of the event. If the sale of alcohol or certain forms of entertainment are being considered, you can read our guide to temporary event notices - East Devon.

*The Queen will become the first monarch in history to celebrate her Platinum Jubilee, in June, which will be joined with celebrations across the world.*

You can also check for more updates online in the months ahead at [www.gov.uk/government/news/consultation-to-extend-licensing-hours-for-queens-platinum-jubilee](http://www.gov.uk/government/news/consultation-to-extend-licensing-hours-for-queens-platinum-jubilee).

## TOP TIPS

- Plan in advance
- Involve everyone
- Agree timings
- Put up signs
- Clear up afterwards
- Consider Public Liability Insurance - recommended (and compulsory if you have more than 1000 people attending)
- Be aware of noise nuisance for those who are not participating
- Let the Highways team know to assist with preventing delays by emailing [csc.roads@devon.gov.uk](mailto:csc.roads@devon.gov.uk).

# June is sustainability month

ALEX HIGGINS

Community Development Worker

This June is East Devon's Sustainability month. Look out for many events happening during the month, to celebrate and promote sustainable living.

What do you do that's sustainable? Have you started walking or cycling more? Are you more thoughtful about what you can recycle? Are you pleased if your home is one of those whose boiler has been replaced with a ground source heat pump?

Let us know your thoughts, by calling 07805 813033 or email [communitydevelopment@eastdevon.gov.uk](mailto:communitydevelopment@eastdevon.gov.uk) and we'll share your reflections in the next issue.

## The plastic free challenge is on

From Monday 6 June to Sunday 12 June EDDC Housing is challenging all residents to live a whole week using as little single use plastic as possible.

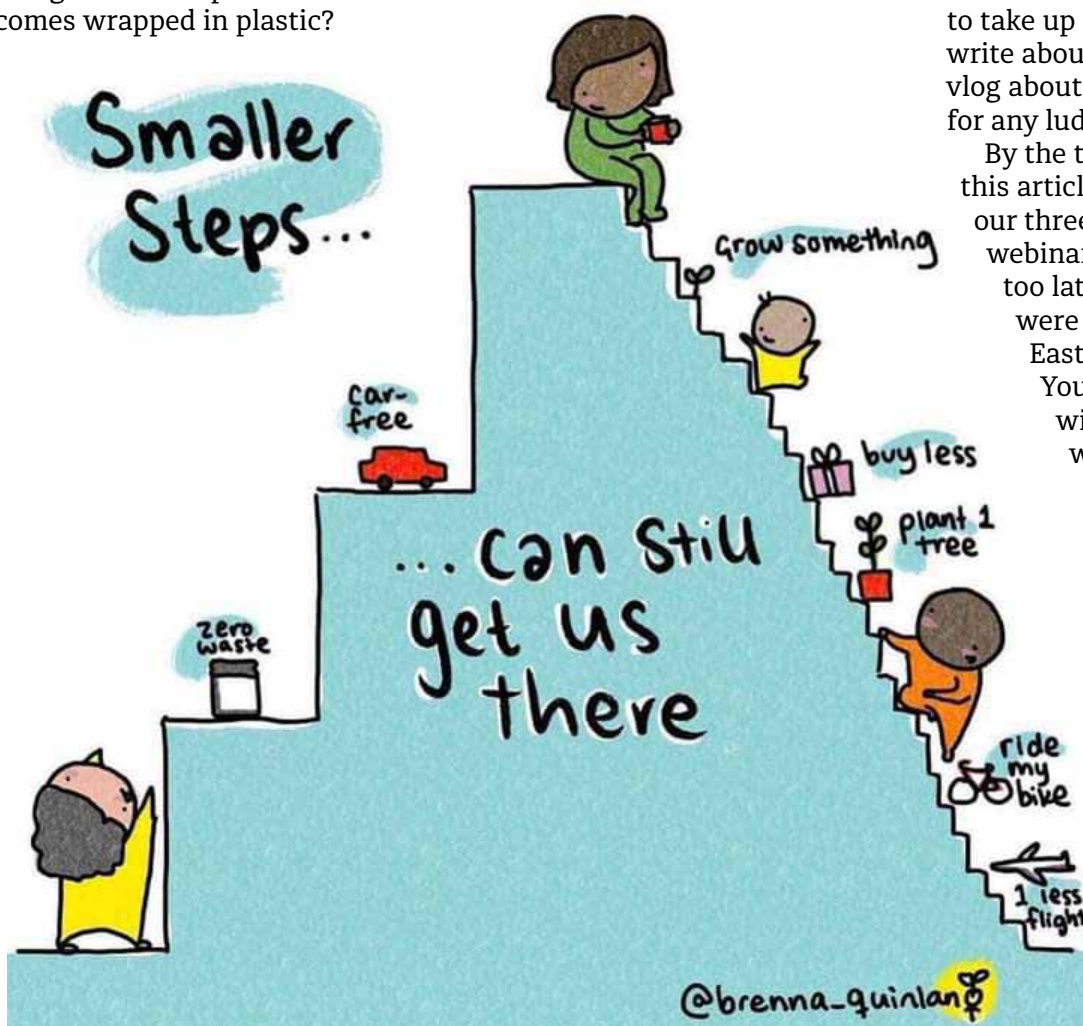
Can you get through one week using as little as possible that comes wrapped in plastic?

