

# HOUSING MATTERS

The magazine for  
East Devon District Council  
tenants and leaseholders

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

YOUR SPRING 2024 EDITION



P18

Pop up Events



P16

Gardening Competition



P20

New resident involvement strategy



P31

Pet Competition

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.

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If you'd prefer to receive the magazine digitally to your email address or in an audio format through the post, please contact Communities Team. *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 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.

## CONTACT US

### The Communities Team

Phone: 01395 517453

Email: [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk)

Write: East Devon District Council,  
Blackdown House, Border Road,  
Heathpark Industrial Estate, EX14 1EJ

### Keep Up to date

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

X: @eastdevon

Facebook: eastdevon

Instagram: @eastdevondistrictcouncil

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

If you'd like to tell us something about the housing service, please contact the Communities Team who will be happy to help. You can also call our Customer Service team on 01404 515616.

Our offices at Blackdown House, Honiton, and Exmouth Town Hall are open Monday to Thursday each week from 9am - 1pm.

You can also call our Customer Service Team on 01404 515 616.

See article on page 15 for more details

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](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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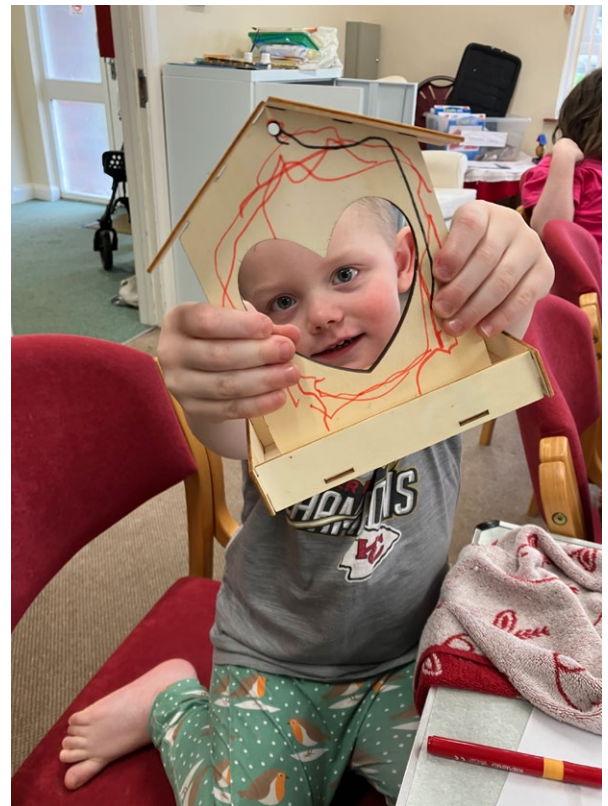
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# WHAT'S ON


## MAY – AUGUST 2024

### WHAT'S ON

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


<b>MAY</b>	<b>14 TUE</b>  Resident Involvement Launch Event at Blackdown House, Honiton 1.30 – 4pm	<b>15 WED</b>  Join us for a family BBQ at the Sports Pavilion, Colyton 3 – 6pm (see pg 19)	<b>16 THU</b>  Tenant Conference Committee meeting at Blackdown House 10.30-12.30	<b>18-19 SAT &amp; SUN</b>  Exmouth, The Beach, Epic Bay Ocean Race organised by Epic Kayaks.
<b>23-27 THU - MON</b>  Sidmouth, Blackmore Gardens, Sidmouth Jazz and Blues Festival	<b>25-26 SAT - SUN</b>  Exmouth, Beach, Exmouth Beach Rugby and Netball Festival	<b>25-27 SAT - MON</b>  Budleigh Salterton, The Green, Gala Week organised by Budleigh Lions	<b>26 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>28 TUE</b>  Sidmouth, Connaught Gardens, Rayburn tours performance
<b>30 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance	<b>JUNE</b>	<b>1 SAT</b>  Exmouth, Exmouth Beach, Ultimate Frisbee Competition	<b>2 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>4 TUES</b>  Pre-loved / vintage clothing swap at Bidmead Community Centre 2-5pm
<b>5 WED</b>  Pre-loved / vintage clothing swap at Millwey Community Centre 2-4pm	<b>8 SAT</b>  Exmouth, The Strand, Royal British Legion memorial for D Day	<b>8 SAT</b>  Exmouth, the beach (Orcombe Point end), Exmouth in Colour organised by RV.One	<b>9 SUN</b> Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>11 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance
<b>15 SAT</b>  Exmouth, Beach (opposite Queens Drive Space), GIG Rowing Regatta, organised by Exmouth GIG Club	<b>16 SAT</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>20 THU</b>  Tenant Conference Committee meeting at Blackdown House 10.30am-12.30pm	<b>22 SAT</b>  Ottery St Mary, Land of Canaan, Pixie Day	<b>22 SAT</b>  Exmouth, Manor Gardens, Exmouth Pride

## KEY

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



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)

 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.

<b>22 SAT</b>  Exmouth, The Strand, Royal British Legion memorial for Kohima	<b>23 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>27 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance	<b>29 SAT</b>  Sidmouth, Connaught Gardens, Devon Youth Orchestra performance	<b>29 SAT</b>  Exmouth, The Strand, Armed Forces Day	
<b>30 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>30 SUN</b>  Budleigh – Exe Estuary 50K, Marathon and Half Marathon	<h1>JULY</h1>		<b>1 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance	<b>6 SAT</b>  Exmouth, Imperial Recreation Ground, The Exmouth Rotary Club Classic Car Show
<b>6 SAT</b>  Sidmouth, Connaught Gardens, Exeter Childrens Orchestra performance	<b>7 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>8 SUN</b>  Exmouth, Manor Gardens, Exmouth Town Band performance	<b>10 WED</b>  Sidmouth, Blackmore Gardens, The Importance of Being Earnest outdoor theatre	<b>11 THU</b>  Exmouth, Manor Gardens, The Importance of Being Earnest outdoor	
<b>11 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance 2-4pm	<b>12-21 FRI-SUN</b>  Exmouth, Imperial Recreation Ground, Circus Funtasia – see their website for times	<b>14 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>15 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance	<b>18-21 THU-SUN</b>  Exmouth, Manor Gardens, The Strand and other Exmouth locations, Exmouth Festival	
<b>18 THU</b>  Tenant Conference Committee meeting at Blackdown House 10.30am-12.30pm	<b>21 SUN</b>  Sidmouth, The Byes, Duck Derby	<b>21 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance	<b>25 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance	<b>25 THU</b>  Repairs and Maintenance group meeting at Blackdown House, Honiton 2 – 4pm	

# WHAT'S ON MAY – AUGUST 2024

<p><b>JULY</b> continued</p>	<p><b>23 TUES</b>  Orchard Picnic at Bidmead Orchard, Exmouth, from 10 am – 12pm</p>	<p><b>23 TUE</b>  Orchard Picnic at Moormead Orchard from 1pm</p>	<p><b>27-28 SAT-SUN</b>  Natural Seaton Festival organised by Seaton Tramway</p>	<p><b>27 SAT</b>  Exmouth, The Strand, Transplant Awareness Day</p>
<p><b>28 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance</p>	<p><b>29 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance</p>	<p><b>31 WED</b>  Exmouth, Manor Gardens, Hive Live performance by HIVE Youth Club</p>	<p><b>AUG</b></p>	
<p><b>4 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance</p>	<p><b>5 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance</p>	<p><b>8 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance</p>	<p><b>11 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance</p>	<p><b>11 SUN</b>  Exmouth, Imperial Recreation Ground, Morris Minor Classic Car Rally</p>
<p><b>12 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance</p>	<p><b>13 TUE</b>  Resident Involvement Monitoring Group at Blackdown House, Honiton 2-4pm</p>	<p><b>14-18 WED-SUN</b>  Exmouth, Manor Gardens, Exmouth Summer Market</p>	<p><b>14 WED</b>  Afternoon tea at Venture Hall, Budleigh Salterton 2- 4pm</p>	<p><b>15 THU</b>  Tenant Conference Committee meeting at Blackdown House 10.30am-12.30pm</p>
<p><b>17 SAT</b>  Sidmouth, Connaught Gardens, Last Night at the Proms hosted by Sidmouth Town Council</p>	<p><b>18 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance</p>	<p><b>19 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance</p>	<p><b>20 TUES</b>  Orchard picnic at Millwey Orchard in Axminster from 10am- 12pm</p>	<p><b>20 TUES</b>  Orchard picnic at Wiltshier Close Orchard in Broadclyst from 1pm</p>
<p><b>22 THU</b>  Sidmouth, Connaught Gardens, Ottery St Mary Silver Band performance</p>	<p><b>25 SUN</b>  Sidmouth, Connaught Gardens, Sidmouth Town Band performance</p>	<p><b>26 MON</b>  Exmouth, Manor Gardens, Exmouth Town Band performance</p>	<p><b>26 MON</b>  Budleigh, Esplanade, Lions Club Bank Holiday Fayer</p>	

# WHAT'S ON | Community Centres

## A great way to make new friends

Did you also know that you can hire Community Centres?

