

HOUSING MATTERS

The magazine for
East Devon District Council
tenants and leaseholders

YOUR SUMMER 2022 EDITION

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



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CONTRIBUTE: WE NEED TENANTS AND LEASEHOLDERS

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

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If you'd prefer to receive the magazine digitally to your email address or in an audio format through the post, please contact Tenant Participation (details below). *Housing Matters* is also available online at eastdevon.gov.uk/housing-matters.

ABOUT THIS MAGAZINE

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

Editorial Group

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

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

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

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

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

DATE TO SEND YOUR QUESTIONNAIRE BACK TO US BY. 9th September | Have your say (See page 16)

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Do you have a comment, compliment or complaint?

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

⚠️ Coronavirus (Covid-19): our offices are accessible by appointment only at this time

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

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



Join other East Devon residents and download the free East Devon App from eastdevon.gov.uk/app Access council services on your smartphone, get councillor contact details, a recycling and waste collection reminder, and check local food hygiene ratings

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HELLO

SUE SAUNDERS Chairperson – Editorial Group

Hello everyone,

Well, wasn't the Queens Platinum Celebration amazing, something which has lifted the spirits of the whole country and the commonwealth. I will never forget the sight of Paddington Bear taking tea with the Queen. It was brilliant that so many communities within East Devon joined in the celebrations with their street parties. See page 22.

Talking of street parties, Lymebourne residents had a marvellous day when East Devon arranged a Social Value day. It proved to be an ideal opportunity for tenants to talk to officers and Ian Williams, who provided a hog roast and lots more. See page 5.

On a sad note, I am sorry to report Peter Sullivan a much loved and respected involved tenant, passed away on the 28 May 2022. He did so much for the community and tenants. He will be sadly missed.

Just to prepare you, a Stock Condition Survey will be taking place later this year to all of our

properties across the district. The survey is a detailed inspection of your home, both internally as well as externally. The survey will assess the age and condition of each building element, which in turn helps plan improvements that might be due in the future, See page 8.

I hope you enjoy reading this summer edition.

For more information on how to get involved in the Housing service and shape how services are delivered, contact Tenant Participation on 01395 517453 or email tenantparticipation@eastdevon.gov.uk.

Residents, Councillors and Ian Williams staff were all involved in the Social Value Day on 26 April. It was a great success



YOUR COUNCIL

INFORMATION FOR YOU
FROM EAST DEVON
DISTRICT COUNCIL

Social Value Day with Ian Williams

SOPHIE DAVIES
Housing Business and Customer
Improvement Manager

Ian Williams, our main contractor, and East Devon District Council Property & Asset team held a social value event at Lymebourne, Sidmouth. This was transformed into more of a community day, as this involved meeting local police, Sidmouth in Bloom and various housing teams from within East Devon District Council.

The event was held on the 26 April and we had superb weather. The event itself was a huge success with involvement from residents, councillors, officers and Ian Williams staff, cleaning up the area and planting trees and flowers.

There were many highlights to take away from the day, it was good to see smiling faces all round. We had a one team approach and helped residents with any issues or concerns that they had on the day. The day took a lot of planning and organising by various officers alongside Ian Williams.

A great deal of work was undertaken by various individuals and organisations and the result is a great improvement in the communal areas and some of our resident's homes.

A snapshot of the day's events:

- Residents and Councillors joined in the big tidy up which included bench painting; new plants; building planters, and a general spruce up of the Lymebourne area
- Many people enjoyed the superb Hog Roast provided by Ian Williams
- Residents were able to look at a showcase of Planned Works and have their say on things including upgrades to the community centre, bin store plans, ramped access areas and washing line facilities
- On the day, an operative was available to carry out any small repairs in Lymebourne properties for residents or carry out an inspection for any larger works needed
- There was a free skip for residents to throw away anything that was no longer needed, so they didn't have to take it to the recycling and refuse centre. The skip was overflowing by the end of the day
- Members of the probation service also came to help clean up the area. They removed the moss on walkways and weeded areas. This was part of a scheme where they help to improve the local environment. This gives ex-offenders new skills and helps bring people back into work. They were superb and it was a pleasure to work alongside them

It was a great day. Residents were able to meet the team of Ian Williams and East Devon District Council; have their say, and help give Lymebourne some much needed love!

Plastic free challenge

CATHERINE CAUSLEY
Climate Change Officer

Between 6 and 12 June 2022, East Devon District Council (EDDC) ran its first plastic free challenge and we challenged residents to make just one swap. Increasingly people are becoming concerned about the environmental impact of plastic and it is everywhere from the cars we drive, the clothes we wear and the items in our homes, you can't get away from the stuff. Here at EDDC we are not against plastic but we know there are some bits of plastic we could easily live without. We are all creatures of habit and tend to buy the same things week in and week out. We challenged our residents to make just one swap and see if they could replace one item with a plastic free version. Maybe when you are in the big supermarket you could have a look to see if there is an alternative, bread, fruit, vegetables can commonly be found unpackaged. It's not about shunning plastic, perhaps you could look for alternatives.

We are all creatures of habit and tend to buy the same things week in and week out.

We challenged our residents to make just one swap and see if they could replace one item with a plastic free version.