Do you dare to try? We know this is a near impossible task, but how close can we get? Where can we shed the polythene? Where can we not live without it?

*Can you get through one week using as little as possible that comes wrapped in plastic?*

We are inviting all residents to take up this challenge and to write about it, or get the kids to vlog about it (that's a video blog for any luddites like me).

By the time you are reading this article, we will have run our three live "How On Earth?" webinars. However it is not too late to see the tips that were shared. If you Google East Devon District Council YouTube channel, you will find one of these webinars has been uploaded there. The Webinar features Sarah Allen, who is a local author and less-plastic living expert, sharing some tips and some humour.



# What is anti-social behaviour (ASB)?

**DAVID WHELAN**  
**Anti Social Behaviour and  
Community Safety Co-Ordinator**

Anti-social behaviour includes a range of nuisance and criminal behaviours which can cause alarm and distress to others. Whether someone's actions can be classed as anti-social behaviour relies heavily on the impact it has on other people. Behaviour that is frequent or persistent is more likely to be considered as anti-social behaviour. The type and intensity of the behaviour also matters. Landlords, the police, and local authorities consider all these factors when deciding how best to deal with reports of ASB.

### *Examples of ASB can include:*

- noisy behaviour
- verbal abuse
- vandalism
- graffiti
- intimidation
- public drunkenness
- dumping rubbish
- illegal drug use
- animal nuisance

Some behaviour, even though it may cause annoyance to individuals, may not be considered as ASB.

### *For example, this can include:*

- one-off parties and barbecues
- infrequent and occasional noise or disturbances
- children's play
- occasional dog barking
- excessive noise from domestic appliances (e.g. washing machines, vacuum cleaners)
- minor vehicle repairs
- gossip
- escalated neighbour disputes

### **Your first steps when faced with nuisance or disturbance**

If you are made to feel uncomfortable or inconvenienced by other people's behaviour around your home, where it is safe to do so, you should first try to approach the other party involved to explain to them how their actions are affecting you and ask them to change their behaviour. Sometimes, other people may not be aware that their behaviour is causing distress or nuisance and letting them know may help.

If you feel threatened, intimidated, or witness a crime, you must always contact the police first. You can contact the police by calling 999 to report emergencies or by 101 for non-emergencies.

Useful advice about how to deal with a problem neighbour can be found at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or [www.asbhelp.co.uk](http://www.asbhelp.co.uk).

### **Reporting anti-social behaviour**

If you are experiencing anti-social behaviour and haven't been able to resolve the situation, you should contact the [Estate Management team](#) first for help and advice.

Depending on the type and intensity of the ASB you may be asked to also report the incident to Devon and Cornwall Police (D&C Police) or other parts of East Devon District Council (EDDC).

It is helpful to keep a record of the type of behaviour involved and its frequency. This could include a written list of dates and descriptions or photos if it is fly tipping.

Taking photos or videos of alleged antisocial behaviour can place you at an increased risk of violence or other forms of retaliation so we strongly advise you not to do so. Please also be aware, if you do choose to use a device to photograph or video alleged antisocial behaviour your device may be retained by the police so that it can be used as evidence in any resultant court case. This can result in

you losing the use of the device for an indefinite period of time as it will not be returned until the closure of the case.

**Estate Management** may need to involve and work with other partners to help you and provide you with the most appropriate help and support.

People's safety must always be the priority. If threatened, or if you believe your own or others' safety is being put at risk by someone's behaviour, contact the police first.

You should also notify **Estate Management** who may also be able to take action or help you. The process for dealing with ASB can be a protracted one even if early interventions are undertaken with your support.

The information below sets out a pathway to obtain help.

- Vandalism and graffiti is a crime. If it is taking place and immediate action is required call 999
- Drunken rowdy behaviour/noise in the street. If it is taking place and immediate action is required call 999
- Speeding/anti-social driving
- Intimidating groups taking over public spaces

For any of the above non urgent action please call 101 or report to Devon and Cornwall Police online crime reporting form at [www.devon-cornwall.police.uk/contact/contact-forms/report-something](http://www.devon-cornwall.police.uk/contact/contact-forms/report-something) or email is [101@dc.police.uk](mailto:101@dc.police.uk).