Contact booking coordinator on **01395 571696** or **01395 571756**.

### **BROADVIEW, BROADCLYST**

#### **Coffee Mornings:**

Mondays 10am-12pm

#### **Craft Group:**

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

#### **Community Hub:**

Wednesdays 10am – 4pm

### **CHURCHILL COURT, LYMPSTONE**

#### **Community Hub:**

Thursdays 11am – 3pm

### **CLAYTON HOUSE, EXMOUTH**

#### **Open door - Men's Shed:**

Tuesdays, Wednesdays, Thursdays 10am-4pm.  
enquiries to: [menshed@opendoorexmouth.org.uk](mailto:menshed@opendoorexmouth.org.uk)

### **DUNNING COURT**

#### **Coffee Mornings:**

Last Friday of the month 10am-12pm

### **LYMEBOURNE, SIDMOUTH**

#### **Community Hub:**

Thursday 10am – 4pm

#### **Christian Free Church:**

Sundays 10:30am – 12:30pm

### **MILLWEY, AXMINSTER**

#### **Community Hub:**

Mondays 10am – 3pm

#### **Brownies:**

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

#### **Community Larder:**

Wednesdays 2pm-4pm

#### **Bingo:**

3<sup>rd</sup> Friday of every month 1pm – 4pm

### **MORGAN COURT, EXMOUTH**

#### **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

#### **Breakfast club:**

Tuesdays 9:30am - 11:30am

#### **Brixington Ladies Getaway club:**

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

#### **Communally Curative**

#### **Creatures Ceramics Club**

#### **Pottery workshops:**

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: [kbceramics@icloud.com](mailto:kbceramics@icloud.com)

#### **Lunch club:**

Fridays 10am – 1:30pm

#### **Cake and Bingo:**

3<sup>rd</sup> 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.

#### **Twilight Spiritual Service:**

2<sup>nd</sup> Sunday of every month 6:30pm-9:30pm

### **PARK CLOSE, WOODBURY**

#### **Afternoon tea:**

Mondays 2pm-4pm

#### **Bring your own computer club:**

Every other Wednesday 2pm-4pm (starting 1<sup>st</sup> May)

#### **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

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

#### **Community Hub:**

Thursdays 10am – 3pm



HELLO



# Welcome to your Spring 24 Edition of Housing Matters

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**After what has felt like a very long and rainy winter, it is wonderful to finally have reached Spring, where we can all enjoy longer daylight hours, fresh green leaves on the trees, and birds singing in the air around us.**

We are keen to know what you think about this magazine. Please take a few minutes to complete and return the short questionnaire which has been included as a separate sheet in this edition.

Our Spring Edition is full of ideas to help you fill those longer, brighter days. The annual garden competition is back (See Page 16) It's a chance for you to try your hand at all things green fingered - even if you have never done so before!! Why not give it a go?? Perhaps you could try growing flowers or vegetables in a container or hanging basket.

We are looking for volunteers to tell us their views on housing services we provide and give us ideas about how we can make improvements. Can you spare some time to share your thoughts with us? There are lots of new opportunities coming up soon. See page 14 for more details, and to register your interest if you would like to know more.

The Communities Team, with colleagues from other Housing teams are joining up with some local groups and charities, to hit the road, and come out to see you in the towns where you live. Come and join in with one of our pop-up events across the region (Page 18)

If you are thinking of making any improvements to your home this year, please pay attention to the advice on page 10 about electrical and asbestos safety. You will also find details of our Voucher scheme which can help cover some of the costs of any improvements you make.

There are some crafting ideas and recipes in the 'At Home' section (pg 29), and we are always keen to share your creative talents in our 'Creative Contributions' Page. Why not tell us about your passion or hobby, and share your achievements with us?

And finally, don't miss your chance to win prizes in our competitions on page 31.



# Do you need Large Print or an Audio or E-mail format?

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## We can offer:



Digital, we can send a copy to your e-mail address.



CD Audio Version, sent to you in the post.



Large Print Version, sent to you in the post.



## Just contact The Communities Team by:

Phoning: 01395 517 543

E-mailing: [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk)

Or write to us at: **The Communities Team, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ**

Fill in the survey enclosed with this edition!

## Why use QR codes

You may notice throughout this edition of Housing Matters that there are lots of black and white squares with various patterns. These are called QR codes and you may have seen them in restaurants, buses or magazines. QR codes are used in this magazine to take you straight to a website so that you can access more information.

Firstly, what does QR code stand for? In this context, QR means **Quick Response** code.

QR codes were developed in 1994 by Denso Wave, a Japanese company that specializes in car parts. The codes were originally used to keep track of manufactured vehicles. But they are used much more widely now.

Despite how complex QR codes may look, scanning them is really easy! To use a QR code you need a newish smart phone. And it's as easy as

1. Open your camera app
2. Aim your camera at the QR code so that it is a clear image
3. Click on the notification that appears on your screen.

If no link appears for you to click on you may need to download a QR reader app to your phone.



# YOUR COUNCIL

## Help with the cost of Home Improvements

### Are you planning to make improvements or upgrades to your home? Do you know about our Improvement Voucher Scheme?

If you plan to carry out improvements to your council home or have done so within the last six months, you may be able to get some financial assistance towards the cost of the works.

### The voucher scheme applies to the following improvements:

- bath or shower, wash-hand basin or toilet
- kitchen sink and work surfaces
- storage cupboards in bathroom or kitchen
- heating improvements
- replacement external doors and frames
- renewable energy efficiency improvements

You can claim financial assistance for the cost of materials (but not appliances such as cookers and fridges) and labour costs (but not your own labour). You will need to give us a written estimate or quotation to show how much your improvements cost.

Applications will be considered in the order in which they are received. We have a limited budget for this work and once it has been used up no further grants will be available until the new financial year.

### Do I need permission to make improvements?

Yes. You need to obtain our written permission before you make the improvements. If you didn't get permission first, you can apply for it when you claim financial assistance through the voucher scheme. However in some cases we do refuse permission, and in these cases any improvement work will not be eligible for this scheme.

### Please contact us for further information

**Phone:** 01395 517 458

**Write:** Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ

**Email:** [repairs@eastdevon.co.uk](mailto:repairs@eastdevon.co.uk)

# Online Repair Form

Report your repairs online!



To clarify, we have not stopped monitoring our Repairs Inbox or closed our phone line (which should still be your port of call for emergencies) We would encourage those who are not confident on the internet to still use the phone line to raise repairs. If you need any help using the online form contact the repairs team to guide you through the steps.

The online 'Report a Repair' form allows you to easily report a repair to us. The form helps us to get all the information we need right from the start. You will be asked to complete all necessary information before moving to the next step. And there is an option to send us a photograph too!

It also allows you to make a 'follow-up' request if you are awaiting a response from a previous enquiry. So make sure to take a note of your reference number when you log a repair and keep it to hand.

The repairs team can also help you to fill out this form and



guide you through the process.

To access the 'Report a Repair' form scan the QR

code provided or visit [www.eastdevon.gov.uk/repairs](http://www.eastdevon.gov.uk/repairs)

East Devon District Council

Search

Home Services

## Request a repair to your home (council house)

Request type

You can use this form to let us know about a fault or problem in your council house.

What's next: we will aim to respond to your request within 5 working days.

**Emergency repairs:** an emergency repair is something that poses an immediate risk to your health, safety or security, normally we will only make safe in an emergency repair situation.

Does the repair pose an immediate risk to health, safety or security? \*



# Asbestos Awareness

Asbestos Awareness week took place in April this year. We thought it was a good time to share some information about this with you.

## What is Asbestos?

Asbestos is a natural mineral which can resist heat and moisture. Asbestos has been used for many years in insulation and fireproofing products. It was commonly used from 1930 to the mid 1980's especially from the 1960's onwards. Its use was completely banned in buildings from 2000.

## Where was Asbestos commonly used?

It is found in many common building products including roofing and flooring products, ceiling artex, floor tiles, pipe lagging, boxing, and fire doors.

## What should you do if you think there is asbestos in your home?

Contact us if you are intending to

carry out work in your home, or you are concerned about possible asbestos in your property. We will tell you if and where asbestos has been identified in your home or similar properties.

