

HOUSING MATTERS

The magazine for
East Devon District Council
tenants and leaseholders

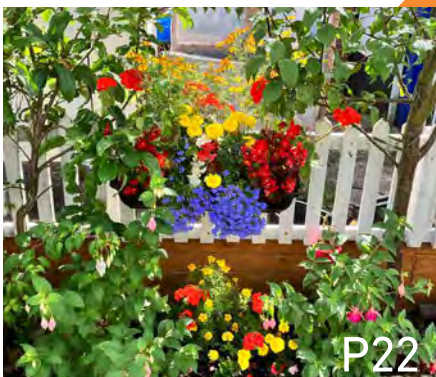
By post, email, online or audio cd
eastdevon.gov.uk/housingmatters

YOUR SUMMER 2024 EDITION



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Community Initiative Fund



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Join the Housing Review Board

News | Information | Contact details | Articles from tenants

CONTRIBUTE! WE NEED TO HEAR FROM YOU

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 Communities Team with your contribution ideas.

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 Communities Team. *Housing Matters* is also available online at eastdevon.gov.uk/housing-matters.

ABOUT THIS MAGAZINE

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

Editorial Group

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

Sandra Ward is the Chair of the Axe Valley and West Dorset Ring and Ride. She lives in Kilmington and has a long history of involvement in the editorial group.

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

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

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

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

Maria Johnson is a grandmother of 12, a keen bowler for Seaton and Devon. Had a variety of jobs, ranging from Sales Assistant, Caretaker, Boat Painter, Special Constable and Author.

Do you have a comment, compliment or complaint?

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

If you are dissatisfied with any service you receive in housing please get in touch with the relevant department.

We encourage all our staff to work with customers and to try to find a resolution to any expressions of dissatisfaction. In many cases we can resolve an issue very quickly – by putting the problem right straight away.

Complaints

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

a) by email to

complaints@eastdevon.gov.uk

b) via our website (<https://eastdevon.gov.uk/customer-services/feedback-and-complaints/complaints/make-a-complaint/>) or;

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

d) OR in person or over the telephone.



CONTACT US

The Communities Team

Phone: 01395 517453

Email: tenantparticipation@eastdevon.gov.uk

Write: East Devon District Council,

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

Our offices at Blackdown House, Honiton is open Monday to Thursday each week from 9am – 1pm, and Exmouth Town Hall is open Monday – Friday 9am – 4pm.

Keep Up to date

Online: eastdevon.gov.uk/news

X: @eastdevon

f Facebook: eastdevon

Instagram: @eastdevondistrictcouncil

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



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

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

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2024



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HELLO

Stay tuned, stay connected, and stay inspired with our Summer Edition of the Housing Matters.

Let's make this season one to remember!

In this issue, we are thrilled to bring you a collection of insightful articles and engaging events designed to enhance your housing experience and foster a sense of community within our council tenants' network. From essential safety tips to exciting community activities, we have curated a diverse range of content to keep you informed, inspired, and connected this summer.

Celebrate the green thumbs and creative talents in our community as we announce the winners of the garden competition. Be inspired by their innovative designs, sustainable practices, and beautiful outdoor spaces that showcase the beauty of nature right at your doorstep.

As we transition into the autumn season, equip yourself with practical gardening tips and expert advice to prepare your garden for the changing weather ahead. From planting to pruning, from composting to conserving, we have got you covered with essential insights to help your garden thrive in the coming months.

Explore the latest updates on consumer standards and regulations, and gain a deeper understanding of your rights and responsibilities as a valued council tenant. Stay informed, stay empowered, and stay ahead of the curve.

Thank you for reading. Your support, engagement, and participation make our community stronger, more resilient, and more united than ever before.



Just for fun!

How many differences can you spot in this chaotic summer scene? If you find 5 well done! If you find 10 or even more, you are a star.

WHAT'S ON | Community Centres

A great way to make new friends

A wonderful way to make new friends. Did you also know that you can hire the community centres? Contact our booking coordinator on **01395 571696** or **01395 571756**.

BROADVIEW, BROADCLYST

Coffee Mornings:

Mondays 10am-12pm

Community Hub:

Wednesdays 10am – 4pm

Craft Group:

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

CHURCHILL COURT, LYMPSTONE

Community Hub:

Thursdays 11am – 3pm

CLAYTON HOUSE, EXMOUTH

Open door - Men's Shed:

Tuesdays, Wednesdays, Thursdays 10am-4pm.
enquiries to: menshed@opendoorexmouth.org.uk

DUNNING COURT

Coffee Mornings:

Last Friday of the month 10am-12pm

LYMEBOURNE, SIDMOUTH

Community Hub:

Thursday 10am – 4pm

Christian Free Church:

Sundays 10:30am – 12:30pm

MILLWEY, AXMINSTER

Brownies:

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

Community Hub:

Mondays 10am – 3pm

Bingo:

3rd Friday of every month 1pm – 4pm

Community Larder:

Wednesdays 2pm-4pm

Digital Inclusion Workshops:

3rd Monday of each month from September to November. 10 -12am. Drop -in session for help with your own device 12.30 -2.30pm

MORGAN COURT, EXMOUTH

Exmouth dementia carers group:

3rd Tuesday of each month 2pm – 4pm
We meet for a cup of tea and chat with an occasional speaker on relevant subjects.

Community Hub:

Wednesdays 10am – 3pm

The Welcome Centre and lunch club:

Thursdays and Fridays 9:30am – 3:30pm

Crafts, exercise, games, free tea, and coffee. Full day £38 (includes two course lunch), half day £28 (includes two-course lunch), lunch only £9. Contact Angela Boatwright on 07423041146.

PALMER HOUSE, EXMOUTH

Craft group:

Mondays 10am – 12pm

Brixington Ladies Getaway club:

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

Lunch club:

Fridays 10am – 1:30pm

Cake and Bingo:

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

Communally Curative Creatures Ceramics Club Pottery Workshop:

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

PARK CLOSE, WOODBURY

Afternoon tea:

Mondays 2pm-4pm

Bring your own computer club:

Every other Wednesday 2pm-4pm (starting 4th Sept)

Bring your own craft afternoon:

Thursdays 2pm-4pm

Community Hub:

Fridays 10am – 4pm

RATCLIFFE HOUSE, BURNSIDE, EXMOUTH

Community Hub:

Mondays 10am – 3pm

Coffee Morning:

Fridays 10am-12pm

Day trips from Burnside:

Contact Rodney on 07766887173 for more information and prices

Digital Inclusion Workshops:

1st Monday of each month from September to November. 10 -12am. Drop -in session for help with your own device 12.30 -2.30pm

YONDER CLOSE, OTTERY ST MARY

Community Hub:

Thursdays 10am – 3pm


WHAT'S ON


SEPTEMBER –


DECEMBER 2024







WHAT'S ON

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

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

 Events from the Communities Team: these events are FREE and held in your community so keep an eye out for ones in your area. Everyone is welcome at these events.

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

SEPT	1 SUN  Lions 10km Run, Withy Pitches, Exmouth 10am -12pm	3 TUE  Digital Support. Ratcliffe House, Burnside, Exmouth. 10am workshop. 12.30 Drop-in sessions	10 TUE  Resident and Leaseholder panel meeting Blackdown House Honiton 2- 4pm	13 FRI  Gas Safety Awareness week coffee morning at Dunning court Community Centre 10am – 12pm	17 TUE  Digital Support. Millwey Community Centre, Axminster 10am workshop. 12.30 Drop-in sessions
18 WED  Housing Complaints Support Panel. Blackdown House, Honiton	18-22 WED - SUN  Budleigh Salterton Literary Festival 09am-7.30pm each day	22 SUN  Royal British Legion (Market Garden), The Strand, Exmouth - 10:30am-11:35am	24 TUE  Fire door safety week bingo: Trumps court Sidmouth 10am -12pm	29 SUN  Salmon Run Starts at Mamhead Slipway, Exmouth - 7am start	OCT
1 TUE  Digital Support. Ratcliffe House, Burnside, Exmouth. 10am workshop. 12.30 Drop-in sessions	15 TUE  Digital Support. Millwey Community Centre, Axminster. 10am workshop. 12.30 Drop-in sessions	19 SAT  Ottery St Mary Silver Band, Land of Canaan, Ottery St Mary 2:30pm-4:30pm	24 THU  Repairs and Maintenance group meeting at Blackdown House in Honiton 2-4pm	NOV	5 TUE  Digital Support. Ratcliffe house, Burnside, Exmouth. 10am workshop. 12.30 Drop-in sessions
7 THU  Housing Review Board meeting Blackdown House Honiton 10am start.	10 SUN  Remembrance Sunday, The Strand, Exmouth, 8am-4pm	11 MON  Armistice Day, The Strand, Exmouth 10:30am-11:45am	12 TUE  Resident Involvement monitoring group meeting Blackdown House 2- 4pm	19 TUE  Digital Support. Millwey Community Centre, Axminster 10am Drop-in 12.30pm	20 WED  Housing complaint support panel Blackdown House Honiton 1:30-3:30pm
DEC	10 TUE  Resident and leaseholder panel meeting Blackdown House Honiton 2-4pm				

YOUR COUNCIL

Improving Social Housing Standards Across the Country

In April of this year, a new law was passed, called The Social Housing Regulation Act 2023. It sets out 4 standards which social housing landlords must meet. A government body, called the Social Housing Regulator, will be visiting and inspecting all social landlords to check they are following the new rules.