- Vandalism and graffiti to council property (Report to Street Scene EDDC)
- Littering/fly tipping (Report to Street Scene EDDC)
- Dog fouling (Report to Environmental Health EDDC)
- Abandoned vehicle (Report to Street Scene EDDC)
- Lost or stray dogs (Report to Environmental Health)
- Discarded syringes or needles (Report to Street Scene)
- Excessive Noise from non-council households (Report to Environmental Health)
- Nuisance neighbours for council

properties (Report to Housing Estate Management)

For any of the above East Devon services please call our customer services on 01404 515616 or report it online at [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk).

- Inconsiderate parking (Report to Devon County Council on 0345 155 1004)

### **Help with noise from neighbours**

Noise from neighbours is one of the most common anti-social behaviour complaints.

Sometimes people don't know they're causing a problem, so it's well worth speaking to them directly, if it is safe to do so, before you get anyone else involved. **Estate Management** may be able to solve the issue if their tenant is causing the problem. The EDDC Environmental Protection team can also investigate noise complaints **relating to non-council properties** and take appropriate action as necessary.

The Council also now provides the opportunity for residents to use the Noise App on their mobile phones to record the noise affecting them and this enables us to hear the noise affecting you at a much earlier stage of the complaint and can help us to resolve a complaint more quickly. If you are unable to use the Noise App, residents are still able to complete diary sheets to record the incidences they are complaining of.

### **Hate incidents and hate crimes**

Hate incidents or hate crimes can be acts of ASB, where the behaviours are felt, by the victim or others, to be motivated by hostility or prejudice based on disability, race, religion, sexual orientation, or gender identity.

### **How to report hate incident or hate crime**

If you are the victim of a hate incident, hate crime, or have received a serious threat of this nature you should report it to the police, either by 101, or 999 in an emergency.

True Vision allows you to report hate crime as a victim or witness online without the need to visit a police station [www.report-it.org.uk](http://www.report-it.org.uk).

## Are you thinking of downsizing?

**KAREN HOPE**  
Allocations Officer

My name is Karen Hope and I have been the Downsizing Officer for ten years. In that time 324 people have downsized. Having moved home myself a few times, I appreciate it can be a really stressful experience. Packing up your family home and a lifetime's happy memories is such an emotional thing to even consider and may feel like an impossible task.

Over the last ten years I have found for the majority of people, downsizing is a journey.

Finding the right property may not happen the first time, but it's worth putting in the time and effort to find the right one for you. I always say it's important for you to be happy before you move, as for many people you will be moving to your forever home.

I never pressure anyone into signing up, but you will need to register on Devon Home Choice, which is, just as it says a 'choice based lettings scheme'. You can choose where you want to move to and if once you've viewed the property and if it is not right for your needs you can refuse it without penalty on two occasions.

If at any point you change your mind you can close your application and stay where you are.

If you do decide to go ahead you will be eligible for the downsizing grant. This is made up of £1500 standard and £500 for each bedroom you give up to a maximum of £3000. This amount is paid less any arrears or recharges for clearance or property damage.

If you are thinking of downsizing and would like an informal chat about the process please feel free to get in contact on 01395 517469 or [housingallocations@eastdevon.gov.uk](mailto:housingallocations@eastdevon.gov.uk).

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## New Mental Health Officer for Housing

**KELLY LAWSON**  
Mental Health Officer

I would like to introduce myself as the newly appointed Mental Health Officer. This is a brand new role within the Council and I started on 24 January 2022.

This role has been created in recognition of the impact that mental ill health has on people's lives.

One in four experience mental health issues each year and at any given time one in six working age adults have symptoms associated with mental ill health.



My role will be to support tenants who are struggling with mental ill health and signpost them to the appropriate support. As this is a new role I am looking forward to developing it in the coming weeks and months and meeting tenants as I go.

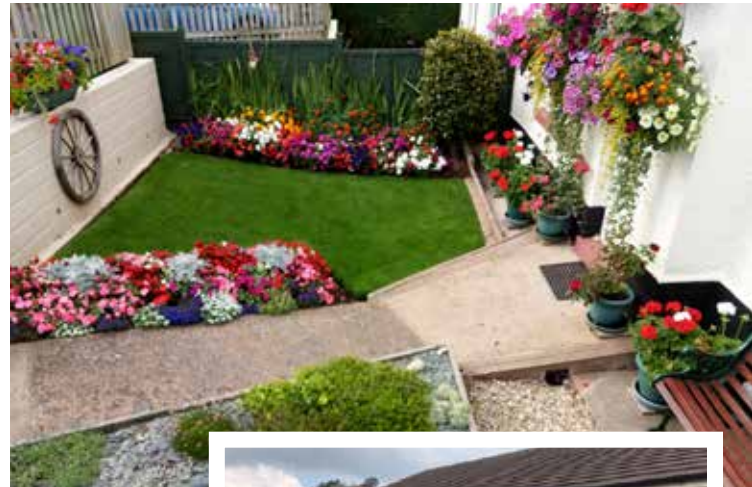
I hope to provide further updates and information in future editions of this magazine, so watch this space. If you would like to get in contact with me, please email [MentalHealth@eastdevon.gov.uk](mailto:MentalHealth@eastdevon.gov.uk).