If it is possible that something in your home contains asbestos, you must not disturb the material yourself or allow other persons or contractors to disturb this material. We will advise you of any special precautions to take. **If you think that you might have damaged asbestos in your property you must contact the Repairs team immediately on 01395 517458.** You can also email [asbestos@eastdevon.gov.uk](mailto:asbestos@eastdevon.gov.uk)

## What are the health risks?

The risk to the public is generally low, however a release of

asbestos fibres can over time cause serious lung disease and other medical issues to develop.

## How do we manage asbestos in tenanted properties or blocks of flats?

As a landlord, we have a duty to manage asbestos under the Control of Asbestos Regulations.

- We need to keep a register of asbestos in our properties. We make this register available to interested parties with reasonable notice.
- We carry out surveys to identify the location and type of asbestos present in our properties and we have a policy in place to deal with it.
- All communal areas in blocks of flats, community centres, council district offices etc are reinspected every year.

- When a property becomes empty, an inspection is always carried out and any asbestos materials that could be easily or accidentally disturbed are removed.
- We carry out Management Surveys on properties to visually inspect for any asbestos materials.
- When we carry out a Kitchen or Bathroom upgrade, we request a special survey to check for asbestos in areas such as boxings, beneath kitchen units and behind bath panels.
- We will remove asbestos if it is damaged or likely to become damaged in the normal use of the property, or if it is likely to be affected by any works carried out. This is in line with the Asbestos Regulations.

### Who deals with asbestos on behalf of EDDC

All our asbestos surveys are carried out by a company called Gully Howard (GHTechnical). Gully Howard may contact you when an asbestos survey is needed for your property. This could be for a new management survey or to reinspect previously noted materials which have been left in place. They may also contact you to arrange a Refurbishment & Demolition (R&D) survey in relation to a bathroom or kitchen upgrade.

Asbestos removal works are organised through our main contractor Ian Williams, who sub-contract the work to licensed contractors. They take all steps possible to keep everyone safe.

### Think Asbestos

If you wish to carry out any home improvements, you must first apply for written permission. This is a condition of your tenancy agreement.

You will then be advised if an asbestos survey is required or if we already hold a suitable report on file. If a survey is required, we will arrange this for you and provide you with a copy of the report.

You can find information from the Health and Safety Executive on [www.hse.gov.uk/asbestos/](http://www.hse.gov.uk/asbestos/)



# Electrical Safety



## Are you carrying out home improvements? Does this include electrical work?

If you are, then you should always use a qualified electrician.

Attempting to carry out electrical work yourself could result in:

1. Electrocutation. Which could cause serious injury, or even a fatality.
2. Fire. Poorly installed wiring or circuits can lead to sparks, overloaded circuits, and electrical fires.
3. Damage to expensive electrical appliances, and your home.
4. Legal Consequences. If you are unqualified and complete work which proves to be unsafe, you can face large fines. Remember you must request permission to carry out any works to your home.



When you use a qualified electrician, you know that your work will be carried out safely, and that it will meet all regulatory standards.

If you have any concerns about electricians within your home, please let repairs know immediately by calling 01395 517458, or Email [compliance@eastdevon.gov.uk](mailto:compliance@eastdevon.gov.uk) and we will arrange for an electrician to attend.

# We Are Listening

**Improving your homes and how we communicate with you were frequently talked about at some recent focus groups. We ran these across the district to gain a deeper understanding following the results of a satisfaction survey.**

We heard real stories from tenants about their experiences with us and our contractors. We know we don't always get things right, but by listening to you and learning from the feedback received, we can work on our plans to continuously improve our service.

Some changes can be implemented quickly, whilst others take careful planning and review, but we want to reassure our tenants that we value your feedback and are working hard to make changes where they are needed, as well as learning from what is working well.

Under our planned works programme, nearly 90 new kitchens and bathrooms will have been fitted by the end of March. If you have had one installed, we hope it has made a big difference to you and your home. Furthermore, our recent stock condition survey is enabling us to plan better for future maintenance and improvements and we are using this information to inform our planned works programme for the coming years.

Extra resource has also been put into how we are managing any complaints and feedback we receive from our tenants about our repairs, as well as recruitment to new Surveyor roles that help us to manage, inspect, and monitor our repairs.

We also know that moving into a new home can be expensive, and many tenants have fed back to us that paying for carpets for their new home can be an expense that is hard to meet. So, we are pleased to report that carpets that are in good condition are now being cleaned and left in situ for new incoming tenants.

You told us that you would like to see more staff presence in the communities where you live, so our estates team have visited 777 tenant homes since April 2023! And our Mobile Support Officers continue to provide their regular check-in service with tenants in our Sheltered Housing. Did you know our Mobile Support Officers called, emailed or visited tenants in our Sheltered Housing over 3,000 times in January?

Your feedback is so important to help us understand your needs, and we sincerely hope the changes we have made, and will continue to make, are having a truly positive impact on your experience living in an East Devon District Council home.



# How to Leave us a Compliment or make a 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 remain dissatisfied with our response we have a formal complaints process which can be viewed on our website at <https://www.eastdevon.gov.uk/feedback-complaints>.



## Compliments

Like everyone else we like to know when we have done something well. If you have received good service from our Housing Team, please tell us about it! Let us know who has impressed you, and how. You can use the website form, call or Email Tenant Participation (details at bottom of page), or even write to us at the address on page 2.



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

- by email to [complaints@eastdevon.gov.uk](mailto:complaints@eastdevon.gov.uk)
  - via our website ([www.eastdevon.gov.uk/complaints](http://www.eastdevon.gov.uk/complaints))
- or;
- In writing to: Information and Complaints Officer, East Devon District Council, Blackdown House, Border Road, Heathfield Industrial Estate, Honiton, EX14 1EJ;
  - OR in person or over the telephone



If you still feel dissatisfied after the council has considered your complaint you can complain to the Local Government and Social Care Ombudsman or Housing Ombudsman. It will depend on the nature of your complaint which one of these organisations you should approach, but you will be informed during the course of your complaint.

If you wanted to find out more about this then you can visit their website: <https://www.lgo.org.uk/make-a-complaint/fact-sheets/housing/which-ombudsman-for-complaints-about-social-housing>

If your complaint is to do with issues about allocations or the housing waiting list your complaint will be considered by the Local Government Ombudsman.

You can find out more information on the LGO at <https://www.lgo.org.uk/>



Complaints about any other aspects of our housing service will be considered by the Housing Ombudsman. Their website is



# GET INVOLVED

## Tenant Garden Competition 2024

**Whether you have a glorious garden, a productive veg patch or some pretty pots it's time to get planting for your chance to win a prize in our annual Tenant Garden Competition.**

There are 10 categories for you to choose from and each category will have a gold, silver and bronze prize, with the overall winner receiving £100!

The closing date for entries is Monday 24th June 2024

The judging will take place in the week of 8th July 2024

And the prize giving event will be held in the Autumn.

### Competition Categories

#### **Best Overall Garden**

**Best back garden** – display of flowers or original feature

**Best front garden** – display of flowers or best original feature

**Best nature garden** – the garden that makes best use of recycled materials or encourages wildlife

**Best vegetable garden** – this could be in pots and tubs or a traditional setting

**Best garden designed and maintained by a tenant with a disability**

**Containers and hanging baskets** – including window boxes

**Communal and friends together** – tenants working together to make the best of their communal space

**First time entrant** – the most innovative and creative first time entry

**Young person's garden** – the best entry designed and maintained by someone under 16.

\*The judges may decide to move your garden to a different category if they feel it would get a better result.

### Seed Swap

If you have seeds or cuttings to spare bring them along to the prize giving in the autumn where we will be arranging a seed swap to help keep the cost of gardening down. It will also be a chance to chat to the other gardeners.



To enter call or email the Communities Team, talk to your MSO or message us on our social media with your name, address, and the categories you would like to enter.

**GOOD LUCK EVERYONE!**



# Tenant Inspectors



**We want to ensure our customers are involved in our repairs service and are looking for some Tenant Inspectors to help us get the specification in our empty homes right for our new customers.**

This will be a hands-on and interesting volunteering role! You'll have the opportunity to meet our Surveyors, the Allocations Team, and the voids team at Ian Williams. You'll attend properties when they become void, see how we agree the work required to re-let the property and then at the end of

the void, you will go back and do a joint handover to check everything has been done to an acceptable standard.

We are always looking at ways to improve and first impressions count, so your feedback will prove vital in our review of our void standard.

To be considered, you don't need to have any relevant experience, we want to hear from people who have a keen interest in repairs and voids and will bring their ideas to help us improve our service.

If this is something that interests you, please get in touch with the Communities team via email [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk)

**OR**

Register your interest in becoming involved in the housing service by signing up to our **Resident Voice**.