The 4 standards are

1. Safety and Quality
Homes must meet set levels of safety and quality. Wellbeing of tenants must also be considered

2. Transparency, Influence and Accountability
Landlords must be open with tenants and treat them with fairness and respect. Tenants have rights to access services, raise complaints where needed, and influence decision making. They must also be kept updated on the overall

3. Neighbourhood and Community
Neighbourhoods should be managed in such a way as to create a sense of community. Communal areas around homes must be kept clean and safe. Landlords must work to improve wellbeing in areas where they provide housing.

4. Tenancy Standard
Landlords must allocate and let homes fairly. They must provide support to their tenants throughout their tenancy, from the initial allocation of a property, right through to the ending of that tenancy.

If you would like to know more about the new standards and legislation, then please visit: Regulatory standards for landlords - GOV.UK (www.gov.uk)
Or scan the QR code:



To find out more about the work EDDC does to meet these standards, why not consider joining one of our Resident Involvement Groups. Go to the East Devon District Council website and search for Resident Involvement Menu
Or scan the QR code

Or contact Tenant Participation: 01395 517453

tenantparticipation@eastdevon.gov.uk

COMMUNITY POP UP EVENTS

Throughout the spring and summer, the Communities Team, along with colleagues from all areas of the Housing Service, were out and about, hosting a variety of pop-up events across the district.

We explored a Community Garden in Sidford, enjoyed a family barbecue in Colyton, and hosted pre-loved clothing events in Exmouth and Axminster. Our last summer event took place in Budleigh Salterton, where cream teas were the order of the day.

We were joined by a variety of partner agencies and groups who provided activities and advice on all kinds of things from how to make your own compost to saving money on your energy bills.

We were delighted to see well over 100 residents come and enjoy the activities and refreshments on offer.



Refreshments with friends in Exmouth



Enjoying pre loved clothing

Decisions, decisions!

Story telling in the community garden



Playing connect 4 at the family BBQ



Recycling game being played in Colyton






Many of our visitors spent time with officers from across our Housing Teams, finding out about the things that matter to them, and letting us know what they would like us to do to support them.

There was also lots of support and advice available to help with money challenges, mental health, and information on community groups operating in the areas we visited.

Keep your eyes open for leaflets dropping through your door, keep an eye on social media posts and email notifications, as we may still add more dates and venues!!

Follow East Devon District Council on:

-  eastdevon
-  @eastdevondistrictcouncil
-  @eastdevon

We look forward to meeting you 😊



Pre-loved clothing event at Axminster



Easter crafts at Sidford



Importance of Gas Servicing

We would like to thank those tenants who make the effort to meet our contractors at your properties for your gas checks.

However, EDDC are finding a higher rate of no access on gas service visits and would like to ask tenants, to help out by letting them into your home.

Having easier access to your property will help keep you safe allowing your yearly gas service to be completed.

The yearly gas service is a legal requirement. EDDC does not want to force entry into your property but will in order to keep both our tenants and our properties safe.

Every year in the UK between 30 and 50 people die from gas related incidents in the home and in the workplace; around 20% of these deaths are due to gas explosions and fire, the remaining 80% fall victim to the silent and invisible killer known as carbon monoxide.

Regularly servicing appliances

Regularly servicing household gas appliances helps ensure efficiency and continued safe use and importantly, provides peace of mind as well as being a legal requirement.

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

When gas appliances are not regularly maintained the dangers of gas leaks, explosion, and carbon monoxide poisoning are increased. Appliances that carry risk include:

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



Gas safety bingo and coffee morning at Dunning Court Community Centre Honiton Friday 13th September from 10am to 12pm.

Voucher prizes available, all welcome and completely FREE .

Gas safety checks and servicing

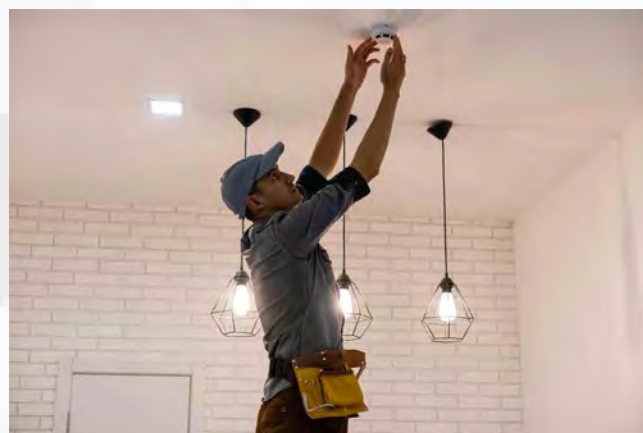
A periodic gas safety check will assess the basic safety of a gas appliance. This should be carried out by a qualified engineer who will visually inspect the appliance for signs of damage, wear and check all associated pipe work, air vents, and flues. EDDC will service gas appliances fitted by ourselves but any tenant owned gas appliances such as gas hobs and ovens should be serviced yearly by a qualified gas safe engineer arranged by the tenant.

A full gas safety check will include performance testing of the appliance and focus on four main areas:

- Gas appliances are operating on the design setting, burning correctly at the correct operating pressure.
- Harmful gases are vented unimpeded from the appliance safely to the outside environment.
- All ventilation routes are unobstructed and working efficiently.
- Safety and warning devices are working efficiently.

Airways and ventilation routes that are blocked, pose a very real risk to health and safety, and could result in a dangerous gas build up resulting in explosion and fire in the home.

Regardless of how much or how little you use a gas appliance, safety checks should be carried out regularly.



Carbon Monoxide – the silent killer

All too often, through tragic accident reporting in the press, we are made aware of the dangers of carbon monoxide poisoning; the invisible, and silent killer. Each year in the UK, between 30 and 50 people die from gas related incidents; with 80% of these falling victim to carbon monoxide poisoning.

EDDC will make sure a carbon monoxide alarm is fitted in any room with a gas appliance regardless of ownership and will test both the carbon monoxide and smoke alarms on the annual service. We will replace any faulty or out of date alarms to keep you safe on the visit. Occasionally return visits will be required if the alarm is an older type which requires replacing by an electrician but a battery alarm will be fitted until the electrician can fit the new alarm, please again allow access for the alarm to be replaced as this is for your safety.

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

Save the firefighter. Save the resident. Save your fire door!!

Fire doors have been engineered to withstand heat, smoke and flames, to give people more time to safely exit a property in the event of a fire.

They are built with a specialist fire-resistance which must be certified and is guaranteed by a rigorous testing regime. They also make for great security doors, as they are a solid 44mm thick!

This fire resistance helps to prevent the spread of fire and allows a firefighter more time to safely evacuate you in the event of a fire.



How do I know if I have a fire door?

If you live in a shared premises, whether that be a block of flats, house of multiple occupancy or a house that has been converted into two flats, then your front door is most likely a fire door.

What do I need to do?

As a tenant you have a shared responsibility with East Devon District Council to look after your front door and communal space doors.

Together, we can ensure East Devon remains in compliant hands.

How do I check my fire door?

See the table on the opposite page for details of what to look out for on your fire door.

MIND THE GAP

What is the difference between 3mm and 5mm?



No! Smoke or no smoke is the answer!

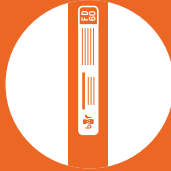




2mm?



5 Step Fire Door Check

Suspect the building you're living in, working in or visiting has a faulty fire door?
Don't walk by. Report it to whoever manages or owns the building.

You could save a life that day.

	Certification	Gaps	Seals	Hinges	Closing properly
WHAT TO CHECK	 <p>Look for a label or plug on top (or occasionally on the side) of the door.</p>	 <p>Check the gaps around the top and sides of the door are consistently less than 4mm when the door's closed. The gap under the door can be slightly larger (up to 8mm), but it does depend on the door. Ideally, you should not see light under the door.</p>	 <p>Look for any intumescent seals around the door or frame. Check they're intact with no sign of damage.</p>	 <p>Check all hinges are firmly fixed (three or more of them), with no missing or broken screws.</p>	 <p>Check the door closes firmly onto the latch without sticking on the floor or the frame.</p>
WHY	Without a certification mark, you cannot be sure this really is a fire door.	Make sure gaps are not so big that smoke and fire could travel through the cracks.	Be sure the seals will expand if they're in contact with heat, and will stop the fire (and in some cases smoke) moving through the cracks.	Be sure the door has been properly maintained, and in the intensity of a fire will perform properly.	A fire door only works when it's closed. A fire door is completely useless if it's wedged open or can't close fully.
HOW	Use a mirror or the selfie function on your camera phone.	Use a £1 coin to give a feel for scale, this is about 3mm thick.	Take a look at the edges of the door and frame.	Open the door and take a look at the hinges.	Open the door about halfway, let go and see what happens when you allow it to close by itself.
CONCERNS	Report it	Report it	Report it	Report it	Report it



!
A 2-4mm gap will allow the seal expansion to ensure your door protects you for up to 30 minutes!

!
Fire rated hinges and lock/handles also are designed to stabilise the door from heat movement.

!
Smoke seals prevent smoke, which, did you know is the biggest killer from fire?

!
Having a compliant 30 minute fire door helps maximise your chances of surviving a hot situation.



Join us for Fire Safety Bingo and Coffee Morning Tuesday 24th September? 10-12 at Trumps Court, Sidmouth.