Some simple swaps that people might make to reduce their plastic use:

- Look at supermarkets and see if they have any versions of unpackaged items, apples for example
- Mayonnaise and condiments, look to see if you can buy a version in glass rather than plastic
- Individual yoghurts, buy a big tub instead
- Big bags of crisps, less plastic just try not to eat them all at once
- Sliced cheese, go for a block instead or buy cheese from the cheese counter and take your own tub
- Canvas shopping bag, don't forget your shopping bags
- Porridge or breakfast cereal, look for the paper packaged options
- Frozen fruit, cardboard rather than plastic wrapped
- Shampoo bars and bars of soap are a great way of reducing plastic in the bathroom

If your budget allows for it, maybe look into a local veg box, this tends to reduce the amount of packaging used plus it limits food miles. You could see if your community has a local milk delivery service, this can be a great way to avoid some plastic use and they are not like the milk delivery services of old, you can now order a huge variety of products including bread and other household essentials.

We know in East Devon that our residents are really good at recycling and we are often featured in the top ten of districts in the UK for our recycling rates. We aren't against plastic, plastic is massively important, it plays a critical role in our food industry, keeping food products fresh and safe to eat for an extended period of time. For example an unpackaged cucumber has a shelf life of about a week, one wrapped in plastic will last on average 3 weeks. But maybe the next time you do your shopping, you could see if you could make "just one swap."

If you would like any further information, please email environment@eastdevon.gov.uk



CHALLENGE FOR YOUNG PEOPLE!

RESEARCH AND ANSWER THE QUESTIONS AND WIN £50 AND A REUSABLE CHILLY BOTTLE

SEND YOUR ENTRIES BY 26 SEPTEMBER (and why not share your findings with your friends and family?)

See page 27 about data protection



How many trees is it estimated that will be lost in Devon due to Ash die back?

- a) 1.9 million
- b) 50,000
- c) 10,000

How much rubbish collected at kerbside goes to landfill in Devon?

- a) 75%
- b) none
- c) 15%

What is the reduction in UK wildflower meadows since WW2

- a) 25%
- b) 47%
- c) 97%

What is the East Devon recycling rate?

- a) 35%
- b) 60.5%
- c) 89%

What % of journeys in the UK are less than 5 miles?

- a) 60%
- b) 24%
- c) 79%

The Earths average temperature has risen since the industrial revolution by how many degrees

- a) 1.2 degrees
- b) 0.9 degrees
- c) 3.2 degrees

How to enter: send entries with your name, address, age to Tenant Participation (details on page 2) by 26 September.



Stock Condition Survey

SOPHIE DAVIES

Housing Business & Customer Improvement Manager

East Devon District Council are carrying out a Stock Condition Survey to all of our properties across the district, with our consultant and framework partner, Currie Brown.

A Stock Condition Survey is a detailed inspection of your home, both internally as well as externally. The survey assists us in assessing the age and condition of each building element, which in turn helps us to plan improvements that might be due in the future.

The Stock Condition programme will run for around 12 months and we aim to have completed surveys on all of our properties within this period.

When Currie Brown carry out a survey to your home they will typically be looking at:

Externally; the roof, rainwater goods, walls, windows, doors and paths.

Internally; kitchen, bathroom, heating system, electrics, components and insulation.

They will also make a note of the general structure of the property (both internal and external) and any communal areas.

The survey should take up to 60 minutes. Currie Brown will need access to all rooms in your home, and photos will be taken during the survey.

A Stock Condition Survey is a detailed inspection of your home, both internally as well as externally.

Frequently asked questions

What is the stock condition survey?

Our stock condition survey is a one year programme to assess the main internal and external parts of residents homes, garages, sewage treatment plans and community centres, including the kitchen, windows, roof covers etc, which tells us when they are likely to need replacing. As part of the survey, we are also gathering information on energy efficiency within the buildings (e.g. wall and loft insulation)

Why are we doing it?

Condition surveys help us plan what components need replacing and when. This ensures our buildings are maintained at the right time and that we have the funds in place to successfully carry out any replacements either on a reactive basis or on a future programme.

The Housing Health and Safety Rating System (HHSRS) and decent homes inspections will be undertaken at the same time.

The energy data collected will enable us to target the properties that need the most help in improving their efficiency.

What types of properties are being surveyed?

We plan to survey all our stock including our houses, flats, bungalows, garages, community centres, sewage treatment plants, shop and communal areas over the next year including the leasehold properties which we manage.

How will we manage the surveys of homes where vulnerable people live?

Currie Brown surveyors will be made aware of any vulnerabilities

recorded against all occupants of a household before they attend, and may attend in pairs where necessary. Every care will be taken to ensure our supported schemes are contacted in advance so that staff are prepared for the visit.

When will properties be surveyed?

We aim to inspect as many of our properties as possible on a 12 month programme; the first cycle of which started on 25th July 2022, they will be carried out in location batches. Prior to any survey being carried out to a property, East Devon District Council will write to the resident to advise of the survey. Following this, Currie Brown will write to the resident directly, with plenty of notice to arrange a mutually suitable appointment.



What if it's not possible to access a property?

If the surveyor is unable to gain access, they will post a card with a telephone number explaining that they have called and that the resident needs to arrange an alternative appointment. Should they not hear from the resident, EDDC local housing officer will be alerted to make contact to ensure access is allowed for the survey. Currie Brown will do all they can to rearrange the survey for a date that is mutually convenient for the resident.

How long will the survey take?

We estimate that the survey should take no longer than one hour to complete.

What happens after the survey?

The data we gather from the surveys helps us to determine what major replacement works are required and enables us to review and plan. When the property is due for renewal work, EDDC will write to the resident to inform them of the upcoming improvements and a timescale.

Will I be given a result of the Survey? Can I have a paper copy on the day?

We currently have no plans for this.

Is it ok if my children are in or should the property be almost empty?

Children are ok to be present, but we will not enter the property without an adult there.

Will they go in my garden?

Yes.

I am waiting for repairs, can I take the opportunity to raise this with the Surveyor?