# GET INVOLVED

School Lane,  
Newton  
Poppleford



Northcote Lane,  
Honiton



Arcot Park,  
Sidmouth



Jarvis close,  
Exmouth

## Garden competition 2022

**BEV ANDERSON**  
Tenant Participation Assistant

In recognition of the fact that we are not able to travel to come and judge your gardens in person again this year, we thought we would do the same as last year.

So, you do not need to let us know in advance that you are entering, but if you decide to take part you will then need to take just one photo of your garden on 19 August 2022 and email it to [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk).

It is important that it is taken on this date, so that all will be judged equally, for example if there has been

a storm the night before, then all our gardens will be showing signs of it and if we have had a very hot summer then all our gardens will be looking less than usually lush and green.

When you send us a picture of your amazing garden, please tell us your name, address and if you are happy for it to be put on our social media sites, as we would love to be able to share them with others, without releasing your identity or address of course.

The photo entries we receive will be passed to Kieron Bewes to judge from a distance and we will have a prize for first, second and overall winners to celebrate.

# GET INVOLVED

## Annual tenant conference cancelled

**BEV ANDERSON**  
Tenant Participation Assistant

It is very disappointing to have to cancel the conference again this year, but the health and safety of all our attendees is our highest

priority. Given the seriousness of the Covid-19 outbreak, we believe this is the right decision.

Given the number of uncertainties we face as a nation in the coming months, we feel we are unable to reschedule

a date for the 2022 tenant conference this year. We apologise for any inconvenience and look forward to welcoming you back to events in 2023.

Thank you for your understanding at this unprecedented time.

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## Free training

**BEV ANDERSON**  
Tenant Participation Assistant

There are some fantastic FREE training opportunities coming up which may be of interest to you. Learn Devon have a new programme with over 150 courses for adults in Devon. In this programme

they offer some limited face to face learning whilst continuing with a large selection of online courses accessible from anywhere in Devon.

Whether you are looking to improve your English and maths, gain a nationally recognised digital skills qualification, pick up a new hobby and

increase your wellbeing or just looking to learn something new, they have got you covered. Be quick though, as courses are filling up fast.

Go to Learn Devon website [www.learndevon.co.uk](http://www.learndevon.co.uk) and choose your course, or contact them on 0345 155 1014 or email [learndevon@devon.gov.uk](mailto:learndevon@devon.gov.uk).

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## Make a difference to your housing service – your board needs you

**ALETHEA THOMPSON**  
Democratic Services Officer

### More tenants needed for 'landlord' role

East Devon District Council's tenants and leaseholders are being given the opportunity to stand for selection to the Housing Review Board, the committee that oversees the Council's landlord functions.

The Housing Review Board (HRB) is made up of five district councillors, five tenants (one of whom could be a leaseholder) and two independent representatives from the wider community, each serving for

an initial term of four years.

The board meets five times a year, on Thursday mornings, considering issues such as monitoring of performance, promoting good practice and overseeing improvements to the housing service, including the promotion of tenant involvement.

There could also be the chance to sit on short-term 'task and finish forum'/working parties that deal with specific issues such as parking on the Council's estates, service restructuring or property re-let times.

This is a voluntary role and needs members who are fairly confident, can say their piece in a

constructive way, can work with others, understand services and priorities for tenants and who are willing to undertake some training to equip them more fully for this challenging and crucial role.

### How to apply

If you are interested or want to know more please call Democratic Services on 01395 517546 or email [athompson@eastdevon.gov.uk](mailto:athompson@eastdevon.gov.uk) for an application form.

### Attend a meeting

Why not come along for a taster to see how the Board does things? Contact us for the next meeting date.



# Simplest ways to attract bees to visit your garden

Improve the environment for wildlife



**LISETTE JOHNSTON (EAGERBEAVERSTSJ)**  
Tipton St John Tenant

I have been a council tenant most of my life and as such, have had a variety of different sized properties throughout the years with an equally diverse access to outdoor space. I have lived in a flat where my only opportunity to grow plants was in a window box, to a typically older property with a very long thin garden complete with chickens and ducks.