# Community Pop-Up Events

## Come and Meet the Team



**Throughout the spring and summer, the Communities Team, along with colleagues from all areas of the Housing Service, will be hitting the road, and hosting pop-up events across the district.**

These fun events will give you the chance to meet some of your Housing team face to face, and tell us a little about the communities that you live in.

We will be joined by a variety of partner agencies and groups who will be there to chat and offer you support and information on a range of different things.

All events will have a theme, and different activities which you can choose to take part in if you wish, and of course there will be free refreshments available.

We started out on our journey last month by visiting Newton Poppleford, where our pop up event was based on the theme of Debt Awareness, and we welcomed visiting guests from Citizens Advice Bureau, Sid Valley Food Bank and Parental Minds. Tenants who came along enjoyed cream teas, easter crafts, and the chance to chat and meet members of the EDDC Housing Team.

We have also been to Sidford, where we partnered up with Sidmouth Community Food Forest, to welcome families and tell them all about their Community Garden. There was an Easter scavenger hunt, and treasure to be found in the garden, along with lots of information about the

benefits of being outdoors and enjoying working together as a community.

Look and see if we are popping up near you later in the year. Come and say 'Hi', Sit and enjoy a cup of tea, browse our information stands and chat with your friends and neighbours.

Keep your eyes open for leaflets dropping through your door, or social media posts, as we may add more dates and venues!!

**We look forward to meeting you**

# Earlier in the spring we visited Sidford and Newton Poppleford



## You can find us at the following times and places:

Wednesday 15 <sup>th</sup> May 3pm - 6pm	<b>Sports Pavilion Peace Memorial Playing Fields Colyton</b>	Family Barbeque and Games
Tuesday 4 <sup>th</sup> June 2.30- 4.40pm	<b>Bidmead Community Centre, Exmouth</b>	Vintage and Pre-Loved Clothing Swap event
Wednesday 5 <sup>th</sup> June 2-4pm	<b>Millwey Community Centre, Axminster</b>	Vintage and Pre-Loved Clothing Swap event
Wednesday 14 <sup>th</sup> August	<b>The Venture Hall, Moor Lane Budleigh Salterton, EX9 6 QE</b>	Afternoon Tea Week
Tuesday 23 <sup>rd</sup> July	<b>Bidmead Orchard, Exmouth, from 10 am and then at Moormead Orchard from 1pm</b>	Orchard pruning
Tuesday 20 <sup>th</sup> August	<b>Millwey Orchard in Axminster from 10am, and then at Wiltshier Close Orchard in Broadclyst from 1pm.</b>	Orchard pruning

# Our New Resident Involvement Strategy 2024 -2027



A large part of the role of The Communities Team is to create ways for all our tenants to hear about the things that are happening within EDDC Housing that might affect you, and to give you the chance to tell us what you think, so that your points of view are included in our decision making.

As this is such an important job, we must have a plan in place, which says how we will do this. This plan has been approved by those tenants and Councillors who make up the Housing Review Board and agreed by senior managers. It has also been the subject of an online public consultation. We call this plan, our Strategy.

Our new Strategy was written following a lot of background work and research. We spoke to many tenants, some staff, some managers, and some councillors. We also reviewed all the new laws and guidance that have been issued by the Government. We looked at the approaches being taken by other social housing landlords

too. Finally, we looked at the things we were already doing, and what was working well, and what needed to be better.

We are excited to be able to share our New Resident Involvement Strategy with you.

We have lots of plans to make it easier and quicker for lots of different people to have their say on the things that matter to them about the places where they live.

Over the course of the next year, we will be introducing more online options, increasing our use of social media, and one-off face to face events in more locations across the district to make it possible for many more of you to get involved.

Many of our existing formal groups will continue to run, but with a renewed focus on making sure they are making the best use of our volunteer tenants time and skills. And we will be actively working towards encouraging more tenants from a variety of backgrounds to join them, so they better represent the mix of people who live in our homes and communities.

You can see our new strategy in full on our website. Just scan the QR code or visit : [www.eastdevon.gov.uk/introduction](http://www.eastdevon.gov.uk/introduction)



If you would prefer a hard copy, please call the Communities Team on 01395 517 453

There are so many ways for you to have your say. Please take a look at the menu opposite and let us know which way will work best for you. We look forward to hearing from you.

To register your interest in Resident Involvement and to receive updates about ways to get involved use the QR code above and sign up.

Come and find out more at our launch event on Tuesday 14th May 1.30 - 4pm at our offices in Blackdown House, Honiton EX14 1EJ

OR

Sign up for an online meeting to hear about the new Strategy by e-mailing [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk) your name and e-mail address to register your interest

# EDDC NEEDS YOU

**We have lots of different ways for you to find out more about the housing service and have your say.**

We have put together a menu of Resident Involvement

Activities for you to choose from. Many options only ask you to give a small amount of your time, as and when you would like to. Others ask for you to make larger, and more regular

time commitments. Whichever option you choose, you will be playing an important part in helping us make a housing service that works for everyone.



## ALL YOU CAN EAT

Take part in our largest projects, influence key decisions, and scrutinise our services.

- Resident Involvement Monitoring group
- Housing review board
- Resident and Lease Holder Panel
- Repairs and Maintenance Panel
  - Scrutiny Panel \*
- Housing Complaints Support Panel

These groups/panels will require the most time and commitment.

2- 4 hours per meeting. 4 times a year. Preparation and reading in advance of meetings required.

\*This group can meet or liaise as often as weekly when working on a project.

## Get Involved



### LIGHT BITES

Perfect for people who have a little time to spare.

- Mystery Shopping
- Resident Training events
- Resident Association
  - Recruitment and Selection Panel
  - Editorial Panel
- Resident Annual Reconnect Day
  - Estate Walkabouts

By joining in with these activities you can provide support and take action to make improvements to specific areas.

Commitment can be as little as 20 minutes to an hour as many times as opportunities arise throughout the year.

**Use this code to sign up and become a member of our Resident Voice. You will then be kept updated about all opportunities to have your say as and when they occur.**



## TAKE AWAY

Keep up to date with current issues and events with no commitment required.

- Pop up events Neighbourhood Engagement Days
  - Website
- Housing Matters Magazine
  - Annual Report
- Facebook/Twitter(X) pages
  - E Mail
- Phone/Write/Visit Offices
- Community Centre Noticeboards
- Surveys and Focus Groups
- Resident Housing Service drop ins

Is designed to keep you informed and provide ways in which you can stay connected with us, with no commitment needed.



# AT HOME

# FOOTBALL CRAZY!!!

In May every year, many of us are drawn into the world of football, as the FA Cup competition reaches its peak, with the Final games being played. The men's FA Cup competition was first played in the 1871-72 season and is the oldest national football competition in the world. The Womens FA Cup competition has been held since 1970.

We decided to do a little research into football in East Devon over the years. Although none of our local East Devon teams have ever won the FA Cup, they have battled it out for other trophies across the years. Here are some snippets of newspaper cuttings we have found:

**1935**

**Taken from Seaton Town handbook (author Gerald Gosling)**

**AXMINSTER HOSPITAL CUP FINAL**

Seaton Town 2 Crewkerne Units 0 (A.J. White 2)

This final was best remembered for punch up between Seatons Nibby Ball and Units chapel preacher John Holland who having both been sent off then resumed hostilities behind the grandstand after getting their cup medals.

**1941**

**In 1941 the Senior cup was destroyed by fire when in possession of the Gas Co because of the blitz.**

The charred remains were handed over to Rev Browne who said it would probably be replaced after the war had ended.

**1958**

**Express & Echo 1 May 1958**

In the closing minutes of extra time Sidmouth Town snatched the winning goal to defeat Friernhay 2-1 in the final of the East Devon Senior cup at St James Park. A free kick just outside the penalty area was taken by Vincent, which was blocked, but Jack Matthews rammed home the rebound.

## Health benefits of football

(taken from NHS Scotland website)

Football counts towards your recommended amount of aerobic activity. It brings benefits including reducing your risk of certain chronic illnesses like:

- heart disease
- stroke
- type 2 diabetes

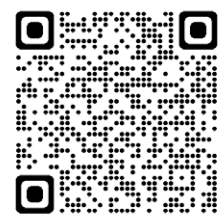
Football will also help to improve your overall cardiovascular health and you should see your endurance increase over time if it's played frequently.

Football is a combination of running, walking, sprinting and kicking. This can bring benefits including:

- increased stamina
- improved cardiovascular health
- reduced body fat
- improved muscle strength and tone
- increased bone strength
- improved coordination

Do you have a local football memory?  
Send us your pictures and stories.