They will be submitted as part of the survey. Currie Brown are an independent company and will not be able to answer any queries in relation to historical or outstanding repairs

Do I have to ring in with the results of the survey in order for repairs to happen?

No, these will be generated as part of the survey report and you will be contacted when they are due to be carried out

Will they need to go in the loft?

Yes.

Tributes to Peter Sullivan

BEV ANDERSON Tenant Participation Assistant

Tributes have been paid to Peter Sullivan who passed away on Friday 27 May 2022 following a long illness. His funeral was held on 24 June 2022 at the East Devon Crematorium.

Some of you may have known Peter over the years as a former Councillor and as a member of the Housing Review Board.

He was first elected on 5 May 2011, where he was a Member champion for Health and Wellbeing from 2013 to 2015.

He was on the Development Management Committee, Housing

Review Board from 2011 to 2014, Planning Inspections Committee and Licensing and Enforcement Committee 2014 to 2015.

He was also involved with Leisure East Devon (LED) Leisure Management Ltd from 2011 to 2015 and on their Board of Trustees, along with Sidmouth Beaches Working Party and Devon and Exeter Rail Working Party.

Peter joined the Housing Review Board (HRB) as a tenant member in 2017 until he stood down in January 2022 due to ill health. He was Vice Chair of the Board from 2018.

When Peter joined the HRB, he believed passionately that tenants

should be involved in and have a direct influence over the policies and practices that affect their homes and local environment. Being on the Housing Review Board gave Peter the opportunity to directly contribute to this and he always enjoyed using his own experiences to better educate other Board Members on issues that impacted tenants.

Peter believed in the strength of collaboration, he was a great ambassador for what could be achieved in partnership. He challenged hard but was always respectful and staff in the housing service loved working alongside him. Peter always struck a great

John Golding (Strategic Lead - Housing & Environment, Housing, Health and Environment) led the many tributes paid to Peter Sullivan. He said:

"I always enjoyed working alongside Peter in various settings over a number of years. He was consistently practical, looking after tenants' interests and fun to work with. I enjoyed participating in a number of tenant conferences under Peter and Janet's guidance and appreciated the hard work and effort they put into ensuring that events ran smoothly.

I was saddened to hear that Peter had passed away and was aware that he had been battling ill health for some time.

I have fond memories of Peter the gentleman with a great sense of humour and a determination to improve things he put his time towards".

Cllr Ian Thomas, Chair of East Devon District Council, added. *"I remember many discussions with Peter, as fellow East Devon Councillors, particularly on matters Sidmouth and housing.*

During his service on the Housing Review Board, Peter brought his unique experience to bare, not simply as Town and District Councillor but also as a Tenant. Peter passionately believed tenants should be involved in and to have a direct influence over policies and practices that affect their own homes and local environment.

In many respects Peter felt a kindred spirit. Whilst born in Londonderry and moving to York and Sheffield as a young man, I always considered Peter a fellow Yorkshireman, decisive and direct, but with a disarming smile..

Our deepest and sincere

sympathies are with Janet and their family, Peter will be greatly missed."

Sue Bewes, Housing Services Manager

I was shocked and saddened to hear of Peter's passing and thank you for this opportunity to express my condolences to his loved ones.

Peter and I first met when we were both involved in building & setting up the Stowford Community Centre many moons ago. As Housing Services Manager for East Devon District Council I worked for many years alongside Peter in his roles of district councillor, chairman of Housing's complaints panel and more recently vice chairman of the Housing Review Board, to name just a few.

The first time my husband met him he was judging the tenant

balance of being able to get down to business and get on with a task but at the same time he did it with a sense of fun and warmth. Peter was always positive and believed that anything could be achieved, he volunteered so much of his own time to ensuring tenant involvement was at the heart of the housing service and achieved a great deal during this time. Peter was so capable that he was asked to sit alongside Senior Officers in the final part of the procurement exercise that re-tendered the Repairs Contract. His natural leadership skills and confidence also found him often being nominated as Chairperson, this was the case more recently for the Tenant Conference Committee and the Repairs and Maintenance Service Review Group.



He had also been the Chairperson of the Lymebourne and Arcot Park Residents Association, each time his involvement was to help and support other tenants. This is why, in 2019 at the annual tenant conference he won the tenant award for 'Outstanding Service to Your Community' which was presented to him

by John Golding (Strategic Lead - Housing and Environment).

We express our deepest and sincere sympathies to Janet and the family, Peter will be greatly missed by all of us and the outstanding contribution he has made to services will go on positively impacting people's lives for many years to come.

garden competition and Peter came out to say hello and see if we needed any assistance. "A joyous chap" was how Kieron described him and he wasn't wrong. He had an internal 'hopefulness' that he brought to all occasions, however tense they had the potential to be.

A genuine man who worked tirelessly for his local community and to improve services to tenants, Peter will be sorely missed by tenants and officers alike. After all, he recruited half of us! He kept us grounded and mindful of the people we are here to serve. Peter was a man of great integrity, a true gentle man. I do not have a great number of friends, but I am honoured to have counted Peter among them.

Janet, I know you are being supported by family and good friends; it is with great sadness that we offer heartfelt condolences

and sorrow for your loss.

Sue Dawson (Involved Tenant) As a fellow Tenant Participation member, I and many other tenants knew Peter well.

Peter and I attended a Mid-Devon focus group meeting with the then Housing Minister. The present Government Housing White Paper was a result of meetings like these.

I enjoyed Peter's company and his input at many Tenant Participation meetings.

May I, on behalf of all the tenants who knew him, offer our condolences to Janet and their son.

Peter will be greatly missed by us all.