Most of us are aware of the significant decline in the amount of bees and pollinators, but I believe that we can all help our environment by looking at what we can grow even in the smallest of spaces.

We can all play our part in supporting our bees through planting and trying to be more wildlife friendly, even with only a window sill or balcony. Herbs are an ideal choice for the small scale garden by allowing them to flower they will attract the pollinators and what could be better than having access to fresh herbs for cooking and if you have small children they are safe to grow as they are edible. In the spring you could consider chervil, chives and rosemary which are all suitable for smaller areas, or how about strawberries? There's surely nothing more satisfying than picking a super sweet strawberry that you have grown yourself?

Continued on next page →

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## Do you have a compliment, complaint or comment?

**The Editorial Group are working hard to improve our service to you.**

To help us with this we would value hearing from you and welcome any comments, compliments or complaints that you would like to make. These will be monitored by the Designated Tenant Complaint Panel (DTCP) who are tenants that understand your point of view and will help to make changes to the services provided. We will report back on issues raised and the changes in further magazines.

I know many of you think these surveys are a waste of time but let me assure you, each and

every compliment, comment or complaint, you return to us, will be read and acted on, accordingly.

If you would like to make a compliment, complaint or comment you can do so by sending in the 'have your say' form included with this magazine by the 15 June 2022.

It won't cost you a penny but it will cost you a few minutes of your time, so please help us to help you.

If you are unhappy with the Housing service, or you are not happy with the way EDDC have dealt with an issue, we would encourage you to make a formal complaint which you can do by:

- Writing to the Complaints Officer, East Devon District Council, Blackdown House, Border Road, Honiton, EX14 1EJ
- Telephoning 01395 517417 and ask to make a formal complaint
- Calling into the Council Offices at Blackdown House, Honiton or Exmouth Town Hall, Exmouth (by appointment)
- Emailing [complaints@eastdevon.gov.uk](mailto:complaints@eastdevon.gov.uk)
- Completing our online complaint form at [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk).

## GET INVOLVED

Alternatively, if you have access to a patio or terrace, then you could expand into growing in tubs and containers, you may even be able to have flowering climbers supported on a wall or trellis. At this time of the year clematis and wisteria will be ideal for the bees, as would wallflowers, forget-me-not and cowslip. Also consider more compact bushes, grown in pots such as berberis, hebe and mahonia all of which will provide much needed nectar and as they are in pots you have the added bonus of being able to move the plants and change the look of your outside space instantly.

Any size garden will obviously provide much more opportunity for the variety of plants to grow, most importantly here is to keep the closely mown lawn to a minimum, consider wild flowers and pack the beds with plants, trees and bushes instead. If you have sufficient space maybe try growing fruiting hedges such as dog rose, blackthorn or blackberry which provide valuable habitats and food for insects, birds and small mammals. Large flowering trees such as apple, hawthorn or willow are fantastic for all wildlife and even more importantly can be under planted with flowers as well, **but please get permission from Estate Management first before planting trees.**

It is vital to rethink attitudes to any use of pesticides/fungicides. These can be extremely harmful to many species and there are organic ways to combat most forms of plant disease. Companion planting is something I have only recently tried, but it does seem to have worked really well and my incidence of aphids and caterpillars were far less than in previous years.

Bees and pollinators need areas to breed and hibernate which could be something as simple as

a pile of undisturbed logs/leaves which will attract all sorts of wildlife. There are many insect/bee houses on the market, but you could have a try at

making your own with things such as pine cones, a few drilled holes in wood or some short bamboo canes tied together so that the insects can climb inside and thrive. I have to say it was the highlight of last year, seeing and hearing the amount of insects and bees in our garden, we even had a bee bar (pebbles in shallow water) so they had access to fresh drinking water on those elusive hotter summer days.

I hope that these suggestions will help everyone to think they can make a contribution and improve the environment for wildlife as a whole. It's easy to think that our actions will not have an effect, but together the changes we make can make a huge difference and 'believe' me the insects will thank you for your efforts.



### Do you want a new job? Did you know you can access FREE training?

Free job-ready training programmes are on offer across Devon! They have been designed by industry so that people completing them can find employment in the relevant sector. If you wish you could earn a bit more money, why not check it out?

Visit [www.train4tomorrow.org.uk](http://www.train4tomorrow.org.uk) for the latest courses available.

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## WHAT'S ON | community centres

### PARK CLOSE, WOODBURY

#### Afternoon tea:

Mon 2pm to 5pm

#### Crafts:

Thu 2pm to 5pm

#### Computer surgery:

Every other Fri 2pm to 4.30pm

- starting up on 4 March

### MORGAN COURT, ROLLE RD, EXMOUTH

#### The welcome centre and lunch club:\*

Tuesday to Friday, 9.30am to 3.30pm.

