



Tenant Satisfaction Measures (TSM) results

Starting in June 2023, we asked all our tenants and shared owners to complete a survey as part of the housing regulator's drive to ensure all landlords know what their residents think of them.

The new Tenant Satisfaction Measures were introduced by the Regulator of Social Housing in April 2023. We provided a number of ways for residents to complete the survey, including online, via a printed paper copy or by phone.

More information about the survey, our shared owner survey results and the methodology can be found on our website here: [Tenant Satisfaction Measures - Teign Housing](#)

This image captures the headline results:

Tenant Satisfaction Measures - survey of residents - results 2023 / 2024



When taking everything into account **80%** are satisfied with the service provided by Teign Housing



When thinking about the condition of the property or building they live in, **83.6%** are satisfied that Teign Housing provides a home that is safe



41.1% of residents who said they made a complaint in the last 12 months are satisfied with Teign Housing's approach to complaints handling



78.7% of residents are satisfied with the overall repairs service from Teign Housing over the last 12 months



68.8% are satisfied that Teign Housing listens to their views and acts upon them



66.6% of residents who live in a building with communal areas, either inside or outside, are satisfied that communal areas are kept clean & well maintained



76.2% are satisfied their home with the time taken to complete their most recent repair after reporting it



74.7% are satisfied they are kept informed about the things that matter to them



63.1% are satisfied that Teign Housing makes a positive contribution to their neighbourhood



78.7% are satisfied that Teign Housing provides a home that is well maintained



83% agree that Teign Housing treats them fairly and with respect



60.3% are satisfied with Teign Housing's approach to handling anti-social behaviour

Those in red show areas where we'll focus on improving. All the results have been reported to our Board and our Involved Residents and shared with the housing regulator. We will now implement action plans to look to improve our performance.

We will carry out a Tenant Satisfaction Measure survey every year, so look out for this year's survey from Marketing Means, a local independent research agency conducting it on our behalf, over the next few months and let us know what you think.



Teign Housing in Bloom 2024 – enter today!

Large or small. Pots, plots and patios. We're looking to celebrate well-maintained gardens and green spaces of all sizes and types as part of Teign Housing in Bloom 2024.

We've three prizes of £25 each worth of gardening gift cards for the best container, communal and individual garden. Plus, each winner gets a cup to keep for the year, inscribed with their name.

To enter, simply click [here](#) and fill in your details by **Friday 21 June**. The form includes more information about the different categories.

Judging will take place in early July, and we will let you know the date closer to the time. You do not need to be present for judging as long as we can access your garden.



The rising cost of living is a topic that many residents have raised with us, and we want to ensure you've the latest information on income tips and benefits which could have a significant impact on your quality of life.

Paying your rent always needs to be the priority, to avoid legal costs and losing a roof over your head. But we'll always work with those who want to pay and engage with us but are struggling due to rising costs or an unexpected change in circumstances.

So, we're starting a monthly regular feature on money matters to help you check what you might be entitled to, and access to local free services or funds which might offer support.

- **Many people wrongly assume they aren't eligible for Universal Credit. But there's no specific 'type' of person that Universal Credit is meant for. It's designed to help bridge the gap for those struggling financially, whether that's due to unemployment, a low income, caring for young children, or a health condition. And the income thresholds may be higher than you think. [Check if you can claim Universal Credit – MoneySavingExpert](#)**

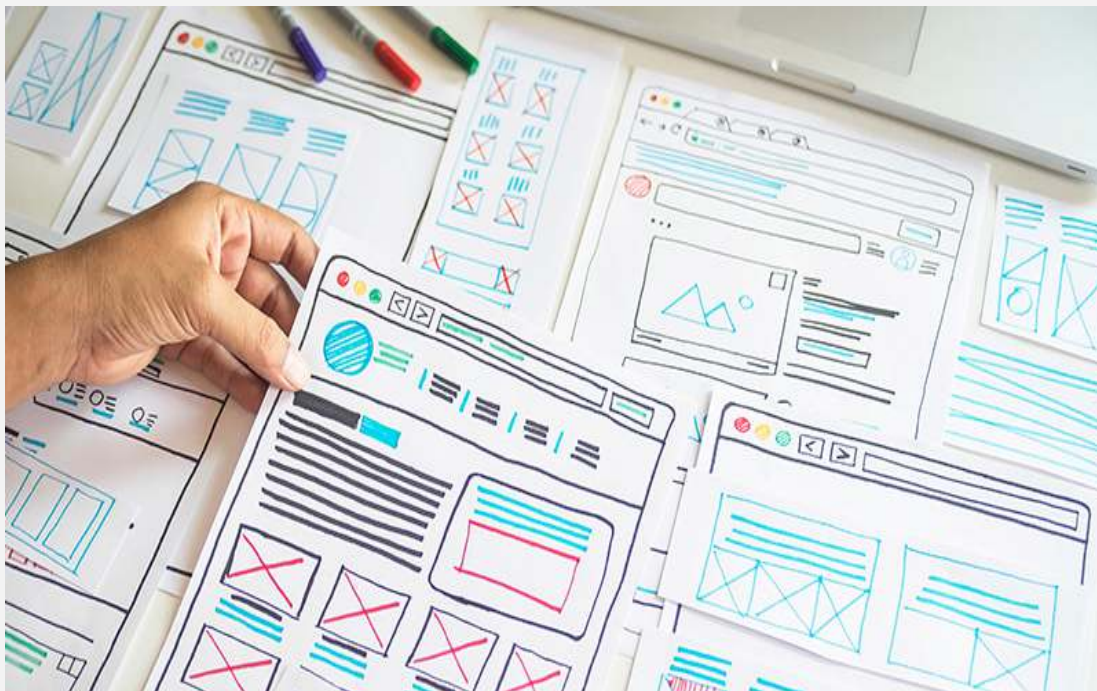
Even if you receive a small amount of Universal Credit, it can open up other support, like free school meals. If your child gets free school meals, they will also be able to attend the free Holiday Activity and Food Programme provided by Devon County Council and receive vouchers to be exchanged for food during the school holidays.