Graham Baker (Housing Property & Asset Manager) added: "Always enjoyed working with Peter, he was very supportive

in all the work we carry out within the Property & Asset Team and at the same time posed challenging questions to ensure our tenants received the best possible service. We will certainly miss his input and support".

Councillor Tom Wright added: "I was also elected to EDDC in 2011 for Budleigh ward but also knew Peter through prior contact a he was chair of Sidmouth Town Council at the same time as I was chair of Budleigh. Peter was very much a champion of those more vulnerable members of our communities and committed to do the best he could for those he represented. A thoroughly decent and hardworking councillor who was always courteous and respectful to all".

Your Home, Your Wellbeing

NATALIE BROWN
Information and Analysis Officer

Living through a pandemic and several lockdowns has been a valuable reminder of just how important our homes are. Without well maintained, secure and affordable housing, our quality of life suffers. The collaboration between East Devon District Council (EDDC), LiveWest and Centre on Household Assets and Savings Management (CHASM)

from the University of Birmingham, has sadly found that there are a great many who are without a suitable home and in consequence their futures look bleak.

For too long social housing has been looked on as the poor relation, compared to other housing options. Our research shows that in reality, the position is very different. A social home provides security, affordability and a more comprehensive service.



KEY FINDINGS

- In comparison with private renters, a good home lessens stress and promotes a feeling of security and contentment. (A quote from a private renter:) “It is really hard to bring up my baby in that house because it is so small. I don’t even have a wardrobe, so clothes are upstairs in a mess. I try to do the best I can. She sleeps in bed with me because there is no room, she is rolling and it makes it so dangerous”
- Tenants living in social housing suited to their needs had better mental health than those who were waiting for homes on Devon Home Choice, whether or not they were already living in social housing.

(A quote from a social renter) “Getting a flat has made such a huge difference to my life. I now feel safe. I go home, lock the door and if I don’t want to answer the door, I don’t have to. But generally I do because I feel safe there, ‘cos I am”.

- Whilst the quality of home was important to respondents, long-term security and affordability were the top reasons they wanted to stay or move from their home, reminding us a good home is more than bricks and mortar. Security of tenure is important for wellbeing. (A quote from a renter in a home that has long-term security and the rent is affordable.)

“All the time I was growing up with my mum we lived in the private rental sector and had to move every year. Landlords just changed their minds”. But, in reflecting over the three years of the study, she said “I think the number one thing most important for my mental health is that I’ve got such a long-term contract now”

- Respondents who are satisfied with their landlords are more likely to be satisfied with life. The research reveals that the higher the level of satisfaction with their landlord, the greater the tenant’s sense of happiness and the greater the reduction in their anxiety. Satisfaction with repairs and maintenance

This includes for example supporting tenants' health and offering financial advice and thereby greatly benefiting tenants, their families and their communities.

Over a three year period, participants included 3,500 EDDC tenants, LiveWest tenants and their shared owners and applicants on Devon Home Choice (DHC). We also conducted 58 interviews.

For too long EDDC have focused on landlord satisfaction surveys but this time we wanted to put the tenants at the heart of this survey and really try to understand the relationship between wellbeing, the home and the landlord. Only by analysing all these parts can we begin to see ways to best improve

is also associated with increased happiness and less anxiety.

- We found a strong relationship between positive wellbeing and satisfaction, where the tenant is happy with the location and surrounding community.
- The research shows higher rent levels cause anxiety in households and half the respondents said this would influence whether or not they stay in their current home or move. Uncertainty and the complexity of the benefit system can cause issues with wellbeing.

our services for our tenants.

The result of this research reminded us that a home is a fundamental part of someone's life and the importance of EDDC as a landlord, is to make sure we get this right, especially now, as we enter a particularly financially challenging time for many people across the district."

We have already started to put the findings of the research into practice. Most importantly, we now have a Mental Health specialist in post, supporting officers and tenants. Staff continue to support tenants by providing financial advice or referring them to agencies, if additional advice is needed. Going forward there is an opportunity to change the decision making process concerning planned works and upgrades on our properties, not only in terms of condition but also how the suitability will impact on the tenant's needs and wellbeing.

In response to the research a tenant wrote the following poem, in which she describes how she feels about her home. We feel it goes to the very heart of what the research found.

Home by Marilyn Holman

What does home mean to me?
Home is a little bungalow that smiles at me through her lace curtains as I approach her

It is where the gate scrapes the ground a little as I enter this domain of mine

The garden path is brimming with summer flowers now fading and the autumn leaves are just beginning to fall, so, Mother

Nature herself is relaxing on a bountiful diet of colour, texture and form, sent before she slips into her winter slumber

As I turn the key in the front door an air of peace and tranquillity engulfs me and says "come on in and welcome"

It is silent now since that fateful day my husband died here in my arms, but this little sanctuary seems to envelop both me and his presence

Every smile, tear and kiss is imprinted in every room, and as I wander around I stop to consider what this little home represents to me

Not just shelter from the elements, a roof, a kitchen, a sitting room, two bedrooms and a bathroom.

It is a builder of dreams and hopes, of shared sunlit days and starry nights, a safe haven for a troubled soul and a place of laughter and joy when family and friends come to visit.

This little home doesn't ask for much, just a lick of paint now and again and windows kept bright and shiny to let the sunlight in and to close the curtains on a cold wet night and snuggle up safe and warm.

Her floral boundaries provide habitats for birds, hedgehogs and a host of insects and butterflies that come to share this home with us.

How lucky I am to live here, and in the eventual ending of my time here I am sure that this little bungalow will smile on the next residents to come here, and maybe they will feel our happiness here in the very fabric that makes this HOME.