Crafts, exercise, games, free tea and coffee.

- Full day £30 (includes two-course lunch)

- Half day £15 (includes two-course lunch)

- Lunch only £5

Contact Angela Boatwright on 07816 004861.

# AT HOME



## Protect the things you love

Peace of mind this spring

**KEVIN FOX**  
Account Executive

As your Landlord, we are responsible for the building of your home. It is your responsibility to look after your home contents and personal belongings.

These include your furniture, carpets, curtains, clothes, bedding, electrical items and don't forget your jewellery, pictures and ornaments.

So what does home contents insurance cover?

- Fire
- Theft
- Storm and flood damage
- Damage caused by water or oil leaks
- And much more

Crystal Insurance Scheme is available to all our tenants and leaseholders, with all residents being eligible to apply. 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.

*Contents insurance is designed to help protect your possessions.*

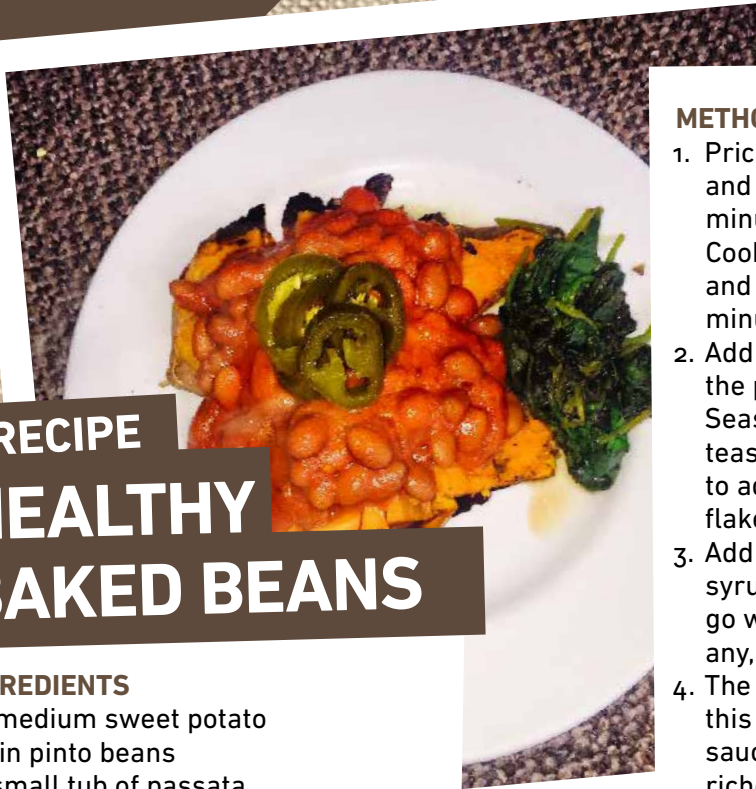
Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen, so home contents insurance can help provide peace of mind.

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](http://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](http://www.crystal-insurance.co.uk/Privacy-Policy).



## RECIPE HEALTHY BAKED BEANS

### INGREDIENTS

2 x medium sweet potato  
1 x tin pinto beans  
1 x small tub of passata  
Paprika  
Tahini  
Salt and Pepper  
Optional: chilli flakes and honey

*Serves 2 people*

### METHOD

1. Prick the sweet potatoes several times and pop in the microwave for five minutes. Then transfer to a hot oven. Cook until soft all the way through and crispy on the outside (around 25 minutes)
2. Add the drained pinto beans and the passata to a pot and heat gently. Season with salt, pepper and a teaspoon of paprika. If you are wanting to add a kick add a sprinkling of chilli flakes now.
3. Add a teaspoon of honey or maple syrup at this time. If you are ready to go without the sweetness, don't add any, it's up to you.
4. The beans can be eaten as they are at this point. However to thicken up the sauce and make it a bit creamier and richer, add one teaspoon of tahini and mix through.
5. Check your seasoning and your beans are then ready to serve on your baked potato with any other favourite toppings like cheese, jalapenos or coleslaw



## Community project at Albion Court, Exmouth

**SARAH ROUTLEY**  
Mobile Support Officer

Our lovely residents at Albion Court have, over the last 18 months, had four new benches provided by the East Devon District Council Tenant Participation Community Initiative Fund. The old benches were weather worn, broken and no longer safe to use.

The new benches, kindly assembled and put in place by our wonderful Streetscene Team are a welcome addition to the courtyard. Aileen and other green fingered residents have started to bring life to the flowerbeds which will look stunning as spring arrives.