- **[Westcountry Savings and Loans](#) has a new Family Loan product. You can apply for up to £500 and make weekly or four-weekly payments from your Child Benefit. A representative cost for borrowing £500 for six months is £554**

(so £54 interest). This depends on your circumstances, but check out [Family Loan \(westcountry.org.uk\)](https://www.familyloan.org.uk) for more information

- <https://helpforhouseholds.campaign.gov.uk/> has some tips on saving money and information on benefits and support.

Website views



We're launching a new website this year. We want to ensure it is user friendly, accessible and has the services and information that are most valuable to you.

To help test our early designs and structure and improvements needed, we're setting up a website resident panel. Any meetings will usually be online, and we'll also have surveys and other ways to take part if that's easier for you.

If you'd like to shape our new site and online offer, please email getinvolved@teignhousing.co.uk for more information. If you don't want to get involved with the project but have some feedback or ideas to share, please do let us know. We'd love to hear from you.

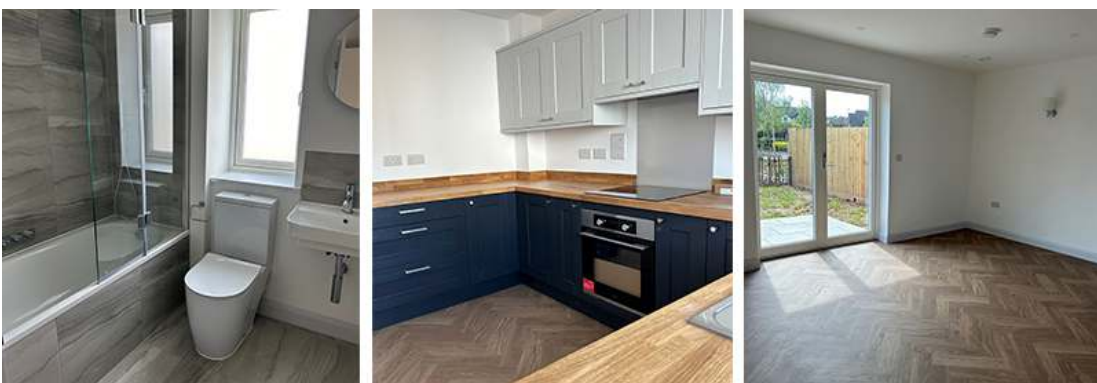


We're pleased to soon be handing keys over to two homeowners, as part of our latest completed shared ownership scheme in the village of Ipplepen.

The development, known as Rosemoor, saw us offer two two-bedroom eco homes for shared ownership. Pictured above are members of our development team outside the new homes.

The scheme allows people to buy a percentage of a home, and pay rent on the remainder. They can then purchase additional shares as their income increases.

The houses have been constructed to Passivhaus principles by Belfield Homes, and they offer underfloor heating from Air Source Heat Pumps and electric vehicle charging points as part of an eco-friendly approach.



Visit [here](#) for information on some of our recent new homes and how to log your

interest in shared ownership. Even if we've no properties available to reserve right now, completing an application form will ensure we keep you updated as new sites are developed.

Complaints summary

The updated Complaint Handling Code from the Housing Ombudsman became statutory on 1 April 2024, meaning that landlords are obliged by law to follow its requirements.

Our updated policy and procedure are being discussed with our Tenants' Forum for feedback, but we've already made changes to ensure we meet the code requirements, and that we act on your feedback about complaints handling.

We have created and recruited a new post of Customer Insight and Resolutions Manager to oversee the new process and handle all complaints. We've also widened what we record and handle as a complaint to capture lower level dissatisfaction as well as formal complaints. This way, we can capture all negative feedback and formally learn from it.

In the final quarter of the financial year, we received 38 complaints. Of these, 34 were about repairs, and 50% of those related to damp or mould. Three other complaints were about our customer and communities service and one was related to finance.

We received 99 complaints between April 2023 to March 2024. At the end of March, the Housing Ombudsman was investigating one complaint about damp and mould.

[On our website](#) you'll find information on making a complaint, and details of the Housing Ombudsman.

Pest control

Like damp and mould, we do not expect anyone to have to suffer with rats or mice or other pest in their Teign Housing home.

If you suspect rodent activity, please do contact us. We have a specialist free service,

which allows an expert to attend quickly and resolve the issue safely.

We know in some recent cases residents have used poison to address pest issues, but sadly this means although the rats die, it can cause a smell and hygiene issue as they decompose under floorboards and can't be removed without significant works.

So if you find a rodent in your home, do call us in the first instance on **01626 322722**.

If the pest issue is not in your home, but in your garden or street, Teignbridge District Council is responsible and has a free service. You can access that here, on this website: www.teignbridge.gov.uk/environmental-health-and-wellbeing/pests/rats-or-mice/rats-in-your-home-or-garden

If you don't live in Teignbridge, here are some advice pages on what to do in your local authority:

- [West Devon](#)
- [East Devon](#)
- [South Hams](#)
- [Exeter City Council](#)



Job roles at Teign Housing and Templer HomeBuild

You'll find our latest job roles on our website here at [Careers - Teign Housing](#).