Health and Wellbeing Work

Looking Back and Looking Ahead

HELEN WHARAM
Public Health Project Officer

We have published our Annual Review of Public Health activities in 2020/21. Like our previous annual reviews it isn't intended to be comprehensive but to summarise some of our activities across the council that made a positive difference to people's health and wellbeing.

This was the pandemic year 2020/21 so inevitably the review has a different feel, echoing how different our work was.

I hope that at the very least the pandemic will show everyone how fundamental good health is to our economy, and to highlight

the impact of inequalities. So this review could be seen as a sort of benchmark, after which we might aim for continuing and increasing commitment to the health & wellbeing of our residents. You can read the review at the following website*:

[eastdevon.gov.uk/environmental-health-and-wellbeing/health-and-wellbeing/east-devon-s-public-health-plan-and-review-of-progress/east-devon-s-public-health-plan-annual-review/](https://www.eastdevon.gov.uk/environmental-health-and-wellbeing/health-and-wellbeing/east-devon-s-public-health-plan-and-review-of-progress/east-devon-s-public-health-plan-annual-review/)

Each year our Public Health Implementation Plan summarises our commitment to activities across our services, aiming to make a positive difference to people's physical health and

mental wellbeing across East Devon. These activities overlap neatly with both the poverty and sustainability priorities that run through our council's work. The Implementation Plan for 2022/23 has been published. You can read the plan at the following website*:

[eastdevon.gov.uk/environmental-health-and-wellbeing/health-and-wellbeing/east-devon-s-public-health-plan-and-review-of-progress/public-health-implementation-plan/](https://www.eastdevon.gov.uk/environmental-health-and-wellbeing/health-and-wellbeing/east-devon-s-public-health-plan-and-review-of-progress/public-health-implementation-plan/)

*If you would like the review or the implementation plan posted to you, please phone Business Support phone number is 01395 51745 and someone will arrange this for you.

Mobile Support Officers Get Back to Normal

YUSEF MASIH
Interim Housing
Services Manager

In the last few weeks, the Mobile Support Officers (MSO's) have recommenced in-home visits for our vulnerable tenants in Sheltered Housing. This follows over two years of having to adapt to the demands of the pandemic, where the MSO's had to find new ways of delivering the service, such as an increase in phone contact, doorstep visits (sometimes battling the elements) and making use of the many Community Centres

around the district to have safe face to face meetings.

It is a great relief to us all that we can now finally see people again and in the warmth of their own home. These visits are not without precaution though as the safety and welfare of the people we visit is paramount, therefore, we will still be wearing masks, washing and sanitising hands, maintaining a safe distance and ventilating rooms during the visits. It is also important that the MSO's are aware of any symptoms or positive tests of Covid-19 before they enter any property. Similarly, the MSO's will

not be putting anyone at risk if they themselves have symptoms or have returned a positive test.

We will also continue to offer the other methods of support used during the pandemic (listed above), for anyone who is still understandably nervous.

The important thing is to keep each other safe as we get back to how things were before. I truly believe the MSO's do their best work when they are out in the community.

Please stay safe.

GET INVOLVED

Get Involved



SUE SAUNDERS **Chair of Residents Involvement** **Management Group**

Tenants of East Devon District Council are in the early stages of redefining the term Involved Tenant.

We have a brand new pro-active group, called the Residents Involvement Management Group. Our aim is to have tenant representatives working alongside officers and staff, in every area of Housing.

To do this we intend to re-form the Tenant-Led Service Review Groups. At present the only active group is the Tenant-Led Repairs and Maintenance Service Review Group. Our pro-active style of working has already made advances in this area.

The other groups we are re-opening are:

- The Tenant-led Estate Management Service Review Group. This group will look at anti-social behaviour, vandalism, drug abuse, alcoholism, abandoned vehicles, fly-tipping etc., along with anything else that affects a community, be it good or bad.
- The Tenant-led Supported People Service Review Group. This group will cover the work of the Mobile Support Officers, tenants' wellbeing, mental health issues, alarm systems, community centres, Isolation issues and other aspects of Supporting People.
- The Scrutiny Group is looking for new members.

If you want to join a group that looks into every tiny aspect of the Housing Department, then this is the Group for you.

There will be other areas of Housing we will be looking at in the future but we want to get these three groups up and running first. Why not join us or just come to a meeting and see what it is all about.

If you are interested in joining any of the above groups or want information about other ways you can get involved, please contact Tenant Participation on tenantparticipation@eastdevon.gov.uk or on 01395 517453

GET INVOLVED

Free training

BEV ANDERSON
Tenant Participation Assistant

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

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

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

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

Go to Learn Devon website www.learndevon.co.uk and choose your course, or contact them on 0345 155 1014 or email learndevon@devon.gov.uk.

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

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

Visit www.train4tomorrow.org.uk for the latest courses available.

Do you have a compliment, complaint or comment?

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

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

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

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

If you would like to make a compliment, complaint or comment you can do so by sending in the 'have your say' form included with this magazine by Friday 9 September.