Quality counts in recycling

We need your help to ensure the resources that we recover from East Devon's household waste are of sufficient quality to be recycled and turned into new products and reduce the dependence on using virgin raw materials.

Please use your recycling sacks only for the packaging items on the bag. There are some households putting 'rogue' items into their sacks in addition to the packaging that we collect from the kerb-side. This is called 'Wish-Cycling'.

Common 'rogue' items that we find in sacks when we unload at the depot are – baking trays, frying pans and saucepans and electrical items.

All these items should be recycled – electrical items should be put into your recycling box and other metal items such as cookware should be recycled by taking them to a household recycling centre.

If you need more information on what kerb-side recycling containers can hold contact the following:

- East Devon App
- East Devon web-site also
- Devon Alexa recycling skill.

To check what you can recycle at the household recycling centres run by Devon County Council please go to (www.devon.gov.uk/wasteandrecycling) Thank you for recycling and helping to build the circular economy.

We need your help to protect our crews, vehicles and depot

We need your help in recycling hazardous items safely. In the recycling and waste sector there has been an increase in the incidents of fires in collection vehicles and at sorting depots.

Materials that can lead to fires are – batteries, electrical items containing batteries, vapes and gas canisters.

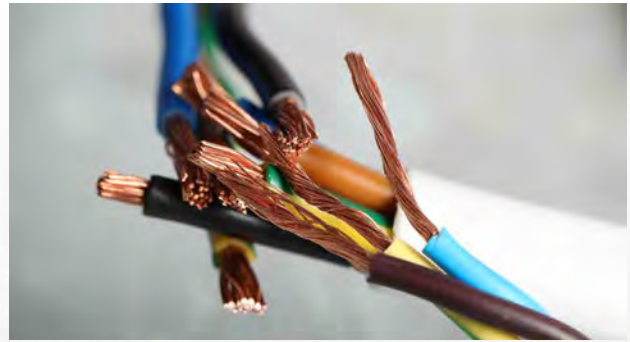




Batteries

If you are recycling batteries at the kerb-side please put them in a clear plastic bag before putting them in your recycling box so that our crews can easily spot them and ensure that they are put into the correct compartment on the vehicle.

Please do not put batteries in your general waste bin as they can be compacted in the collection vehicle which can cause fires.



Electrical items

Recycling small electrical items from your kerb-side must be put into your recycling box. Our crews can then put them into the correct compartment on the vehicle. Please do not put electricals into your recycling sack or general waste bin. They will be compacted in the vehicle and could combust under the pressure.



Vapes

The lithium batteries in vapes have a high risk of combusting if they are compacted. Please take your disposable vapes back to your retailer who should have a return and recycling system in place. Alternatively vapes can be recycled at a household recycling centre. The household recycling centres in East Devon have vape recycling points.



Gas canisters

We are increasingly finding gas canisters in our recycling sacks. While we encourage the recycling of household aerosols we are unable to recycle fuel containers from the kerb-side due to the high fire risk these items present. With the summer picnic and camping season fast approaching we are expecting more of these types of portable fuel containers to be used. If you have gas canisters please take them to a household recycling centre to be safely handled and recycled correctly. Do not put gas canisters in your general waste bin as they have a high fire risk when compacted within the collection vehicle. Thank you for recycling safely and helping to protect our crews, vehicles and depot.

GET INVOLVED

Community Initiative Fund is now open

Attention all changemakers and innovators.

Applications are now open for the Community Initiative Fund – seize the opportunity to improve your community. Deadline for this round of funding is the end of September.

The Community Initiative fund runs all year with the panel meeting on a quarterly basis to deliberate and determine the recipients of the grant.

This fund is open to EDDC (East Devon District Council) tenants to help towards the cost of arranging an event, activity, or initiative in your local community.

(For example; youth projects, fun days, sports events, benches, notice boards)

You can apply for up to £350 towards the cost of a one-day event and up to £750 towards the cost of a longer-term initiative.

Items such as benches, community space improvements applications up to £1500 will be considered.

So, get together with your neighbours and put your thinking caps on.

For an application pack or more information contact the communities team on: 01395 517 435 or e-mail us at tenantparticipation@eastdevon.gov.uk

The friends of Orchard Close applied for a garden shed alongside an assortment of plants to further their efforts started by 2 neighbours. The group is growing and we are excited to see what they make of their gardens



Quote from tenants Rachel Browne and Liz Haines

The sun shone on Orchard Close, Sidford, in July. There was laughter, music, and food in abundance as ideas were shared by residents old and young, and their friends. Neighbours gathered to discuss how they could contribute their ideas, tools, and time to come together and make their Close beautiful again. Although this project is still in its early stages, the momentum is gathering and the garden party, funded by the EDDC Community Initiative Fund, was a successful start to the sharing of Liz and Rachels' vision over a friendly cup of tea.

Friends Of Orchard Close' is Open to welcoming all to join us at our 2nd garden party being planned for August.





Funding awarded for rewilding at Dray Court

We are always keen to help a tenant who comes to us to ask for a rewilding project in their area, especially when the tenant is as enthusiastic as Anya at Dray Court. Having raised several hundred pounds in donations of plants and equipment already, her request for support from the Community Initiative fund was an ideal match.

Dray Court provides sheltered housing so not everyone is up to gardening, but I wanted to provide them with something good to look at as well as providing a home for wildlife. Therefore, getting volunteers to help from the community was essential and I asked for help from Exmouth Community Facebook page and was amazed at the positive response. I also approached the local Co-op, and they sent a couple of helpers, provided refreshments on the initial planting day, and donated some compost. 'Garden on a Roll' also donated 60 plants so it's always worth asking. We have planted this bed with 'shaggy' planting that wildlife prefers and ensured all the perennials in the bed are ones that attract bees, butterflies, and lady birds for example. Shaggy planting means plants and grasses of different heights rather than the traditional formal bed layout. We are also all grateful to the Community Initiative Fund for its help in keeping this project going and to the tenants that were able to help or donate.

Your Housing Review Board needs you!

£550 per year if you attend two meetings or more!

Can you spare up to 12 hours a year? The Housing Review Board hold 4 meetings a year. This is your opportunity to have your say in how your Housing Service is shaped... and the best thing is, we will pay you for your time.

We are offering an optional £550 per year, plus your travel expenses. The Housing Review Board meet every three months to hear about and discuss the current and planned future work within the Housing Service. The board meet to discuss this work, give feedback and scrutiny for consideration, and vote to approve various policies and changes across our housing service. They also monitor how well we are performing against our targets.

It is important that the board has tenant representatives to promote the voice of those who live in our properties. The board is made up of councillors, tenants, and independent community representatives, and we have 5 tenant spaces available (one of which can be occupied by one of our leaseholders). The role does involve reading and research in your own time. All travel and childcare costs are covered, alongside a payment of £550 a year for your ongoing commitment.

This role needs members who:

- Are confident to express your views
- Can work with others
- Understand services and priorities for tenants

We provide lots of training, so experience is not necessary. All we ask is that you have a passion and desire to shape our housing services!

If you think this role would suit you or you would like more information, please call democratic services on **01395 517 546** or email athompson@eastdevon.gov.uk for an application form.

You can watch meetings of the Housing Review Board on You Tube. Just search for East Devon District Council Housing Review Board. They are broadcast live as they happen, and remain online for you to see afterwards.

All the reports presented to the Board, and minutes of their meetings, are freely available for you to see on our website. www.eastdevon.gov.uk Just follow the links from the home page to Council and Democracy/Committees, Meetings, Minutes and agendas. Or use this QR code



Meet the Housing Ombudsman

On May 10th 8 tenants attended a 'Meet the Ombudsman' event at Sandy Park in Exeter. The event had been arranged in partnership with Mid Devon District Council and Exeter City Council and was an opportunity for tenants to meet the Housing Ombudsman, hear about what the organisation does and how the complaints process works. The morning was filled with lots of great questions and valuable insights into how the Housing Ombudsman investigates complaints cases which the tenant and landlord have not been able to resolve. The takeaway message from the day was that the Ombudsman is there to provide a free, independent and impartial service to all tenants and landlords.



If you would like to find out more about the ombudsman there is lots of information on their website: www.housing-ombudsman.org.uk

COMPETITION TIME

SUMMER WORDSEARCH

WIN!

1ST PRIZE £100

2 RUNNERS UP PRIZES OF £50 EACH

How to enter: Complete the word search, one of the words is missing! Send entries telling us the missing word along with your name, address, age to tenantparticipation@eastdevon.gov.uk (other ways to enter on page 2) by 4th October.