If you would like to get involved and start playing football, there are opportunities for everyone, both juniors and adults throughout East Devon at one of our many local football clubs. To find your nearest club or football session, take a look at the Devon FA website. The QR code below will take you straight to their search tool to help you find the nearest suitable facility for you.



### 1964

#### **EXPRESS & ECHO end of May**

Junior 1 East champions Newton Poppleford played 5 games in six days in May 1964. The Popples won 7-2 against Chudleigh in the Football Express Cup final at St James Park on Monday after going a goal down in 15 minutes.

On Wednesday they won 6-1 against Exmouth Amateurs, then just 24 hours later won the Goleeworthy Cup beating Feniton 2-1 at Ottery St Mary. On the Friday evening Newton Poppleford were no match for Exeter University in their Junior 1 East league game, but they managed to find some recovery to draw 2-2 against St Lukes College on Saturday to complete a staggering schedule.

### 1982

#### **PULMANS WEEKLY NEWS November 9**

The third round of the Devon Premier and Senior cups proved to be a complete washout for local clubs in the Devon & Exeter League. Sidmouth Town were swept out of the Premier cup 6-1 by Clyst Rovers of the South Western League, although Honiton Town went down fighting at Budleigh Salterton 2-1.

In the Devon Senior cup Beer Albion lost 3-1 at home to Topsham Town after leading and the dealing with their own brand of hooligans, an invasion by a pack of eight or nine horses. The animals did not actually get on the field of play but it was several minutes before the horses were “shooed” away and the game could restart.

Honiton Town staged a dramatic recovery at Budleigh Salterton but it was not enough to stop the Premier leaders becoming the only Exeter League side to reach the last 16.

### FA CUP links to East Devon Teams

**Sidmouth Town FA Vase 2018-19.** Reached 3rd qualifying round, beating Keynsham Town and Godolphin Atlantic to get there.

**Axminster Town FA Vase** 2017-2018 Reached first qualifying round

**Exmouth Town FA Cup** 4th qualifying round 1988-89 & 1989-90  
FA Vase semi finals 1984-85

**Ottery St Mary FA Cup 2nd** qualifying round 1987-88  
FA Vase 3<sup>rd</sup> qualifying round 1980-81

Playing regular sports is also thought to help improve symptoms of some mental health issues like depression and stress. This can increase confidence and self-esteem and can help to reduce anxiety. Football is an impact sport which, when played frequently, can be harsh on your joints compared to other non-weight bearing activities like swimming or cycling. Be sure to seek medical advice if you're unsure if football is right for you or if you experience any ongoing pain during or after playing.

# Revision Tips

**REMEMBER!** In an exam they can only ask questions that have been taught. Revision helps to remember what you have already been taught.

Many of us might be delighted that we are turning our backs on winter and looking forward to the summer, but for lots of families, May and June mean its exam time!!

We know how difficult it can be dealing with exams. So here are some tips we found on the BBC Bitesize website to help you get through them:

## Try different revision techniques for different subjects.

Revision techniques sound complicated but they are just ideas, tips and strategies that help you revise.

There is no such thing as the 'right technique' or even the 'best technique'. What works brilliantly for your friend might not suit you. It's a case of **trying a few** out and seeing which ones work best for you.

Popular revision techniques include **mind mapping**, **using key words**, and **using sound**.



## Mind Maps

A mind map is a diagram that outlines your ideas in a visual format. Creating a mind map gives structure to your thoughts, giving you a clearer picture of what they are and how they relate to each other.

Mind maps usually contain a central idea in the middle of the diagram. Then, connected ideas branch off from it.

These ideas can be written as words or displayed as images. Lines (sometimes known as branches) join ideas to show how they relate to each other.



## Key Words

Break a topic down into a list of headings, or bullet points. These then become the key words you need to remember so you can check you have covered everything in that topic. If you don't know what the heading or bullet point means, then that is the area you need to work on!

## Mnemonics

This is when you use the letters at the beginning of each of a group of words to help you remember them. A popular example for the colours of the rainbow (or white light) is: Richard Of York Gave Battle In Vain. (Red, Orange, Yellow, Green, Blue, Indigo, Violet). There are lots of examples online. But if you can't find one for the things you need to remember, then try making up your own!

## Using Sound

Listening to information can be a great tool to help you remember. Why not try recording yourself reading through your revision notes, or a list of bullet points? You could record yourself reading an essay that you've written, or even ask yourself some questions to make you think about the answers when you listen back to your recording at a later time.

Lots of people find it easy to remember words to songs. Why not look online for some of the many revision songs that have already been created to help you. If you can't find the right one for you, then try making your own. Set your facts and ideas to a simple, well known tune such as a nursery rhyme or Christmas carol.



## *Top 5 tips for reducing stress during exam season.*

- *Revise little and often* It can be overwhelming trying to tackle all your revision at once, so plan ahead and break your revision up into small, more manageable chunks. We suggest creating a revision timetable and making sure you plan time for fun things like seeing friends and chilling out.
- *Work on the subjects you are worried about* Ask your teachers questions about the topics you struggle with the most. This will help you fill the gaps in your knowledge and allow you to focus on the things you find most difficult. It can be hard to focus when you find a topic hard, so why not break your revision up into twenty or thirty minute sessions with a ten minute break in between?
- *Exercise is a great way to de-stress* Doing something fun that helps you stay healthy is a great way to boost your endorphins. This will help reduce your stress levels too.
- *Check in with your mates* Revising can be very lonely, so chatting with friends either face-to-face, over the phone or on a video call, will help boost your mood. You can chat about revision, or just have a good old natter about how you're feeling. Catching up with friends can be a big stress-reliever!
- *Talk to someone you trust* If you're struggling with stress, it's important to talk to someone you trust, like a parent, carer, teacher or GP. Reaching out to someone when you feel worried can help take a weight off your shoulders and can help steer you in the right direction to receive help. Sometimes you need to remember that it's not always about the grade you get in your exams. It's about trying your hardest and doing the best you can.

# Your Health and Wellbeing

## Menopause Support

**Information provided has been taken from nhs.uk. For more information visit their website or talk to your doctor.**

### What is Menopause?

Menopause is when your periods stop due to lower hormone levels. It usually affects women between the ages of 45 and 55, but it can happen earlier. There are things you can do to help with symptoms. There are also medicines that can replace the missing hormones and help relieve your symptoms.

### What are the symptoms?

Symptoms usually start months or years before your periods stop. This is called the perimenopause.

- changes to your periods
- changes to your mood, like low mood, anxiety, mood swings and low self-esteem
- problems with memory or concentration (brain fog)
- hot flushes, when you have sudden feelings of hot or cold in your face, neck and chest which can make you dizzy
- difficulty sleeping, which may be a result of night sweats and make you feel tired and irritable during the day
- palpitations, when your heartbeats suddenly become more noticeable
- headaches and migraines that are worse than usual
- muscle aches and joint pains
- changed body shape and weight gain
- skin changes including dry and itchy skin
- reduced sex drive
- vaginal dryness and pain, itching or discomfort during sex
- recurrent urinary tract infections (UTIs)
- sensitive teeth, painful gums or other mouth problems

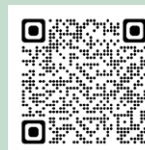
Talk to a doctor or a nurse if you think you have symptoms of the menopause. You can also talk to your pharmacist for advice about treatment and things you can do. Below are some local service and information.

### Local Support for anyone affected by this issue

#### The Nest Southwest

What's On - The Nest Southwest  
CIC ([thenestsw.org](http://thenestsw.org))

To book your space follow this link or use your smartphone to scan the QR code.



**Monthly Meno Mondays.** A safe space for people who are in / or approaching the menopause experience. This peer support group is all about finding positive ways break the stigma around menopause and start to build a more empowering environment. Themes and occasional speakers. 7-9pm on the third Monday every month at The Holy Trinity Church Hall, Arena Park, Exeter.

**Exeter Menopause Café.** This is an open meeting for people of all genders to come and chat about all things perimenopause and menopause related. It is aimed at breaking down the taboo around menopause, increasing awareness of the impact of the menopause on those experiencing it, their family, friends and their colleagues, and reflecting on the 'third stage of life'. 10.15am-12 noon on first Friday every month at The Glorious Art House Café.

**Jinty and Lou – womenkindcollective**

Women kind collective are a couple of best friends who have a weekly fun and educational podcast where they discuss women’s health whilst battling the patriarchy, their hormones and the laundry. Search womenkindcollective wherever you usually listen to your podcasts.

Join them at their bi-monthly Menopause café hosted by Bumble & Bee Café, Exmouth, manor Gardens.