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

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

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

JUST FOR FUN

WORD SEARCH

Find the Missing Word

ATTITUDE	EXTINCTION	RAINFALL
CARBON	EXTREME	RECYCLE
DIOXIDE	GLACIERS	RESILIENT
CARDBOARD	GREENHOUSE	REUSE
CHANGE	LANDFILL	SEASON
CLIMATE	HEALTHY	SOLAR
COMPOST	METHANE	SUSTAINABILITY
DESERT	ANIMALS	TEMPERATURE
DROUGHT	OZONE PLASTIC	TRENDS
EFFECTS	POLAR	WARMING
EMISSIONS	POLLUTION	WATERWAYS

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

COMPETITIONS – WIN £100 OR 3 RUNNER UP PRIZES OF £50

How to enter: send entries with your name, address, and age to Tenant Participation (details on page 2) by 26 September

Missing word: _____

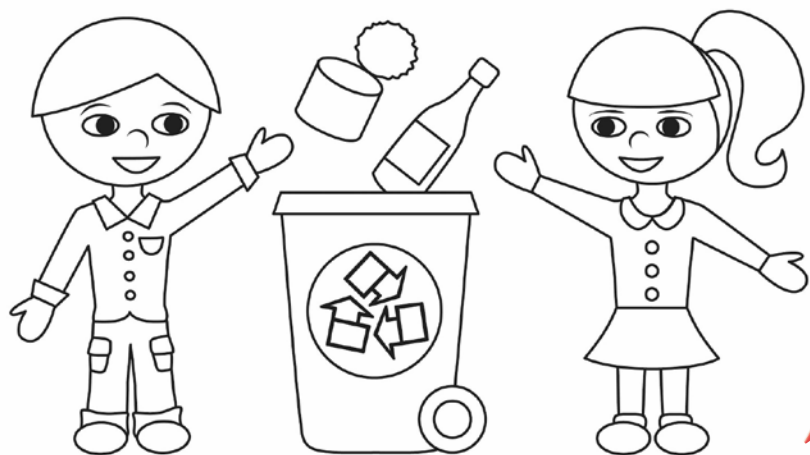
KID'S COLOUR-IN

YOUTH COLOURING COMPETITION – WIN £30 OR 3 RUNNER UP PRIZES OF £15

Celebrate national recycle day on 20 September 2022 by colouring in the provided picture and win a prize, the winning entry will be on the front page of the spring 2023 edition.

How to enter: send entries with your name, address, and age to Tenant Participation (details on page 2) by 26 September 2022

Remember the 3 R's . . . Reduce - Reuse - Recycle!



Copyright © www.ActivityVillage.co.uk - Keeping Kids Busy



RECIPE

CHEESY TUNA & PASTA BAKE

INGREDIENTS

400g penne pasta
40g/1.5 oz butter/ spreadable butter
40g/1.5 oz plain flour
1 pint milk
75g/3 oz cheddar cheese, grated
black pepper
1 tin (about 160g) tuna in spring water, drained
Handful of frozen or tinned sweetcorn
Optional
225g/9oz frozen spinach
4 tomatoes, sliced

Serves 4 people

METHOD

- Preheat oven to 180oc, or save switching the oven on and use the grill instead.
1. Cook the pasta in boiling water according to the instructions on the panic. Add the spinach, if using, for the final 3 minutes of cooking time. Drain once cooked.
 2. Melt the butter in a medium sized saucepan. Add the flour and mix with a wooden spoon until all mixed together and then cook very gently for 2 minutes, stirring all the time. Gradually add the milk to the mixture and stir all the time until the sauce thickens.
 3. Remove from the heat, stir in the sweetcorn, most of the cheese (save a handful for later), the tuna and the black pepper.
 4. Stir the drained pasta and spinach into the sauce. Pour mixture into a shallow oven proof dish.
 5. Arrange the sliced tomatoes on top (if using) and sprinkle with the rest of the grated cheese.
 6. Bake in the oven for about 15 minutes, or until bubbling and golden. Or you can grill for around 5 minutes instead. Serve with broccoli or peas.



Handy tips to save you money

KERRY MORGAN
Project Food

With the cost-of-living crisis continuing to dominate the headlines, we are all looking for ways to cut the cost of our weekly shopping and make the most of everything we may have lurking in our store cupboards.

There are many simple steps you can take to shop well and reduce food waste to save you money.

Here are some handy Project Food hints and tips:

- Be wary of supermarket special offers. These are only good if they are for foods that will last a long time and you will use.
- Buy family packs of meat, split into smaller freezer bags, and freeze on the day bought. Use within three months. Keep an eye on the reduced section in supermarkets. They often vastly reduce meat and fish at the end of the day. Freeze on the day you buy it.
- Turn the crusts of bread into breadcrumbs and freeze in bags. These can be used from frozen and are great for making homemade chicken nuggets and making crunchy toppings on pasta bakes.
- Buy food clips to help keep bags of food fresh once opened or use clothes pegs. Or transfer the food into cleaned glass jars with lids which can be sealed.
- Delay a shopping trip by looking at what's left in your cupboard. If you check the fridge, freezer, and store cupboard you can be sure to have enough to throw a 'use up' meal together. These meals are often the nicest meal of the week and it's very satisfying to use up ingredients from your fridge.
- Revitalise tired potatoes. Slice them into wedges and coat in little oil and dried herbs or spices. Bake for 35 to 40 minutes on gas six or 200°C. Spread them out on a baking tray to freeze initially and then transfer into a freezer bag. Take out a handful a time as needed and cook for 15 to 20 minutes until hot throughout.
- Cook double quantities and freeze the extra portions for a home-cooked 'ready meal'. It's great to have a ready-to-go chilli con carne or Bolognese ready to pop in the microwave to save extra trips to the supermarket or takeaway. Money-saving and healthier.

If you would like to get further money and waste-saving hints and tips for cooking for yourself and your family, call 01297 631782 or email info@project-food.org.uk.

Visionary locals create Queens Green Canopy in Sidford

ALEX HIGGINS
Community Development Worker

On Saturday 5 February 2022, the vision of a few East Devon residents finally came true when 37 people turned up to plant trees and create the first sizeable Queens Green Canopy on East Devon District Council land.