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

- | | | |
|-----------|----------|------------|
| BEACH | HOLIDAYS | SOMBRERO |
| BEACHBALL | ICECREAM | SUNGLASSES |
| BRIGHT | PADDLING | SUNSHINE |
| FESTIVALS | POOL | WARM |
| FETE | SAND | WAVES |
| FLOWERS | SEASIDE | |

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

The winners of the spring sports wordsearch competition were:

1st Prize - Lynda Barrett

Runners up - Christopher Davenport & Margaret Boyles

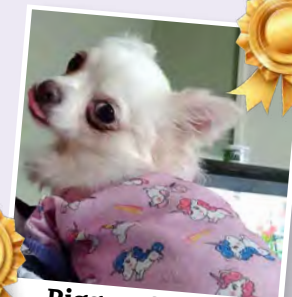
We had some great entries for the Pet competition



Caught in the act



Cutest



Biggest Smile



Caught in the act



Cutest



Biggest Smile

Housing Matters Survey Results

In the Spring edition of *Housing Matters* we asked you what your thoughts on your magazine were. This is what you told us:

Total number of surveys returned 190

Number of people who gave this answer

% of people who gave this answer

Question	Response	Number of people who gave this answer	% of people who gave this answer
Q1: In which format would you like to receive your Housing Matters magazine	A: Printed version	148	78%
	B: Large Print version	15	8%
	C: Audio CD	0	0%
	D: Email	11	6%
	E: Prefer not to receive	14	8%
Q2: I always read my Housing Matters magazine	A: Strongly Agree or Agree	172	91%
	B: Disagree or strongly disagree	13	7%
Q3: I find the housing safety articles useful	A: Strongly Agree or Agree	171	90%
	B: Disagree or strongly disagree	10	5%
Q4: I find the magazine useful for keeping me up to date with housing changes	A: Strongly Agree or Agree	163	86%
	B: Disagree or strongly disagree	14	7%
Q5: I enjoy the 'At Home' section	A: Strongly Agree or Agree	165	87%
	B: Disagree or strongly disagree	17	9%
Q6: I enjoy the 'In Your Community' section	A: Strongly Agree or Agree	165	87%
	B: Disagree or strongly disagree	15	7%
Q7: I find the length of the magazine just right	A: Strongly Agree or Agree	174	92%
	B: Disagree or strongly disagree	13	7%

(Totals do not add up to 100% as not all answers were completed on every survey which was returned)

Join Our Panel and Shape the Future of Council Housing

There are many ways you can get involved with the housing service. We are launching a new group - The Resident and Leaseholder Panel.

Are you passionate about improving the quality of housing services for tenants in our community? Do you want to have a direct impact on how the council housing department serves our residents? If so, we invite you to join our new Resident and leaseholder Panel dedicated to enhancing the housing experience for all tenants.

We believe that the voices of our tenants are invaluable in shaping the future of our housing services. By joining this Panel, you will have the opportunity to collaborate with fellow residents, council representatives, and housing experts to address key issues, propose innovative solutions, and advocate for positive changes within our housing department.

1. Share your thoughts and ideas.

Your insights and experiences as a tenant are crucial in helping us to understand the challenges and concerns faced by our communities.

2. Help us to make decisions.

Your feedback will guide us to make informed decisions which will improve housing services.

3. Listen to the views of staff, contractors, and others.

shared, solutions are developed, and positive changes are implemented.

Joining our Panel is an excellent opportunity to contribute to the betterment of our housing community, connect with like-minded individuals, and be part of a positive change initiative that benefits all tenants. Your participation is highly valued, and your voice matters in building a stronger, more supportive housing service for everyone.

For more information on how to join the Resident and Leaseholder Panel, please contact the communities team on 01395 517 453, email us

at tenantparticipation@eastdevon.gov.uk or visit www.eastdevon.gov.uk/residents-voice to express your interest and be part of this journey towards better housing services for all.

Let's work together to shape a brighter future for our housing community.

Come and join us for our first meeting!! Please let us know if you can make it. Meeting details are below.'

Note:

First meeting: 10th September at Blackdown House Honiton, EX14 1XQ 2pm - 4pm

Garden competition 2024

In a complete contrast to last year the judges headed out in glorious sunshine to visit the gardens which had been entered into this year's competition. From Bramford Speke to Seaton and Broadhembury to Budleigh they travelled the length and breadth of the district to see the hard work tenants had put in to their gardens. As usual there were lots of entries for the back, front and containers categories but we also had a lot of communal gardens so it was lovely to see so many groups working together to make their surroundings more beautiful and productive. There was some quite stiff competition but ultimately both judges agreed on a clear overall winner.

The results are as follows:
Overall winner
Jillian Start, Exmouth

Front Garden

Gold Sue Croft, Exmouth

Silver Tony Woodman, Seaton

Bronze Julie Kelleher, Broadhembury

Back Garden

Gold Pat Benton, Broadclyst

Silver Jillian Start, //Exmouth

Bronze Angela Walker, Honiton

Containers

Gold Pat Benton, Broadclyst

Silver David Stanbury Honiton

Bronze Maureen Bunker, Budleigh

Communal and friends

Gold Dray court, Exmouth

Silver Jillian Start, Exmouth

Bronze Jane Wood, Payhembury

Produce

Gold Viv Derek, Broadclyst

Silver Sue Croft, Exmouth

Bronze Jane Wood, Payhembury

Eco and wildlife

Gold Viv Derek, Broadclyst

Silver Jillian Start, Exmouth

Bronze Jane Wood, Payhembury

Disabled

Gold Andrew Pluska, Bramford Speke

Silver Maureen Bunker, Budleigh

Bronze Angela Walker, Honiton

First time

Gold David and Barbara Richards, Honiton

Silver Jane Cheyne, Broadclyst

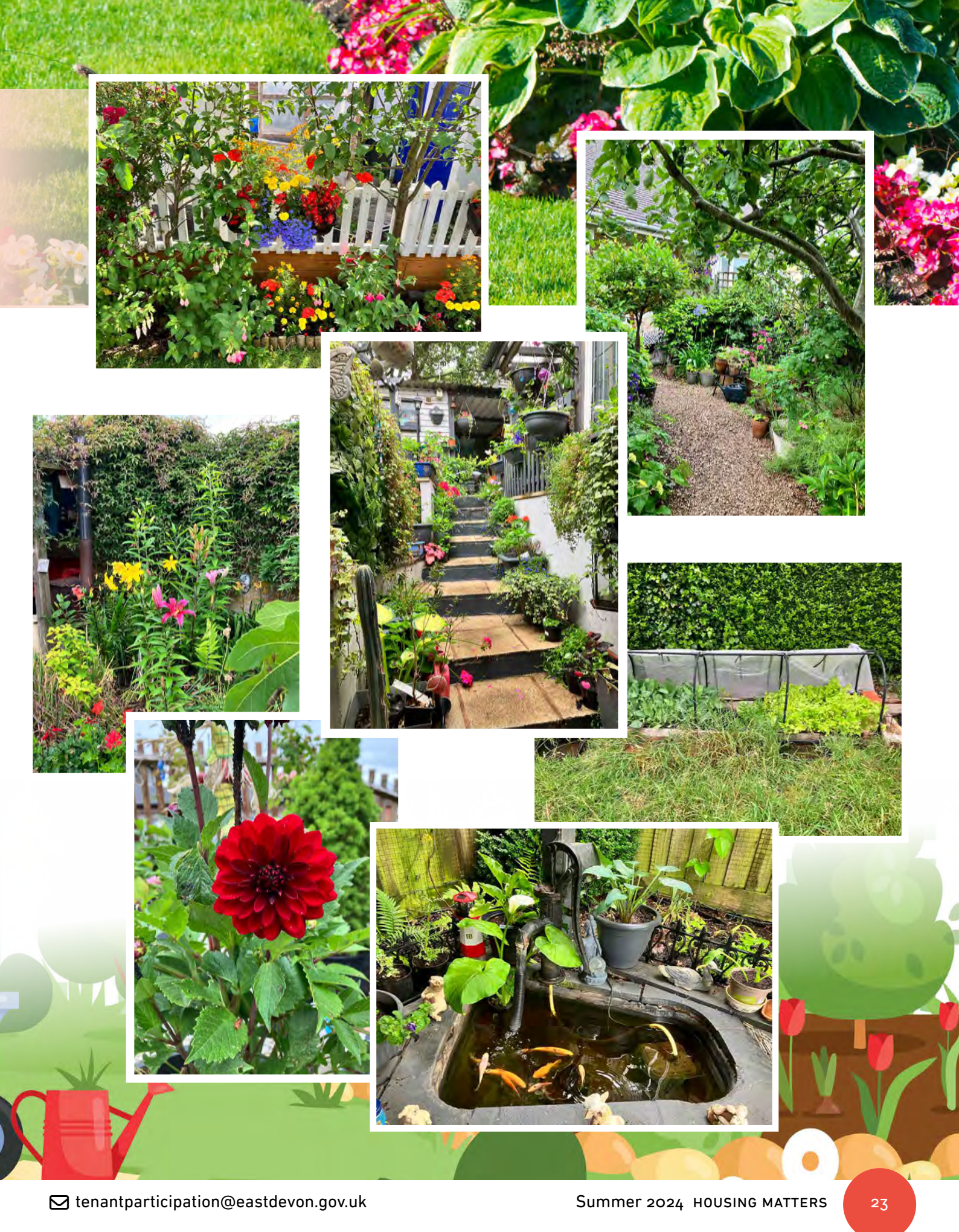
Bronze Sophie Moore, Exmouth

Youth

Gold The Dawson children, Budleigh

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

And last but not least, thank you as well to all the lovely tenants who welcomed us into their gardens and told us stories of how their gardens came about. We really enjoyed seeing them.



Love your garden – tips and tricks

SEPTEMBER

General jobs to do in your garden in September
This is a great time to tidy the garden and to look where you could possibly put some new bulbs. So this is the time to order those bulbs, roses, Herbaceous plants, shrubs and fruit bushes. You can also take cuttings of evergreen shrubs, Geraniums and hydrangeas, which is a great way to save money. Your ever green shrubs would appreciate a nice little pruning and shaping at this time.

House plants

Slightly reduce watering and feeding. Keep the tender plants away from windows on cold nights.