As restrictions begin to lift and the days become warmer, it will be lovely to see the residents enjoy their quiet space together.

# IN YOUR COMMUNITY



## New benches for The Crescent, Kilmington

**JACKIE RYDER**  
Mobile Support Officer

On a chilly overcast Thursday morning in January 2022, the tenants of The Crescent in Kilmington were pleasantly surprised when two new benches were delivered.

Their arrival was the result of a successful bid to the EDDC Community Initiative Fund by Mrs Pat Letten and Mrs Christine East, with help from their Mobile Support Officer Rhian Hale. They felt a couple of benches would provide a focal point in their small community where residents could sit when

they wanted a bit of company and be joined by one of their neighbours or family members. The benches have been placed so that along with each other's company they can also enjoy the views out across the valley. A big thank you to Street Scene who assembled and delivered the benches.

## Air quality in the home



Equipment set up in a house

**SANDY JONES**  
PhD Student

The pandemic has focused our attention on the importance of the air we breathe, especially indoors. As well as viruses, there are other unseen pollutants in our homes. For example, cleaning chemicals, personal care products and some specific building materials.

**The Effect on our Health**  
For many of us, these pollutants do not seem to affect us.

But for some, they can affect our breathing, or make some conditions, such as asthma worse.

**Can you help?**  
I am a student at Plymouth University. I would be delighted if you could spare 20 minutes to help me answer these important questions?

If you would like to take part, please call 07922 162649 or email [sandy.jones@plymouth.ac.uk](mailto:sandy.jones@plymouth.ac.uk) and I will send you a link, or drop the survey over.

# Exmouth stroke survivors and family club

**STEVE BEER**  
Exmouth Tenant

We are a group of stroke survivors who meet on Wednesdays at the Bidmead Community Centre, Exmouth at 10.30am to 12 noon.

We assist those who have had their speech impaired due to a stroke and support them to return to normal speech and conversation. We encourage people to exercise and recover a normal life.

Members of the group are treated exactly the same, no matter how your stroke has affected you. There's at least half a dozen of us at the group who always sit together and have a laugh, each week.

*Being part of the group has really helped my confidence.*

Being part of the group has really helped my confidence. I had a second stroke 12 months ago, which set me back and knocked my confidence even more, but because all the members have been through the same thing, everyone understands each other and it's helped me so much. I feel no different now

walking into the group as I did walking into my workplace four years ago, before my stroke.

When new people join, I know how apprehensive they will be feeling, so we all make an effort to encourage people and ask them to sit with us. It's nice to help build up other people's confidence in the same way the rest of the group helped me to build mine.

Occasionally the local coordinators set up different activities, like taking part in 'challenge for change', an aerial assault course, or going along to physio sessions. These types of sessions don't only help your mobility, you also feel like you have found a new interest in life.

Without a doubt, I would recommend joining a stroke group to anyone. Like I say, it's been a lifeline for me and I have found friends for life.

## **About the group**

The club consists of a number of people of different skill levels and backgrounds with various stages of recovery from a stroke. The club helps different stages of stroke and recovery.

## **The 'Fitness' Machine**

The club started in November

2012 by Len Worsfold with a meeting in a café and became a talking point for stroke survivors who felt on their own in society.

*Without a doubt, I would recommend joining a stroke group to anyone. Like I say, it's been a lifeline for me and I have found friends for life.*

The people who came to the first meeting consisted of a variety of men and women with different impairments. We talked about things in general, about how we coped with everyday life and fitting back in to society and this seemed to be the focal point and priority for most stroke survivors.

Steve has seen the club grow since taking over last February and the club has raised money, had events and holidays away. The group normally meets every Wednesday at the Bidmead Community Centre but at present whilst Bidmead is closed, we are meeting at Cranford Sports Centre.

Our group is also open to people who are lonely and the housebound. The group meets

on a Wednesday and a Friday at the Bidmead Community Centre, Exmouth in Littleham at 10.30am to 12.30pm. Soon we will be having a lunch after our Wednesday meetings and on Friday we have bingo / supper club 7pm to 10pm.

*It's nice to help build up other people's confidence in the same way the rest of the group helped me to build mine.*

The group has trips, sight-seeing tours, theatre visits, fitness/wellbeing and advice on benefits. We welcome family members to our meetings and are a friendly group so if you're lonely effected by a stroke, come along or give Steve a call on 07952273866 or 01395744362.