Since starting the project, the residents have now become a formal group “Friends of Higher Brook Meadow”

A group of visionary local residents from Higher Brook Meadow joined forces with Ed Dolphin from Sidmouth Arboretum to organise canopy of native and climate appropriate trees for what has until now

been a bare green in the middle of the homes at Higher Brook Meadow in Sidford. The green belongs to East Devon District Council’s Housing department and is managed by East Devon District Council’s Streetscene.

Since starting the project, the residents have now become a formal group “Friends of Higher Brook Meadow”. Going forward the newly created group are pleased to have been granted permission by EDDC and Streetscene to maintain the newly planted trees and hedgerows.

EDDC Councillor Marianne Rixson has been helping drive this innovative and well organised project forward from the start. Members of staff from both Housing and Streetscene teams have been supportive in getting it off the ground.

Councillor Rixson has been tireless in her support of the project and represented East

East Devon District Council Housing is very pleased to support a project like this.

Devon District Council on the planting day, along with Housing Community Development Worker Victoria Robinson. Councillor Rixson said *“The best part is that this event has brought neighbours together - they are already talking of holding a jubilee event later this year.”*

Commenting on the staff involved, one of the lead residents, Margaret Bullock, said *“Since November Paul Fealey and Alex Higgins have been instrumental in getting us to this point and it would never have taken off without their involvement.”*

East Devon District Council Housing is very pleased to support a project like this. Acting Tenants & Communities Manager Adam



Cornish said *“We encourage all residents who want to plant trees on their local green space to get in touch. Trees are beautiful to look at and it’s lovely to spend leisure time sitting in their shade plus they help to remove carbon from the atmosphere.”*

Friends of HBM Green are very proud to see their newly planted copse being recognised

for its contribution to the environment as well as the current and future communities of Higher Brook Meadow by its inclusion on the Queens Green Canopy digital legacy map.

A few months after the planting, Friends of HBM Green successfully applied for EDDC funds for tools to look after the new trees and hedgerows.

Keith Hudson, Roger Bullock, Margaret Bullock, Kath West, Rachel Shepperd, Liz Lees, Paul Fealy (EDDC) and Wendy Whitaker.

Talking Bench for St Gregorys, Seaton



LISA HACKING
Sheltered Housing Officer

Following the pandemic when we were all living in isolation, we became acutely aware of the impact loneliness has on a person’s wellbeing. We also realised that once the restrictions were lifted, there remained a huge number of individuals living alone and vulnerable to loneliness and isolation. We came up with the idea of

a “talking bench” to encourage our communities to engage and interact with their neighbours, the idea being that if someone chooses to sit on the bench then this should prompt their neighbours to join them and spend a little bit of time chatting together. This idea was welcomed by our communities and we are delighted to now have benches installed at The Crescent, Kilmington and St Gregorys Court, Seaton. (Pictured)

Jubilee celebrations around East Devon

STEPHEN MCNAUGHTON
Senior Mobile Support Officer

So the Queens Platinum Jubilee has been and gone, and many congratulations and thanks to her Majesty for such a remarkable achievement. The celebrations of millions of people up and down the country over the long bank holiday weekend were a joy to see.

Well not to be outdone, the Mobile Support Officers (MSO's) who look after our more vulnerable tenants in Sheltered Housing were hard at work too. Before a horse was mounted, a Red Arrow took off and her Majesty met Paddington, the MSO's were busy all across the district organising events to celebrate this incredible anniversary. With a great deal of help from the tenants that they support and with funding from the Community Initiative Fund, they were able to create a wide range of entertainment in the two weeks that preceded the bank holiday.

The celebrations of millions of people up and down the country over the long bank holiday weekend were a joy to see.



At Seaton Methodist Church and Millwey Community Centre in Axminster, MSO's Rhian Hale, Lisa Hacking and Jackie Ryder organised two fun days of bunting making accompanied by countless cream teas. Both of these events brought many smiles to the faces of those that attended and it was impressive to see just how much bunting was created over the two days, one we think could have made it to Scotland (and back). Following this, the bunting was hung creatively around the community so that it really had the feel that the Jubilee was imminent. Well done and thank you to everyone who was involved.

At Palmer House in Exmouth, MSO's Sarah Routley and Miranda Spencer-Payne organised a Jubilee Cream Tea which included a Luxury Hamper Draw, a Royal quiz and video footage of the Queens reign projected on the wall. This event was



attended by no less than 48 people. One of which, a Mr Martinez who made all the scones for the cream teas, thank you Mr Martinez. A good time was had by all. Thank you to all who attended and worked so hard, and a special thanks to the tenants who helped set it up and clear it away afterwards.

Over at Trumps Court in Sidmouth, MSO's Matthew Guest & Alex Fogden organised a Jubilee party that included a cake making competition, a generous buffet and even a magician. MSO Bridget Trevett was also on hand to help run the day successfully. There were six cakes entered by the tenants in total, which all tasted delicious. First prize went to Stefanie Steele, so many congratulations to you. Once everyone was suitably well fed, the magician did his thing and brought the day to a very happy conclusion. Well done and thank you to all that made the effort to bake cakes and indeed to all who were involved.



Well done and thank you to everyone who was involved.



[Continued on next page →](#)

IN YOUR COMMUNITY

Back over in Exmouth now and at Bidmead Community Centre, the MSO's Tim Fairhead, Margaret Whitehouse and Scott Wilson organised a sing-a-long, which was very well attended. Senior MSO Sylvia Arlett, MSO Caroline Baker and Andrea Palmer from the admin team were also on hand to help things run smoothly. As well as the singing, there was also cream teas, a quiz and a 'Most Patriotically Dressed' competition, the winners of which was Pam Titley and Heather Goodman, well done Pam & Heather. Many songs were sung on the day, mostly by the MSO's due to perhaps a bit of shyness in the room!