Transfer your plants that like plenty of light from a West window to south window if you have cacti reduce the amount of watering.

Patios and town centres

Frequently water your plants. Remove the dead flowers, discard plants past their best and prepare containers for planting spring bulbs. Empty compost from containers not required during the winter.

OCTOBER

October, not a very exciting month in the garden.

Remove summer bedding plants ready to plant spring bedding and get it established before the severe weather begins.

This Is the time of year to keep those leaves off your lawn, so burn off those calories, by raking up fallen leaves.

If you have a little corner of the garden you could stack them up. Just wait for them to decompose, better still put them on your compost heap if you have one.

Patios & town gardens

Remove plants that are past their best. Pot up tender plants and bring indoors. Move the trees and shrubs that you have in containers to a less exposed position and protect with straw or bracken. Plant containers with dwarf conifer's heathers and skimmias and underplant with bulbs.

Houseplants

Soak newly acquired plants in a bucket of water. Place plants where they will be warm but not subject to direct heat. Where they will get plenty of light but be out of draughts. Keep them away from frosty windows at night.

NOVEMBER

In spite of cold raw days and frequent fog. This is a good month for planting shrubs and herbaceous plants at the clearing up before winter.

Lift fuchsias, begonias and geraniums and bring inside. Dig vacant ground and leave it rough for the frost to break down. Dress heavy soil with lime, plant trees and shrubs arriving from nursery. If weather is not fit for planting heel them in, clear up fallen leaves and cut down the herbaceous plants to 18 inches above soil level.

House plants

Try to avoid drastic fluctuations of temperature. Reduce watering so that the soil surface is almost dry, but the roots are slightly moist. Use fertiliser only on the plants in flower or growing strongly. Give the plants plenty of light, but do not leave them so close to a window that they can be damaged by night frosts.

Patios and town gardens

This is a suitable time to plant trees and shrubs in containers. Among low growing evergreens which will provide winter colour.

Even for your largest containers, avoid trees and shrubs with a height or spread of more than 6 feet. Where a plant will reach these limits, the container should be at least 18 inches deep and wide. The container should also have a broad base or be sufficiently heavy not to be blown over by the wind.

DECEMBER

Fruit trees can be pruned, plots tided and frost precautions taken before the Christmas holiday puts a temporary stop to gardening.

Protect autumn planted evergreen shrubs against east winds. Lag or cover outdoor taps and water pipes to protect against freezing.

Houseplants

Keep plants on the dry side and give them plenty of light. Avoid both under and over watering. Keep pots of bulbs moist, but not too hot and plant them outdoors after they have flowered.

Patios and town gardens

Protect valuable trees and shrubs. Plant in containers during fine weather.

As it is the season to be jolly, take advantage of what you have in your garden and make some wonderful Christmas decorations. Especially from your evergreens. Go for a little walk and collect what you can and bring a lot of outside inside for your Christmas celebrations.

Green Bins

In 2018 East Devon District Council launched a green waste collection service for its residents as an addition to its award-winning recycling system. The service has proven to be so popular that over 20,800 households have so far signed up for the service and together we have created a mini-green waste circular economy in the district.

The green waste collected from the kerbside is taken for composting at Hill Barton in East Devon. At the composting site the green material from gardens across the district is checked for any contaminants, shredded and then arranged in piles called windrows.

There are no additives, we just let Mother Nature do the rest with some gentle help by regularly turning the windrows. In 12 to 14 weeks this natural process turns the green materials to a high-quality compost. After testing to ensure the end product meets regulatory standards the compost is collected by local farmers for use as a natural soil conditioner on local fields – an impressive 7,800 tonnes were spread on our local fields in 2023. This means that our farmers have to use less oil based artificial fertilisers which is great to help with climate change.



The service is a great example of a local green enterprise which lots of East Devon residents can participate in, that is good for our environment and good for our economy – the service produces a valuable resource that is collected locally, composted locally and then used to benefit local farms – a truly East Devon circular economy green enterprise. As an added bonus 400 tonnes of our green waste compost was used to mulch beds in East Devon's public parks and open spaces last year.

Bug Hotel

Creating a bug hotel is a fun and eco-friendly way to attract beneficial insects to your garden. To make a bug hotel, you can use materials such as wood, bamboo, pinecones, and straw. Here's an easy guide to get you started:



1. Find a sturdy wooden box or build a frame using scrap wood.

2. Fill the box with a variety of materials like bamboo sticks, small logs, pinecones, straw, and dry leaves. These materials provide different habitats for various insects.

3. Place the bug hotel in a sheltered spot, preferably off the ground to protect it from moisture.

4. Check your bug hotel regularly to see which insects have taken up residence.

Send us pictures of your Bug Hotels to tenatnparticipation@eastdevon.gov.uk

Creating a bug hotel not only provides a habitat for beneficial insects but also helps to promote biodiversity in your garden.

Taking care of your cats



Yvonne – tenant

Our cats are like family member's, we love them and look after them. Unfortunately some cat's stray, get lost, and some get stolen.

From the 10th of June it is now law that all cats must be microchipped before they reach the age of 20 weeks, except for unowned cats like feral and community cats. Indoor only cats must be microchipped as well. As part of the new rules, you must keep your contact details up to date on a Defra-approved microchipping database.

Why should I microchip my cat?

It enables vets to reunite owners with their much-loved cats, and in most cases this is only possible thanks to microchips. No matter how far from home a cat is found, or how long they have been missing, having your cat microchipped gives them the best chance of being returned home safely to you. How does microchipping work?

A small chip is inserted under your cat's skin. This microchip gives your cat their own unique code.

When a cat is found away from home and taken to a vet, their microchip can be scanned electronically and matched to the owner's contact details, which are kept on a cat microchip database.

How much does it cost to microchip a cat?

In the UK, you can expect to pay anywhere between £20 and £30 to have your cat microchipped, depending on where you live. Speak to your local vet for details, or get in touch with your local rescue centre or cat charity. Cat rescue organisations may be able to microchip your cat for a reduced rate.

Are there ongoing costs associated with microchipping a cat?

Changing your contact details on a cat microchip database can sometimes mean paying a fee. Depending on the database, this might be a one-off fee for the lifetime of your cat, or a cost every time you update.

Will microchipping harm my cat?

The process of microchipping your cat is quick and is no more painful than an injection. There is no need for 'recovery' from the procedure and it won't cause your cat any discomfort or pain. In fact, they're unlikely to know it is even there.

How do I register a cat microchip?

If you have had your cat microchipped by a vet or organisation, they'll let you know how to register your details online. You'll usually be sent registration documents following the procedure, within a couple of weeks. If you don't receive anything, check with the person or organisation that microchipped your cat. Remember to keep your registration documents and cat's microchip number safe.

What if I move home or change my phone number?

Keeping your details up to date is really important. Unfortunately, many cats can't be reunited with their owners due to contact details being out of date. Updating your cat's microchip details is an easy process.

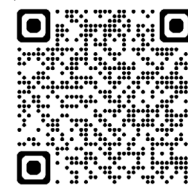
Get your cat's microchip number. Keep your cat's microchip number stored away so you can have it to hand. Not sure what it might be? Call your vet to see if they have it in their records, or take your cat to the vet to have them scanned.

Confirm your cat's microchip database.

Lost your original paperwork? You may be able to check which database your cat is registered with by entering their microchip number into the identi look-up tool.

Update your details. Now that you have your cat's number and contact information on the database, call them or go to their website to change your address or phone number.

Vets will check pets FREE if you have lost or do not know if your cat has been Micro chipped.



identi look-up tool



Who IS going to an optician these days?

Are they too expensive?

Sandra - tenant

This was a concern of mine having seen and heard of many avoiding going to get their eyes tested choosing instead to buy “readers” from those displays of glasses at supermarkets and general stores. They are very cheap, come in a range of colours and different lens strengths. But are they the best option for eyes?

Having got the permission of the EDDC magazine led team, I went out to investigate. I went to the shop bit of an optician on Chard Street in Axminster and had a general conversation with the shop manager and her very helpful staff. These are my findings. They are not meant to be ALL there is to know about getting your eyes tested and the reasons why, but I did hopefully ask those questions that many have and got back some good advice so here it is.

My first question was who gets free eye testing?

It's divided really into 2 groups (excluding those with medical conditions. I am no doctor and frankly couldn't spell half of those conditions anyway, but those that have, I hope, know).

Children get free tests up to the age of 18 if in full time education. You do not have to have a doctors or nurses note to get your child an eye test. They say around 3/4 years of age they generally see children and that makes sense. Getting their eyes checked before they go to school, so to speak.

Children get free lenses and frames, and these can be repaired free of charge should the child damage the glasses between visits to the optician.

You can get other glasses, but you will pay the surcharge on the £60 allowed and for any extras you want. However, should they get broken or need to be replaced unlike the free pairs you will be required to pay towards the cost. (apparently younger children frequently damage their glasses say 2/3 times a year so that could add up to a bit).

Adults may be able to get a free test and help towards buying glasses if they receive income related benefits. I didn't go into these, but it seems it's a good idea that if you think you may qualify to take your letter regarding your entitlement along with you when you book an appointment.

It's important to know that you will be issued with a certificate showing what type of lenses you need. This is separate from buying the frames. So you don't have to buy the frames on offer in the opticians you have visited and can take your certificate elsewhere to buy frames.

How much does a sight test cost?