**EXMOUTH**  
STROKE SURVIVORS CLUB



**HEARTBEAT FUN FRIENDSHIP**



**COME JOIN US**

- ✓ WEEKLY MEETINGS
- ✓ COFFEE MORNINGS
- ✓ BINGO
- ✓ DAY TRIPS
- ✓ DANCING

**SAFE PLACE TO MEET NEW FRIENDS**

**CALL STEVE: 07952273866**

## The Queen's platinum jubilee 2022

Exmouth Stroke Survivors Club will celebrate the Queens Platinum Jubilee with a tea party, including singing and dancing to be held at Bidmead Community Centre, Exmouth on

Saturday 4 June from 12noon to 5pm. Tickets cost £10 each which will include the food, entertainment and games. To book your Jubilee tickets please call Steve on 01395 744362.

# Eat for East Devon

What does eating local food mean to you?





**HELEN WHARAM**  
**Public Health Project Officer**

This is an invitation to support our local food suppliers and celebrate local food.

We could try not driving to an out-of-town supermarket, by buying from local shops or markets and if possible walk to your local supermarket. Or we could buy food that isn't wrapped in plastic and buy food that is seasonal, as much as possible.

Even a windowsill could be used to grow our own lettuces and if we grow lots we could organise a 'food swap' with friends and neighbours.

*A "flexitarian" diet increases the number of plant-based meals without completely excluding meat. Reducing meat and adding new foods to your diet can be very healthy.*

**How local is local?**

Are you able to find out where your food was grown and produced? Many local shops will be very happy to discuss this with you.

**Why eat local food?**

Eating locally produced food, whether you've managed to grow some yourself or bought it from a local producer, tends to be good for our health and wellbeing, for our pockets, and is good for the planet.

We can support our local economy and strengthen our local communities.

We can reduce transport activity (less air-miles, less road traffic, less fossil fuel, less pollution) and we get more exercise by walking not driving to local shops.

We can improve our physical health and mental wellbeing by eating less processed foods.

**We are what we eat**

Our choices about our food have a major effect not just on our wellbeing, but also on the environment. We depend on the planet for every mouthful of our food. As individuals we can make a difference. There are some simple ways to have a healthy and more climate-friendly diet.

We could buy in-season UK fruit and vegetables, have meat-free days every week and introduce more plant-based meals into our diet.

A "flexitarian" diet increases the number of plant-based meals without completely excluding meat. Reducing meat and adding new foods to your diet can be very healthy. These plant-based protein rich foods include lentils, beans, peas, nuts and seeds.

Not convinced, sounds complicated? Baked beans on toast must be one of the cheapest, quickest and easiest vegetarian meals. Some commercial brands contain lots of salt and sugar, so you might even like to try making your own.

If this inspires you to try some plant-based recipes, there's a recipe for baked beans on page 20 for you to try. There are also some delicious-looking easy plant-based recipes from all over the world at this website [www.veguary.com/recipes](http://www.veguary.com/recipes). If you are not able to use the internet, our public libraries stock a wide choice of recipe books to borrow.

*Eating locally produced food, whether you've managed to grow some yourself or bought it from a local producer, tends to be good for our health and wellbeing, for our pockets, and is good for the planet.*

# Westcott Way community project

**SALLY HUTTER**  
Mobile Support Officer

Four communal raised flower beds have been installed at one of the blocks of flats at Westcott Way.

This came about initially from a very keen gardener who could not stop planting flowers, where ever they could. A chance remark on how to solve this issue was suggested by an Estate Management Officer, whose suggestion was to get some raised flowers beds.

I spoke to the tenant concerned who was very keen on this and I set about applying to the Community Initiative Fund. The application was successful and two bespoke raised flower/veg beds were then made by a local gardening company. This in turn gave the tenant motivation to completely transform a dull concrete communal area into a beautiful tranquil gardening area.

Other tenants in the adjacent blocks also embraced this concept and a further two raised beds were successfully applied for, again this has transformed the area and given a lot of joy and a sense of purpose and pride.

The raised beds are waist height and are bespoke in size to the individual area. This allows tenants who have mobility issues to take part in an activity that may otherwise have proved difficult.

Gardening and the achievements it brings, not only impacts on the outlook of the area, but also benefits widely to the wellbeing of the community.

**Tenants using the raised beds said:**

*'The raised beds have allowed me to do an activity I really enjoy and would not have been possible were it not for the ease of access. This really has made a difference to me.'* Gary

*'This has given me the opportunity to do what I love doing best and not to worry about my back problems.'* David



# Tenant bouquet

**SARAH ROUTLEY**  
Mobile Support Officer

I would like to nominate Ms Aileen Harris of Albion Court, Exmouth for her tremendous efforts in bringing life to Albion Court communal gardens. She enlisted the support of some neighbours.

Aileen also emptied the bin rooms of poorly disposed of items, ready for collection by Street Scene and swept through. This was no easy task and she worked incredibly hard. She deserves a huge thank you.



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

Billy on Axmouth Beach  
taken by Ms B