Congratulations and thanks to all who helped to make this go so well.

Nevertheless, everyone found his or her voices to end in a rousing rendition of the national anthem. Congratulations and thanks to all who helped to make this go so well.

Last but certainly not least, there were two days of celebrations at Dunning Court in Honiton, organised by MSO's Lucinda Cliff, Sally Hutter and David Heard. The first day was a day of Crown making, with some fabulous Crowns created. These Crowns then handily sat atop some rather regal looking heads at the second event, which was a High Tea style street party, complete with sandwiches, cream teas and many homemade cakes. The smiles on the faces were as glorious as the stunning sunshine we had that day, so well done and big thanks to all who were involved.

Overall, these unique celebrations were truly embraced by all the staff involved and more importantly, you the tenants. So a real warm thank you from us all and let's hope we can do it all again in five years... Another Diamond Jubilee anyone?



Easter Crafts at Bidmead

TIM FAIRHEAD
Mobile Support Officer

In April 2022 the Burnside Mobile Support Officers arranged an Easter card making activity for their tenants. Those who attended all commented on how much they enjoyed the activity and some were inspired to carry

on their crafting ideas after getting a taste for it. As you can see from the photo, some of the cards were very creative. If you are in supported accommodation and would like to attend a craft event in the future, please let your Mobile Support Officer know of your interest as other events will be held later in the year.



Westcott Way, Honiton communal wellbeing



LISA HACKING
Sheltered Housing Officer

A new table and chairs have been provided through the Community Initiative Fund to one of the communal areas at Westcott Way. The table and chairs are made from a recyclable material and

the individual chairs provide ease of access to those with limited mobility, which was very important to the tenants. The new table and chairs have provided not only a place for social engagement, but a place to just sit outside and enjoy the fresh air, which is so vital to our wellbeing.

WHAT'S ON | community centres

ALBION COURT, EXMOUTH

Dance classes

Wednesday 1.30pm-4.30pm

BIDMEAD, EXMOUTH

Exmouth Stroke Survivors Club

Wednesday 10.30am-12.30pm

BURNSIDE, EXMOUTH

Coffee morning

Friday 10.00am-12.00pm

CLAYTON HOUSE, EXMOUTH

Mens Shed

Tuesday, Wednesday &
Thursdays 9.00am-4.00pm

MILLWEY, AXMINSTER

Bingo

First Friday of each month
11.00am

MORGAN COURT, EXMOUTH

The Welcome Centre

Crafts, exercise, games,
free tea and coffee.

Full day £30 (includes
two-course lunch), half day £15
(includes two-course lunch),
Lunch only £5.

Tuesday, Wednesday,
Thursday & Friday 9.00am-5.

PALMER HOUSE

Craft Group

Monday 10am-12pm



Littleham Greenspaces Partnership

HELEN BENNETT & ALEX HIGGINS
Helen Bennett, Active Tenant & Alex
Higgins, Community Development Worker

Littleham Green Spaces Partnership was set up in March 2019 as a partnership between local residents and various teams across EDDC, and external organisations too when appropriate (such as Exmouth Town Council).

The purpose of the partnership is to make the estate look good for everybody, enriching it through trees, plants and wildlife.

The purpose of the partnership is to make the estate look good for everybody, enriching it through trees, plants and wildlife.

Alas the pandemic put the Littleham Greenspaces Partnership on hold for a while whilst we all coped with Covid and its repercussions. Now two years on life is sort of getting back to normal.

Despite all the challenges, including some much loved Community Development staff members moving on, we have still seen some successes.

We managed to get two new picnic benches and a bench seat installed along the cycle path as requested, despite the covid restrictions.

What have we achieved?

We managed to get two new picnic benches and a bench seat installed along the cycle path as requested, despite the covid restrictions. We know from feedback these are really appreciated and a couple more have been requested! (We will see if this is possible and update you).

Before the pandemic we also arranged for a bench to be put in place on Littleham crescent and we replaced several others around Littleham that were rotting and unusable.

We asked Streetscene to leave areas for Wildflowers at The Crescent, Rodney Close, the Green Strip along the Salterton Road and along the cycle path. We had some success but during covid it was difficult to liaise so we will be following this up again.

The Community Development Team is being brought back up to full capacity and Littleham will be a priority, so we hope to be able to have at least one Littleham



Greenspaces Project Coffee Morning before the end of the year. We kept great notes from our pre-pandemic meetings so we won't be starting from scratch, and we really look forward to seeing you all again and finding out how you are, what is happening and what you'd like to see in Littleham in the future.

We hope you enjoy the photographs. (We had verbal consent but not written consent, hence the blurred faces.)



KEEPING YOUR PERSONAL DATA SAFE | AN EXPLANATION FROM THE COUNCIL

Any personal information which you provide will be held and used by East Devon District Council for the purpose of resident involvement.

Your information may be provided to a third party acting on our behalf. Your information may also be shared within East Devon

District Council for the purposes of carrying out our lawful functions. Otherwise your personal information will not be disclosed to anybody outside East Devon District Council without your permission, unless there is a lawful reason to do so for example, disclosure is necessary

for crime prevention or detection purposes.

Your information will be held securely and will not be retained for any longer than is necessary. There are a number of rights available to you in relation to our use of your personal information depending on the reason for processing.

Further details about our use of your personal information can be found in the relevant Privacy Notice which can be accessed at eastdevon.gov.uk/media/2505620/landlord-services-administering-a-tenant-participation-and-involvement-scheme.pdf.

TENANTS' VIEWS



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

HOW DO I SEND YOU MY PICTURES?

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

Butterfly - by Ms B of
Newton Poppleford