Back came the answer pretty quick. £30, with the OCT included. OCT! (yep I did ask what it stood for still non the wiser but it seems it's a camera that takes a picture of the back of the eye that can spot diseases at an early stage.)

For those that are entitled to a free eye test the OCT is chargeable. At this Opticians it is £6. (Other ones may have different charging so ask). On balance, if, the budget can stretch to that, I think it might be well worth considering.

So, I asked what is the advantages to getting my eyes tested against just buying off the shelf, so to speak.



Well there are many and they are all important if you don't want to have serious eye problems in the future. The off the shelf ones just guess where the pupil of your eye is for instance. Having ill-fitting lenses long term can damage the lens of your eye.

Some people have say one eye long sighted the other short. This is not covered by the cheap ones. Some have problems within the eye itself and that need specific lenses also. If these conditions go untreated you might be storing up trouble for later.

Should those taking driving lessons, for instance have their eyes tested?

Yes, came back the answer. They pointed out that a 17-year-old, still in full time education could get that free of charge. A bonus really.

Can an optician see other medical conditions when having an eye test, you might not know you have?

Yes, is the short answer - lots. Some sounded quite serious from high blood pressure to tumours growing either in or around the eye area. I couldn't believe what an eye test can show about your general medical condition. Eyes, obviously besides being the window to the soul, are also medically a good way of knowing what's going on in your body.

"I know, I know" I said. But the cost of glasses can be beyond most people's purchasing power. How can you help?

They apparently have a scheme where you can pay, over 2 years interest free.

They also do insurance against breakages etc (though be warned these usually last only 12 months from purchase).

My last question was how often the eyes should be tested.

This, they said, would be a clinical judgement made by the optician at the time of testing.

Though generally it is either 1 or 2 years.

I had taken up enough of their time and it was lunchtime. So I thanked them all and left.

As I have stated, this is just a snapshot of why we should have our eyes tested and not rely on those off the shelf readers. I do hope you find this useful - I did.

Sandra



How to get online for less

In today's digital age, staying connected is more important than ever. For individuals living in social housing, affordable access to broadband and phone services can make a significant difference in their daily lives. Social tariffs, also known as essential or basic broadband packages, offer a solution for those on low incomes to stay connected without breaking the bank.

What are Social Tariffs? Social tariffs are discounted broadband and phone packages specifically designed for individuals claiming Universal Credit, Pension Credit, and other eligible benefits. These packages are priced lower than standard offerings and provide essential communication services at a reduced cost.

Benefits of Social Tariffs:

1. **Availability:** If you or a household member claim Universal Credit or other qualifying benefits, you may be eligible to switch to a social tariff.
2. **Affordability:** Prices for social tariffs typically range from £10 to £23 per month, offering significant savings compared to regular packages.

3. **Quality Service:** Most social tariffs provide fast, unlimited broadband with speeds over 30 Mbit/s, enabling activities like video calls, streaming, and online shopping.
4. **Low Setup Costs:** Providers offering social tariffs often require minimal setup fees, ensuring affordability from the start.
5. **Flexible Switching:** Switching to a social tariff is usually free, allowing you to change plans without additional charges.
6. **Price Stability:** The agreed-upon price for a social tariff remains constant throughout the contract term, preventing unexpected cost increases.
7. **No Exit Fees:** Should you need to leave the tariff before the contract ends, you won't incur any penalties.

Qualifying for Social Tariffs: Individuals receiving Universal Credit, Pension Credit, Employment and Support Allowance, Job-seeker's Allowance, Income Support, and other specified benefits are typically eligible for social tariffs. The primary beneficiary of the benefit must be the main account holder.

How to Apply:

1. Check if your current provider offers a social tariff. If not, consider switching to a provider that does.
2. Most applications can be completed online or by contacting your provider directly.
3. If switching providers, inquire about any penalty fees for early contract termination.

In conclusion, social tariffs present a valuable opportunity for residents to access essential communication services at reduced rates.

Remember, staying connected shouldn't be a luxury. Explore the available social tariffs using the QR code below or visiting the weblink www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs and find a plan that suits you.



Creating digital confidence – one cuppa at a time



Digital technology is playing an increasing role in our lives and, for many people, it is essential to the way that they socialise, work, shop, manage their finances, access services, and get entertainment. However, not everyone is online while others only use the internet in limited ways.

With this in mind the communities' team have teamed up with a company called Cosmic to provide workshops with the aim of increasing

individuals confidence using technology and the internet. The project is called Forever Connected – creating digital confidence.

The first workshop covered 'getting to know your device' and looked at how to make your own mobile work for you. Tenants who attended the session were able to increase the font size on their mobiles and learnt how their phones worked.



Jackie attended the first workshop in Exmouth and had this to say...

A friend Sandy (both from Woodbury) joined me at the creating digital confidence workshop in Exmouth it was relaxed, informative, interesting and welcoming. We were taught things on our mobile phones that we did not know existed and were very impressed. Sandy and I would highly recommend joining in, any questions you have will be answered in plain English (not tech) and you do not have to feel self-conscious.

We left holding our heads high and proud of learning a bit more Tech just like the grandchildren. Next time I will be taking my Tablet as I know there are a few things I get stuck on. Hope to see you there!

Jackie and Sandy

The morning sessions will be a Workshop starting at 10am and cover a variety of topics such as using hobby apps, technology demonstrations, using your phone in an emergency, video calling platforms, online shopping and banking, using emails and word all whilst thinking about your safety and security doing so.

The afternoon session will be starting

at 12.30 you can bring your own device whether that be a tablet, mobile phone, or a laptop along to get support and mentoring. If you don't have a device, why not come along for a cuppa, and get familiar with technology.

All sessions are free with all refreshments provided. To book your spot or for more information use the details at the bottom of the page. Or just pop along on the day we will be happy to help.

Starting from September...

Exmouth

1st Tuesday of each month at Ratcliffe House, Burnside, EX8 3AQ

10am Workshop followed by 12.30 -2.30 drop in session

Axminster

3rd Tuesday of each month at Millway Community Centre, First Avenue, EX14 5EX

10am Workshop followed by 12.30 -2.30 drop in session



RECIPES

With the autumn fast approaching here are some lovely warming soups to ward off the first autumnal chills, and make use of seasonal delicious veggies



CREAMY VEGETABLE SOUP

INGREDIENTS

- 50g butter
- 1 onion finely chopped
- 1 leek finely chopped (white and green parts separated)
- 300g swede (diced)
- 300g parsnip (diced)
- 300g carrot (diced)
- 2 celery sticks (diced)
- 1.5 litres stock (chicken or vegetable)
- Salt and pepper
- 300ml milk

METHOD

1. Heat the butter in a large saucepan. Add the onion and white chopped leeks and fry gently for 5 mins.
2. Add the other vegetables and stir everything together. Fry for a further few minutes.
3. Pour in the stock. Stir.
4. Simmer for 20 minutes until all the veg are tender and cooked through.
5. Using a stick blender/food processor puree until smooth.
6. Stir in the milk and gently reheat.

BEEF & BARLEY BROTH



INGREDIENTS

- 25g butter
- 250g braising beef. Fat removed and cut into cubes
- 1 large onion. Finely chopped
- 200g swede diced
- 150g carrot diced
- 100g pearl barley
- 2 litres beef stock
- 2 teaspoons English mustard

METHOD

1. Heat the butter in a large saucepan, add the beef and onion and fry for 5 minutes, stirring, until the beef is browned all over.
2. Stir in the vegetables, pearl barley, stock and mustard
3. Season, bring to the boil. Cover and simmer gently for 1hr 45 mins stirring occasionally

Don't let the insides of your Halloween pumpkin go to waste! With a little time, you can transform the scooped out insides of your pumpkin lantern into a delicious, warming treat!

HALLOWEEN PUMPKIN SOUP



INGREDIENTS

- 2 tbsps olive oil
- 1 onion roughly chopped
- 750g pumpkin cut into cubes
- 1teaspoon ground cumin
- 1 teaspoon ground coriander
- 1 teaspoon ground ginger
- 1 litre chicken or veg stock

METHOD

1. Heat the oil in a large saucepan. Add the onion and fry gently for 5 mins until begins to soften
2. Add the pumpkin and fry for a few more minutes gently stirring.
3. Add the cumin, coriander, and ginger and stir to combine
4. Pour in the stock. Cover and simmer for 30 mins, or until the pumpkin is tender.
5. Puree with a stick blender or in a food processor

Bereavement Groups in East Devon



If you are suffering from Bereavement, whether recent or in the past, there is a lot of help out there.

Grief is very personal, and the emotions you feel are often complex and conflicting. You might feel many different types of grief, and that's completely normal.

Grief is natural and it can last a long time. How you feel might be influenced by several things – such as your personality, past experiences, beliefs and relationship with the person who dies, as well as how they died.

Age UK, Samaritans, and Hospices, all have a lot of helpful advice on their websites. No one needs to suffer alone.

We have found details of some groups which offer drop-in sessions, support and advice throughout East Devon. If you are living with bereavement, maybe one of these can help you.



Sue Ryder

This charity supports people suffering from bereavement. There when it matters and offer an online support group as well as a personalised text support and video calling counselling. To sign up for these visit their website.

www.sueryder.org/grief-support/online-bereavement-support



Cruse Bereavement Care

Offer a Helpline run by trained bereavement volunteers, who offer emotional support to anyone affected by grief.