Starting from April at 7pm. Keep an eye out on their Instagram for their exact dates and book your space visit Eventbrite or email [womenkindcollective@gmail.com](mailto:womenkindcollective@gmail.com)

**The Menopause Charity**

[www.themenopausecharity.org/](http://www.themenopausecharity.org/)



Their main aim is to educate everybody so that perimenopause and menopause are properly understood. If you are looking for some advice or information check out their website.

**The Menopause Exchange**

[www.menopause-exchange.co.uk/](http://www.menopause-exchange.co.uk/)



The Menopause Exchange provides free independent and practical advice about the perimenopause, menopause, midlife and post-menopausal health, based on expertise and evidence.

They help women to get through this transitional period as easily as possible, through well-researched information and useful impartial help and support, including sending a free quarterly newsletter. To sign up visit their website.

**ISSIVA – menopause community online.**

[www.facebook.com/groups/issvivamenopause](http://www.facebook.com/groups/issvivamenopause)



Issviva facebook community is a private space for likeminded women to discuss, share and support each other with all things menopause.

**The menopause wellness centre Sidmouth.**

<http://www.menopausewellnesscentre.com/>



The menopause wellness centre offers one to one advice and support either face to face or online. Everyone’s menopause journey is different so there is no one-size fits all. There will be a discussion on symptoms; diet; exercise; and general wellbeing to help put you on a healthier path that will improve not only your symptoms but your overall health. Keep an eye out for events local to Sidmouth.



# Your Health and Wellbeing

## Prostate Cancer

Information taken from [prostatecanceruk.org](https://prostatecanceruk.org). For more information visit their website or talk to your doctor.

### What is the prostate?

The prostate is a gland. It is usually the size and shape of a walnut and grows bigger as you get older. It sits underneath the bladder and surrounds the urethra, which is the tube that carries urine (wee) out of the body. The prostate's main job is to help make semen – the fluid that carries sperm. The most common prostate problems are an enlarged prostate, prostatitis and prostate cancer.

### What are the symptoms?

Most men with early prostate cancer don't have any signs or symptoms. That's why it's important to know about your risk. If you do notice changes in the way you urinate, this is more likely to be a sign of a very common non-cancerous problem called an enlarged prostate, or another health problem. But it's still a good idea to get it checked out. Possible symptoms include:

- difficulty starting to urinate or emptying your bladder
- a weak flow when you urinate
- a feeling that your bladder hasn't emptied properly
- dribbling urine after you finish urinating
- needing to urinate more often than usual, especially at night
- a sudden need to urinate – you may sometimes leak urine before you get to the toilet.

The test for Prostate Cancer is a blood test so can be arranged with your doctor if you have concerns.



### Prostate Cancer UK :

If you or your loved one are concerned about prostate cancer or a prostate problem, we're here for you. Talk through any questions or concerns with our Specialist Nurses over the phone, email or our online chat provided by LiveChat. You can also speak to a volunteer or others going through similar experiences on our online community or via support groups.

Use the weblink below to access more information. Call their Specialist Nurses: **0800 074 8383**

Visit their: Wellbeing Hub :

<https://prostatecanceruk.org/prostate-information-and-support/get-support/wellbeing-hub>



### Tackle Prostate Cancer

<https://tackleprostate.org/>



Tackle are the only patient-led, UK-wide charity representing people with Prostate Cancer and those who care for them.

*"We understand that everyone's prostate cancer journey is different, which is why we have built a community who listens to your worries, provides you with useful information and points you in the direction that's best for you. We're here to normalise conversations and ensure you and the people around you feel supported through every step of your prostate cancer journey."*

### Exmouth & District Prostate Support Group

Meeting Location:

The Manor Hotel, The Beacon,  
Exmouth, Devon, EX8 2AG

Contact the group Leader David Warner

**E-mail:** nedpsa@hotmail.com

**Telephone:** 01395 445614

## Air Fryer Recipes- YOU CAN DO MORE THAN CHIPS!

### RECIPE AIR-FRYER CHICKEN PARMESAN



#### INGREDIENTS

- 2 large eggs
- 1/2 cup or 75g seasoned breadcrumbs
- 1/3 cup or 30g Parmesan cheese
- 1/4 teaspoon pepper
- 4 boneless skinless chicken breast halves (6 ounces each)
- 1 cup or 225g pasta sauce
- 1 cup or 125g shredded mozzarella cheese

Optional: Chopped fresh basil and hot cooked pasta

**Total Time:** Prep/Total Time: 20 min.

**Makes:** 4 servings. Quick, simple and tasty! This air-fryer chicken parmesan recipe is the perfect weeknight dish to have on hand. –Recipe from Taste of Home Test Kitchen

#### METHOD

1. Preheat air fryer to 190°C. In a shallow bowl, lightly beat eggs. In another shallow bowl, combine bread crumbs, Parmesan cheese and pepper. Dip chicken in egg, then coat with crumb mixture.
2. Place chicken in a single layer on greased tray in air-fryer basket. Cook for about, 10-12 minutes, turning halfway through check the chicken is white in the middle. Top chicken with sauce and mozzarella. Cook until cheese is melted, 3-4 minutes longer. If desired, sprinkle with chopped basil and additional Parmesan cheese and serve with pasta.

### AIR-FRYER CINNAMON BREAKFAST BITES



#### INGREDIENTS

- 1-1/3 or 160g cups all-purpose flour
- 1 cup or 30g Rice Krispies, coarsely crushed
- 2 tablespoons plus 1/2 cup sugar, divided
- 1 tablespoon baking powder
- 1/2 teaspoon salt
- 1/4 cup or 60g butter
- 1/2 cup or 115ml milk
- 1 teaspoon ground cinnamon
- 1/4 cup or 60g butter, melted

**Total Time:** Prep: 15 min. Cook: 10 min./batch

**Makes:** 12. These scrumptious breakfast treats are so quick and easy to make and the air fryer gives this a crispy, sugary coating that's hard to resist

#### METHOD

1. In a large bowl, combine flour, cereal, 2 tablespoons sugar, baking powder and salt; cut in shortening until mixture resembles coarse crumbs. Stir in milk just until moistened. Shape into 1-in balls.
2. Preheat air fryer to 200°C. In a shallow bowl, combine remaining 1/2 cup sugar and cinnamon. Dip balls in butter, then roll in cinnamon sugar.
3. In batches, arrange in a single layer on greased tray in air-fryer basket. Cook until browned and a toothpick inserted in centres comes out clean, 8-12 minutes.

# XL Bully Dogs

## What You Need To Know

From the 31 December 2023, it became illegal to sell, give away and breed from an XL Bully. It is also illegal to abandon an XL Bully or allow one to stray. All XL Bully's, when in public places, must be kept on a lead and wear a muzzle.

From the 1 February 2024, it became illegal to own an XL Bully type dog without a Certificate of Exemption.



## FAQ'S

### Would my dog be considered an XL Bully type?

If you are in doubt, Central Government are advising owners to check their dogs against the Official definition of an XL Bully dog. You do not need to send your dog away to be checked.

If your dog meets the criteria in the official definition, and you are still unsure then you should Apply for a Certificate of Exemption and adhere to the conditions imposed. Further information can be found on the gov.uk XL Bully dogs guidance page.

The Government guidance acknowledges that other breeds, recognised by the UK Kennel Club, may fit some of the criteria. They are not in scope of the ban.

### Can I keep my XL Bully type dog in my home after 31 December 2023?

Yes, provided you hold a Certificate of Exemption. As with all pet permissions, this is reliant on our tenants, household members, and visitors managing their animal's behaviour and following the law on animal ownership. EDDC may withdraw pet permissions if this is not the case.

You must also ensure that your

home and garden are secure as allowing an XL Bully type dog to stray became an offence from 31 December 2023.

### I know/think my dog is an XL Bully type.

#### What do I need to do?

You must Apply to DEFRA for a Certificate of Exemption. This should have been done by 31 January 2024.

To be granted a Certificate of Exemption you must:

- Get third party liability insurance cover for your dog.
- Permanently neuter your dog by the dates shown below. You and your vet need to complete a confirmation of neutering form to DEFRA to confirm the neutering - this applies if your XL Bully has already been neutered. Your vet needs to return this to DEFRA.
- Pay a £92.40 fee.

You should also lead and muzzle train your dog as this is a legal requirement for all public spaces.

You must ensure that your dog is microchipped. This is already a legal requirement for all dogs over 8 weeks old.



### By what date do I need to neuter my XL Bully type dog?

You must permanently neuter your dog through castration (male) or spaying (female) by:

- 30 June 2024 if your dog is older than 1 year old on 31 January 2024.
- 31 December 2024 if your dog is younger than 1 year old on 31 January 2024.

### Can I take my XL Bully type dog out in public?

Yes but you will need to ensure that your dog wears a muzzle and remains on a lead in all public places.