They'll give you space to talk about your feelings and how you've been coping. Their volunteers are completely non-judgemental and won't share what you've told them with anyone else, unless you are in danger.

Free to call :
0808 808 1677



Balloons Charity

Balloons support bereaved young people and children from 5 - 25 with a referral to their service. Their website has some helpful information and advice for those who need it.

www.balloonscharity.co.uk/get-support/



Pete's Dragons

Pete's Dragons has a passion for making sure those impacted by suicide are supported. The Dragons are a team that have experienced the aftermath first-hand and worked together to ensure that all those impacted by suicide in Devon and North Somerset have access to timely and appropriate support.

They offer a listening service which can be through face-to-face visits, over the telephone or even by email, whichever is right for you

If you need advice or support, do not hesitate to contact them via their online referral form (which you can find on the 'Contact' page on their website) www.petesdragons.org.uk

or by emailing support@petesdragons.org.uk

or just give them a call on 01395 277780.



Bereavement Groups in East Devon

At a loss bereavement group

Sidmouth Presbytery Room Radway

Road EX10 8TY. Every other Friday

(starting 13th September) 10.30 am to 12 noon.

Welcome pack provided with future dates at first attendance.

2 rooms available. Breakout room with a bereavement councillor to sit and chat with peer support available.

Activity room with peer support plus a selection of craft activities including memory boxes. Make friends, chat, support each other. Free tea and Coffee available.

All Welcome Tel 07930 335281 or terrymurkelly123@mail.com for more information or just drop in.

Otter Valley funerals -One Step forward support group

One Step Forward is held on the second Friday of every month, meeting outside the LED Exmouth at 2pm, heading back to the Wings bar for refreshments at 3pm. Anyone who is not quite up to a long walk is more than welcome to just come along at 3pm for refreshments! Free of charge and open to all, whether you have suffered a loss, are looking for new friends or just want to come along and support others, everyone is welcome.

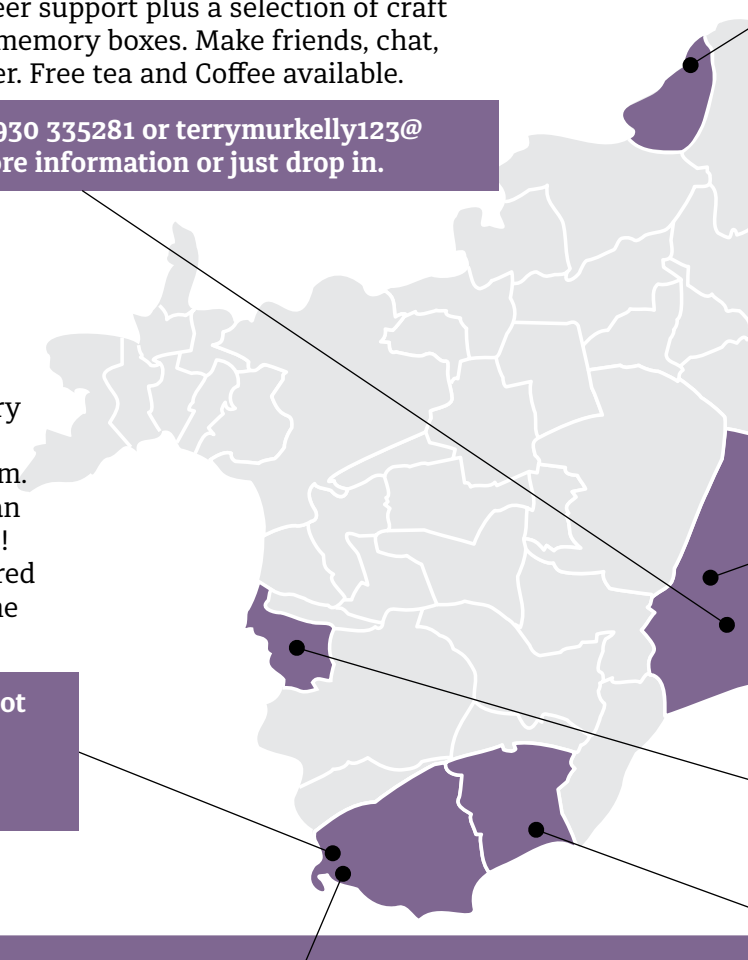
If you have any questions about the group please do not hesitate to get in touch on 01395 911118 at any time.
<https://www.ottervalleyfunerals.co.uk/free-bereavement-support/>

Hospice care - Bereavement Teas

To help you feel a sense of normality and to give you a safe space to talk over a cuppa, Hospice care offer drop-in bereavement teas across the heart of Devon.

Exmouth

Thursdays 2pm until 4pm at Devoncourt Hotel, 16 Douglas Avenue, Exmouth, EX8 2EX. Upcoming Exmouth drop-in sessions are on: 5 September, 3 October, 7 November, and 15 December.



The Blackdown Support Group

The Blackdown Support Group run regular peer support groups as well as one to one telephone support for those experiencing bereavement. They host two informal monthly sessions of listening and sharing for those who have experienced the loss of a loved one. The sessions take place at:

The Blackdown Healthy Living & Activity Centre Riverside, Hemyock, Cullompton, Devon, EX15 3SH on the second Wednesday of each month 2.30 - 4.00pm and the second Friday of each month, 10.30am - 12.00pm. Our volunteer can also arrange to speak to you privately if you prefer.
e-mail: d-ccg.bsgadmin@nhs.net
call: 01823 681036

Sid Valley HELP

Sid Valley Help is a local charity that provides information on health and social care support services in the Sid Valley. New Beginnings is an informal group designed to provide companionship and support for people who have recently been bereaved. New beginnings meet on Sundays for lunch and Wednesdays for coffee this could be at any of the many hotels, restaurants, and cafes in Sidmouth.

If you would like any more information contact Janet James or Frank Lawrence on Telephone: 01395 578269 or 01395 567989
e-mail: janet.james237@btinternet.com

Sidmouth Hospice at home

Sidmouth hospice at home have an expert lead team of bereavement support volunteers who benefit from initial and ongoing training to enable them to support those in need.

If you would like to access bereavement support, come along to their Sidmouth high street hub every Wednesday from 10.15am to 1-30pm. Their door is open and a warm welcome awaits.

Budleigh:

Wednesdays, 10:30am until 12:30pm at Wesleys Café, Temple Methodist Church, Fore St, Budleigh Salterton, EX9 6NH. Upcoming Budleigh drop-in sessions are on: 18 September, 16 October, 20 November, and 18 December.

Exeter/Crediton

Tuesdays 2pm until 4pm at Bernaville Nurseries, 3 Horse Shoes, Cowley, Exeter, EX5 5EU. Upcoming Exeter/Crediton drop-in sessions are on: 17 September, 15 October, 19 November, and 17 December

Axminster:

Thursdays, 2pm until 4pm at The Waffle House, Trinity House, Trinity Square, Axminster, EX13 5AP. Upcoming Axminster drop-in sessions are on: 12 September, 10 October, 14 November, and 12 December.

IN YOUR COMMUNITY

Seachange

Seachange is a charity based on East Budleigh Road, Budleigh Salterton EX9 6HF. Their aim is to make people happier and healthier, and they provide support throughout Exmouth, Woodbury, Budleigh Salterton, and the surrounding villages.

You can find connection and support at the SeaConnections Café, run by SeaChange.

Enjoy complimentary drinks and conversation in a relaxed setting. Feeling peckish? A delicious lunch menu is available to purchase from Launchpad or feel free to bring your own refreshments. Subsidized transport can be arranged subject to availability. Simply book your spot a week in advance. There's no charge to attend, but donations are always gratefully received. Monday's 11am - 1pm, excluding Bank holiday.

Seachange is a local charity dedicated to fostering a healthy and happy community. We believe in the power of connection and offer a wide range of activities, classes, and support services for all ages across Exmouth, Woodbury, Budleigh Salterton and surrounding villages.

Seachange Transforms Lives read this feedback from a recent participant. "Despite facing challenges like a serious injury, pandemic isolation, and multiple bereavements that led to depression and agoraphobia, Seachange transformed my life. Their activities provided social connection and delicious food, and the staff's support helped me overcome anxieties and make new friends. If you're struggling with loneliness, depression, or unmet needs, Seachange can truly make a difference."

Our programs are designed to increase social



interaction, reduce isolation and loneliness and improve overall wellbeing. We rely on generous donations and grants to continue our vital work.

Looking to get involved? Pop into Seachange and we can see how we can support you, interested in volunteering, give us a call to find out more or join us at the upcoming Seachange Fete - September 14th

For more information about the Sea Connections Cafe, upcoming events, or how you can support Seachange, please visit our website www.seachangedevon.org or call us at 01395 446896.



The Community Waffle House



The Community Waffle House CIC is a non-profit community organisation based upstairs in Trinity House in Axminster and in the former canteen in Seaton Hospital (accessed down the side of the hospital) in partnership with Seaton community group 'Re:store'.