### Who is responsible for enforcing the law on dangerous dogs?

Devon and Cornwall Police are responsible for confirming typing of XL Bully dogs. If you believe someone is keeping an XL Bully type dog without a Certificate of Exemption you should report this to them

It is already an offence for dogs to be out of control and to cause the public to feel endangered in public and private places.

# COMPETITION TIME

## SPORTS SPRING WORDSEARCH

# WIN!

**1<sup>ST</sup> PRIZE £100**

**2 RUNNERS UP PRIZES OF £50 EACH**

**How to enter:** Complete the word search, one of the words in the list is missing! Send your entries telling us the missing word along with your name, address, and age to [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk) (other ways to enter on page 2) by 3<sup>rd</sup> May.

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

- |             |          |           |
|-------------|----------|-----------|
| ATHLETICS   | FUN      | RACING    |
| BASKETBALL  | GYM      | ROWING    |
| BOXING      | HOCKEY   | RUGBY     |
| CLUBS       | LEAGUES  | SNOWBOARD |
| COMPETITION | LEISURE  | SWIMMING  |
| CYCLING     | OFFSIDE  | TEAM      |
| FOOTBALL    | PHYSICAL | TENNIS    |

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

The winners of the winter wordsearch competition were:

**1st Prize** – Carol Tummon      **Runners up** – Christopher Davenport & Margaret Boyles

The winners of the ‘spot the elves’ competition finding 11 hidden elves correctly were:

**1st Prize** – Shelley Mills      **Runners up** – Christopher Dean & Anthony Gallop

The categories are:  
‘Caught in the act’  
‘Biggest smile’  
‘Cutest’

## TENANT VIRTUAL PET SHOW 2024

We want to see your fabulous pets.

Pets come in all shapes and sizes but all equally loved.

Please send us your photos and let us know what category you would like to enter for the chance to win a rosette.

Send your photos along with your name, your pets name, address, which category you are entering and anything else we need to know about your photo by e-mail to [tenantparticipation@eastdevon.gov.uk](mailto:tenantparticipation@eastdevon.gov.uk) or write to us using the details on page 2. (please note we are unable to return any photos sent to us.) Photos will be displayed in the summer edition of housing matters so keep an eye out for your pet.

Please send in your entries by 01 June 2024.



# IN YOUR COMMUNITY

## Food Banks and Food Larders – What's the Difference?



We are often asked what is the difference between a foodbank and a community larder so we decided to ask the people who know best – the food providers who work in them. Aileen from Seaton Save says not all community fridges and larders are the same so it's hard to find a definition of them but there are a few main ones.

Dean Stewart from Ottery Larder said that community fridges and larders also often run things like clothing and uniform banks, toy and book banks so it's worth going along to find out what your local one does.

East Devon only has one Trussel Trust foodbank (which is the largest operator in the country) and that's in Cranbrook. All the others are independent and often run on coordination with local churches. We have foodbanks in all our major towns and Broadclyst.

There are community larders or fridges in Ottery, Littleham, Honiton, Beer, Colyton, Seaton library and Pippins Community centre and on Millwey in Axminster.

There are other food support networks in various parishes. Some are quite small operations, our larder on the Millwey estate

sees around 15 people each week, and some are large – Foodsave CIC, which has its main base in Honiton, redistributes 1.25 tonnes of food each week which is over 65 tonnes each year! We've got some other facts and figures for you in the boxes.

By supporting the other food providers, and running a larder ourselves, we are reducing food waste in the district and therefore CO2 emissions.

In 2022/23 we saved



3 tonnes  
of food,

7,000  
meals

1.2  
tonnes  
of CO2

in Axminster alone. This work also fits with the council's Poverty Reduction strategy and the Climate Change declaration.

### Community fridges and larders

- are open to anyone
- collect waste food from supermarkets, hotels and other businesses
- emphasise the reduction of food waste, reducing food poverty is an added bonus!
- there is no guarantee of the variety of food or sometimes if there will even be any
- people can choose what they want to take.

### Foodbanks

- Often need referrals
- rely on donations of food and money from the public and individuals
- emphasise the reduction of food poverty for people needing support
- create packages of food for people comprising a selection of basic foodstuffs which can be used through the week.

If you would like help to find food support near you or help to set a support scheme up contact us via [communitydevelopment@eastdevon.gov.uk](mailto:communitydevelopment@eastdevon.gov.uk) or call 07870 836752

If you have time to volunteer at your local larder, fridge or foodbank we can put you in touch with them and they will always welcome your help.



# Community Orchard Guardians Sought



This February saw the reintroduction of regular events in our community orchards at Bidmead, Moormead, and Millwey and their introduction at our newest orchard in Wiltshier close, Broadclyst. The Communities team along with Tree Officer, Paul Fealey, ran some orchard tidy up and pruning events

Because of the pandemic, the orchards had been left to their own devices and many trees required straightening and staking up to encourage healthy growth. Some of the trees had been so badly damaged they required replacement, which was made possible with a dozen new trees obtained at no cost with thanks to the Devon Woodland Trust.

Streetscene delivered the mulch, essential to help the trees establish strong roots, and the countryside team lent secateurs, loppers and saws which were used to get the trees back into shape. Our Climate Change officer, came to lend us a hand at Moormead, and a member of the Parks and Open Spaces team braved the weather to join in at our new orchard in Broadclyst.

The team are also working with local community groups such as Broadclyst Environmental group and Axminster Climate Action Group.

Paul guided small teams of residents at each of the orchards teaching the basics of caring for the fruit trees at this time of year, with a view to keeping the trees healthy and productive for many years to come.

We are hoping to create a community of local resident orchard guardians through the events we run in the orchards over the year. We hope that the enthusiasm of the participants of this event will filter through to others in the community who might want to get involved, and expand their knowledge.

Two tenants in Budleigh said: *"[We] learned so much and after leaving the orchard, went straight into our garden and pruned our apple tree with confidence."* Another participant in Broadclyst said: *"I really enjoyed the afternoon and learned so much from Paul. I've arranged to share some of that knowledge this weekend with other members of [our] group".*

**The next events we have planned are summer picnics in our orchards. Come along and join us!**

**On Tuesday, 23rd July, we will be at Bidmead Orchard, Exmouth, from 10 am and then at Moormead Orchard from 1pm**

**On Tuesday, 20 August we will be at Millwey Orchard in Axminster from 10am, and then at Wiltshier Close Orchard in Broadclyst from 1pm.**

## Two New Community Hubs!

The editorial group asked hubsters to answer: What difference do the community hubs make to you?

The hub literally saved my life when I was at a low time in my life - June

**Building on the success of the Community Hubs we run across East Devon, the Communities team are thrilled to let you know about 2 new Hubs that have recently opened.** Seaton Community Hub opened in November at Seaton Methodist Church on Scalwell Lane. This has been a huge success with a regular weekly group meeting on a Friday and a huge influx of children and their carers during the school holidays. For February half term we celebrated Lunar New Year across all the Hubs, making dragon decorations and having a Chinese buffet for lunch. We had over 40 people for this activity at Seaton, making it the largest turnout ever.

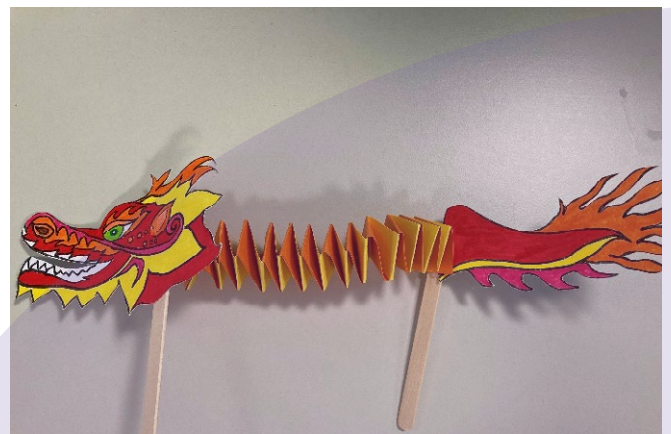
In February we opened a Community Hub in the centre of Exmouth at Morgan Court Community Centre. This runs every Wednesday from 10am to 3pm, there are craft activities, seated exercise, games and a free home cooked lunch each week. Come along, make new friends and join in with our wide range of activities. All details below.

Over the next couple of months, we have a great range of events and workshops coming up, including Ceramics with local artist Alison Shelton Brown, making clay plaques and pinch pot animals. We are having a 70s week with a fondue party, funky 70s music and making groovy sunglasses! There will be a visit from Sharandys Birds of Prey with an educational talk about their work and a demonstration of flying by their magnificent birds. We continue to consider your wellbeing with monthly seated exercise sessions and Easy Cooking on a budget by our favourite chef Pierre Graeber.

So come along, see what we're doing, have a game of Scrabble, make a felt seagull, print a tea towel, have a good lunch but most of all, get to know your very friendly and caring community.



Creating bird feeders at Woodbury



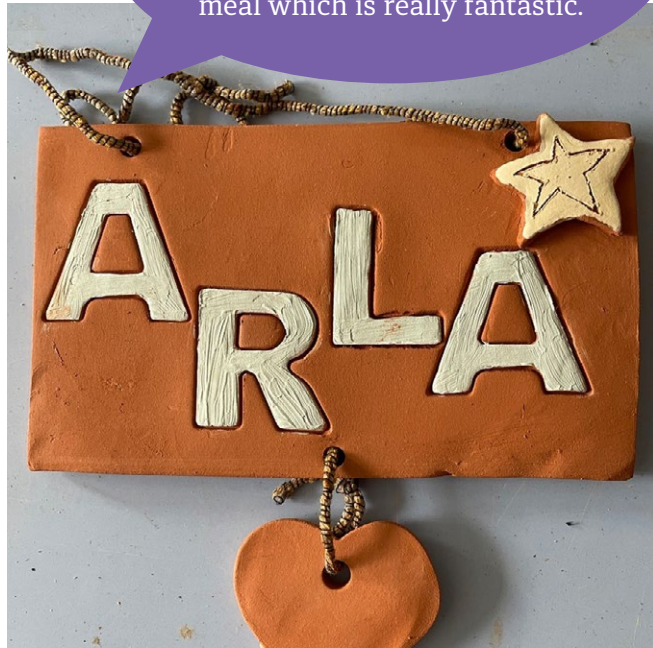
All our hubs made Chinese Dragons to welcome in the Chinese New Year.

## Hub times and addresses -

- Mondays, 10am to 3pm, Burnside Community Centre, Withycombe, Exmouth, EX8 3AQ
- Mondays, 10am - 3pm, Millwey Community Centre, Axminster, EX13 5EW
- Wednesdays, 10am to 4pm, Broadview Community Centre, Broadclyst, EX5 3HA
- Wednesdays 10am - 3pm, Morgan Court Community Centre, Exmouth EX8 2AD
- Thursdays, 10am to 3pm, Yonder Close Community Centre, Ottery St Mary, EX11 1HE
- Thursdays, 10am to 4pm, Lymebourne Community Centre, Sidmouth, EX10 9HZ
- Thursdays, 10am to 3pm, Churchill Court Community Centre, Lymington, EX8 5JE
- Fridays, 10am to 4pm. Park Close Community Centre, Woodbury, EX5 1NQ
- Fridays, 10am to 4pm. Seaton Methodist Church, Valley View, Seaton EX12 2JN



It is a life saver for me, I get out, meet friends and Lucinda and the hubsters really make sure we have a good time and a hot cooked meal which is really fantastic.



All our hubs enjoyed making clay plaques

I have always wanted to hold a wild bird and I was thrilled



Andrew holding an Aplomado falcon

We had a visit from the birds of prey today and it was a pleasure to see them they were beautiful, the lady who brought them was also very informative a very pleasant morning.



Hub enjoying a visit from Sharandy birds of prey

It means a lot to me. Its gives me a good day with good company - Bob

It's a social thing for me as I get lonely and I enjoy the weekly visits. Meeting with friendly people, having a laugh. Jackie is wonderful I look forward to coming. - Janet



Celebrating Lunar new year at Broadview Hub



A completed Bird Feeder

If you need any more details, please see <https://eastdevon.gov.uk/housing-and-homelessness/community-development/community-hubs/>  
Or call Lucinda on 07816 533803



# Dunning Court Community Centre

Twenty five delicious Christmas meals were cooked, served up by the MSOs and then thoroughly enjoyed by tenants from both Dunning Court and Tucker Court.

These tenants continue to enjoy their monthly coffee mornings and are helping to plan future activities.



Dunning Court Community Centre all set up for lunch

# Happy Birthday Unity!

One of our Exmouth residents celebrated her 100th birthday in February. Unity has lived in Exmouth for nearly 80 years and as a young girl worked for the RAF during the war.

To mark this special occasion Unity's family organised a celebration for her at the community centre in Burnside.

She was very happy to receive her card from the King and was looking forward to seeing her family and tucking into her lemon drizzle cake.

## Huge congratulations to Unity!

Unity is pictured here with her card from the King and Queen.



## KNITTING PATTERNS TO TRY AT HOME

(Patterns provided by Tracy Pile from Sidmouth)

### Knitted Rainbow Hexagons

Use double knitting wool you can choose your colours.

Cast on 20 stitches using 3.5mm needles

- Row 1 – Knit
- Row 2 – knit 1, purl into first stitch, knit to last 2 stitches, knit 1, purl 1 into it. (22 stitches)
- Row 3 – Knit
- Row 4 – Knit
- Repeat rows 2 – 4 8 times, until you have 38 stitches.
- Row 29 – knit
- Row 30 – knit
- Row 31 – knit
- Row 32 – Knit
- Row 33 0 Knit 2 together, knit to last 2 stitches, knit 2 together
- Repeat rows 31-33 8 times until 20 stitches left
- Row 58 – Cast off



Once you have 1 hexagon the possibilities are endless. Make a blanket, coasters, cushion covers. Send us your hexagon pictures.

### Fingerless Gloves

4mm / 5mm needles

- Cast on 40 stitches
- Rib 12 rows – knit 1, Purl 1
- Stocking stitch 26 rows.  
Knit 1 row, purl 1 row
- 10 rows of rib
- Cast off this, is top of glove, then sticking stitch
- 26 rows whatever stitch you want.

# CREATIVE CONTRIBUTIONS

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

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

For this edition, we are shining the spotlight on the crafty knitting talents of our readers !!



Marilyn Howard, from Exmouth shows us her hand knitted cardigan and hat.



Colourful scarf, made by Suzanne Eaton from Exmouth



Work In Progress. Marilyn Howard is now working on an intricate shawl.

Mandarin Duck by Yvonne White, Sidmouth



Penguins also by Yvonne White, Sidmouth



*If a turtle loses its shell, is it naked or homeless?*

*I want my children to have all the things I couldn't afford. And then I want to move in with them!!*

*Never try to keep up with the Jones's. Drag them down to your level - it's cheaper!*

*Growing old is when your partner says, 'Let's go upstairs and make love,' and you say, 'Sorry dear, it's one or the other - I can't do both!'*

*Middle age is when you are told to slow down by your doctor. Not the police!*



**Sue Says...**

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

# USEFUL CONTACTS

## ALLOCATIONS

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

[HousingAllocations@eastdevon.gov.uk](mailto:HousingAllocations@eastdevon.gov.uk)

01395 517469



## HOUSING ADVICE AND OPTIONS

New enquiries for  
council housing, tenancy  
agreements, homelessness,  
existing applications, low- cost  
ownership and garages to rent

[Housingneeds@eastdevon.gov.uk](mailto:Housingneeds@eastdevon.gov.uk)

01395 517469



## BOOK A COMMUNITY CENTRE

Hire an EDDC community centre  
for events and meetings

[adminhousingssupport@eastdevon.gov.uk](mailto:adminhousingssupport@eastdevon.gov.uk)

01395 571696 or 01395 571756

## COMMUNITIES TEAM

Get involved with your housing service  
and community development

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

01395 517 453

## ESTATE MANAGEMENT

Tenancy management and  
antisocial behaviour

[estatemangement@eastdevon.gov.uk](mailto: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](mailto:handyperson@eastdevon.gov.uk)

01395 517458

\*if eligibility requirements met



## HOUSING BENEFIT AND COUNCIL TAX SUPPORT

Enquiries, new claims and  
existing customers

[counciltax@eastdevon.gov.uk](mailto:counciltax@eastdevon.gov.uk)

01395 517446

## MISSED BINS, WASTE COLLECTIONS

Complaints and requests  
for new or replacement  
recycling boxes

[csc@eastdevon.gov.uk](mailto:csc@eastdevon.gov.uk)

01395 571515



## RENTAL

Rent accounts and paying rent  
for housing and garages

[housingrental@eastdevon.gov.uk](mailto: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](http://www.eastdevon.gov.uk/repairs) and click  
request a repair to your home

01395 517458



## HOME SAFEGUARD

Support for vulnerable people or our  
24 hour community alarm system

[homesafeguard@eastdevon.gov.uk](mailto:homesafeguard@eastdevon.gov.uk)

Regarding alarm queries 0330 678 2381

Emergency out of hours 0330 678 2382

TRIM HERE