We would really appreciate it if you wanted to come and have a coffee and a bite to eat in our Waffle Houses as every penny goes back into the community, and allows us to run these projects in the community, all designed to create opportunities for connection, in our fight against loneliness and unwantedness:

- **Community Gardening** - Gardening assistance and basic DIY support for the most vulnerable.
- **Tech support** - Tues 10am - 12pm. Free basic tuition & tech support for all your tech 'niggles'.
- **Community Waffling** - 1:1 befriending support offering shopping & prescription collection where needed.
- **Schools Workshops** - Full-day, Social skills workshops for primary schools,
- **Community Work Experience Project**
- **Senior Citizens Coffee Morning** - Wednesday, 9am-12pm, tea and coffee £1 only for 60+
- **Groups and Clubs** - (Knit and natter, Lego club, Pokémon Club etc. see the website for all groups& clubs)
- **Log Bank** - Free firewood for home heating. Home delivery possible.
- **'The Wafflers' peers support group**- A weekly support group for those referred through from their GP who need a good excuse to meet new people, have a cuppa and a good chat.
- **Waffle Walkers** - Wednesday 10-12pm. Start & finish at Waffle, 2-4 mile walk. All welcome
- **Data Bank** (free pre-loaded SIM cards to support those that struggle to access the internet).

- **Homeless Support** - First contact, meal vouchers, hygiene packs & household items for those rough sleeping or newly-homed
- **Waffle Live** - Weekly events for the whole community; including quizzes, live music and book events.
- **Community Family Check** - in - a 30 minute check-in to make sure every family in our community is getting the support it should be.
- **Reading Partners** - a team delivering 1:1 voluntary reading support in the primary schools.
- **Community Work Experience** - mentored community based placements for students struggling to engage at secondary school.

Whether you would like to access one of these projects yourself, or volunteer to help out at one of these projects - or you just want to find out more, we'd love to hear from you.

**01297 34694 - community@waffle.org.uk
www.waffle.org.uk**



Waffle Axminster

Tues-Sat, 9-7pm

Waffle Seaton

Tues-Fri, 9-5pm



Open Arms East Devon

New home for peer support group.

Garry Wakeham - tenant

Open Arms East Devon is a peer support group for people with mental health problems.

Garry runs the group voluntarily along with a board of trustees who stride to help people with mental health support. The group was founded by Garry Wakeham in 2017 and focuses on increasing social interaction and improving confidence and well-being.

Garry Wakeham, founder of Open Arms told us why he decided to start this charity. "I have suffered from depression for most of my life. Then after a family tragedy in 2015, I struggled to cope alone and was admitted to hospital for treatment. I ended up homeless as a result of a breakdown in 2016.

"While on the road to recovery the following year, the mental health facility that I relied on for support was closed. I saw the distress of the people using the centre and, with help from others, I found a premises and set up a group so that we could continue to support each other. So Open Arms East Devon was born.

"Since then, we have grown in numbers and become a registered charity. I have seen how Open Arms East Devon has changed people's lives - they have grown in confidence and now enjoy meeting with others. They tell me that they are doing things they have not done in years and I have often been told the group is their safe place."

Open Arms held an Open Day on 4th June, at their new headquarters at Mackarness Hall, Honiton. The event was a great success and the group managed to raise money to keep this free service going. We had great support from local businesses.



The group meet twice a week from 10.30am to 4pm on Tuesdays and Friday's at Mackerness Hall on Honiton High Street.

We also have support from a qualified Counsellor Nicky Salter who donates time from her busy schedule to help group members on a Friday afternoon.

If you would like to donate or sponsor Open Arms and keep it a free service please get in touch.

Or if you would like to join us.

**Garry- 07716519608 or
openarmseastdevon@gmail.com**

Charity Number: 1188977



Eventful Days at the Community Hubs!

Our latest news from the Community Hubs are that they are continuing to grow across the district, with one of the newest in Seaton being the busiest - we close the door at 60! We are now running 9 across the whole of East Devon with over 150 visitors a week attending for lunch, activities, and company.

During the Spring we have had several themed days, a 70s week with cheese fondues, fried Spam and dressing up, groovy tunes and whacky glasses. We celebrated Cinco de Mayo, the Mexican national holiday with burritos, enchiladas, flower headbands and the Lotteria, Mexico's version of picture

bingo with very dubious illustrations including cacti of course, sombreros, but also a murderer and a drunken man!

community hub

Llama visits at the community hubs



All activities and lunch are free, do pop along, you can be assured of a warm welcome!
If you require any further information please email lcliff@eastdevon.gov.uk

Eventful Days at the Community Hubs!

It is not all fancy dress and exotic food - we have been marking all the major sporting events with a table football competition for the Euros, balloon tennis and a cream tea for Wimbledon fortnight and an archery competition and French food for the start of the 2024 Olympics.

Coming up in the Autumn we have Diwali celebrations, food and activities, autumnal crafts, and Halloween themed days along with our yearly Macmillan Coffee Mornings. Last year we raised over £1,000 for the charity.



70s week celebrations



Cinco de Mayo celebrations



El Valiente



Balloon tennis

Feel free to attend any Hub, they are run throughout the week at the following centres.

<p>EXMOUTH Mondays 10am to 3pm, Burnside Community Centre, Withycombe, EX8 3AQ</p>	<p>AXMINSTER Mondays 10am - 3pm, Millwey Community Centre, EX13 5EW</p>	<p>BROADCLYST Wednesdays 10am to 4pm, Broadview Community Centre, EX5 3HA</p>	<p>EXMOUTH Wednesdays 10am to 3pm, Morgan Court Community Centre, EX8 2AD</p>	<p>OTTERY ST MARY Thursdays 10am to 3pm, Yonder Close Community Centre, EX11 1HE</p>
<p>SIDMOUTH Thursdays 10am to 4pm, Lymebourne Community Centre, EX10 9HZ</p>	<p>LYMPSTONE Thursdays, 10am to 3pm, Churchill Court Community Centre, EX8 5JE</p>	<p>WOODBURY Fridays 10am to 4pm. Park Close Community Centre, EX5 1NQ</p>	<p>SEATON Fridays 10am to 4pm. Seaton Methodist Church, Valley View, EX12 2JN</p>	

All activities and lunch are free, do pop along, you can be assured of a warm welcome!
If you require any further information please email lcliff@eastdevon.gov.uk

CREATIVE CONTRIBUTIONS

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

Members of Woodbury crafters- new members welcome to join and bring your own craft to Park close community centre, Thursdays 2pm – 4pm.

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



Ann's Patchwork Quilt



Dot's Knitted blanket



Jackie's knitted toys

My lovely resident, Jean's, favourite hobby is Latch Hook design. She makes the most wonderful cushion covers, bath mats and wall decorations. Full of colour and life! Depending on her mood, each design will take between 3 days and 3 months to complete. The designs are bought for her as gifts from family members. Once fully stitched, she then re gifts or sells on for others to enjoy.

Her work is so lovely to see, as is the joy it brings to her day.

Sarah. Mobile Support Officer.



Jean with her latch hook



Sue Says...

Try these witty responses next time you get a scam caller

*Answer with
Hello caller, you're
live on air*

*I can't talk right
now I am a burglar*

*Let them waffle on and on,
then say "I haven't got my
hearing aid in - can you repeat
all that?"*

*If receiving an accident scam
claim, I said "it wasn't an accident
I meant to hurt them!!"*

On a serious note you can report scam callers to Ofcom using 7726

7726 is a number that most mobile customers using UK networks can text to report unwanted SMS messages or phone calls on a mobile. The number '7726' was chosen because it spells 'SPAM' on an alphanumeric phone keypad - that's a handy way of remembering it.

Simply forward your message to the number 7726.

For more information on how to do this visit: www.ofcom.org.uk/phones-and-broadband/scam-calls-and-messages/7726-reporting-scams-texts-and-calls

USEFUL CONTACTS

ALLOCATIONS

Devon Home Choice
(council house) Register
and Applications, Garages
and Mutual Exchanges

HousingAllocations@eastdevon.gov.uk

01395 517469



BOOK A COMMUNITY CENTRE

Hire an EDDC community centre
for events and meetings

adminhousingssupport@eastdevon.gov.uk

01395 571696 or 01395 571756

COMMUNITIES TEAM

Get involved with your housing service
and community development

tenantparticipation@eastdevon.gov.uk

01395 517 453

ESTATE MANAGEMENT

Tenancy management and
antisocial behaviour

estatemangement@eastdevon.gov.uk

01395 571755

HANDYPERSON SERVICE

Provides an experienced
tradesperson who can
do free* minor repairs
or improvements
to tenants' homes

handyperson@eastdevon.gov.uk

01395 517458

*if eligibility requirements met



HOME SAFEGUARD

Support for vulnerable people or our
24 hour community alarm system

homesafeguard@eastdevon.gov.uk

Regarding alarm queries 0330 678 2381

Emergency out of hours 0330 678 2382

HOUSING OPTIONS

If you know someone who is homeless
or threatened with homelessness, they
can make a homelessness application by
Calling 01395 571660
e-mailing

housingoptions@eastdevon.gov.uk

or visiting our offices in either
Exmouth Town Hall; 9am – 4pm
or Blackdown House Honiton; 9am – 1pm.

HOUSING BENEFIT AND COUNCIL TAX SUPPORT

Enquiries, new claims and
existing customers

counciltax@eastdevon.gov.uk

01395 517446

MISSED BINS, WASTE COLLECTIONS

Complaints and requests
for new or replacement
recycling boxes

csc@eastdevon.gov.uk

01395 571515



RENTAL

Rent accounts and paying rent
for housing and garages

housingrental@eastdevon.gov.uk

01395 517444

REPAIRS AND MAINTENANCE

Report a fault or request
a repair or adaptation

Visit our website

www.eastdevon.gov.uk/repairs and click
request a repair to your home

01395 517458



TRIM HERE

