

# A stronger community

Creating places where people thrive



Teign Housing's  
Annual Report  
2023/2024

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# Introduction

**Welcome to our annual report to residents, our first since we each joined the organisation earlier this year. The continued success of Teign Housing and Templar HomeBuild is a direct result of the work of all of our teams since we were formed twenty years ago.**

Working in partnership with customers, Teign Housing has achieved many things during the year. Our priority is, as always, homes that are safe, warm, comfortable and affordable.

Our thanks go in particular to the team of involved residents who work with us on the Tenants' Forum, Scrutiny Panel and the Service Board.

In Autumn 2024, we are launching our new Customer Experience Committee, which will further embed resident voices at all levels of Teign Housing and Templar HomeBuild.

It is pleasing that 80% of residents are satisfied with the service we provide. This is well above average for housing associations across the country, but we intend to do all that we can to make this figure higher. We are taking careful notice of all the comments we have received, and this annual report sets out a number of areas that we are therefore prioritising. These include learning from complaints, and how we look after neighbourhoods and communal areas.

Thank you for taking the time to read this report. If there is any other information that you would find useful, or if you have any comments or suggestions about our services, please let us know by emailing [customerhub@teignhousing.co.uk](mailto:customerhub@teignhousing.co.uk) or calling the **Customer First Team** on **01626 322722**.



**Richard Gammage**  
Chair



**Tom Woodman**  
Chief Executive

# Keeping properties in good repair

Repair and maintenance of homes is a key service, and one most residents use each year.



## In numbers:



**80.1%** of residents who have had a repair carried out in the last 12 months are satisfied with the overall repairs service



**76.8%** are satisfied with the time taken to complete their most recent repair



**78.7%** are satisfied that we provide a home that is well maintained

## Projects and progress

This year, we completed more than 13,000 repairs, and 100% of emergency repairs were attended to within 24 hours. Our decision in 2022 to recruit locally for team members who answer your repair calls and book in appointments has continued to be a success.

Through Templer HomeBuild, we have a dedicated Damp and Mould Surveyor, and during the year, we completed 1,740 repairs relating to damp or mould at a cost of £228,794.

Across 2023/24, we installed 80 new kitchens and 18 new bathrooms. We also replaced 31 roofs, 80 doors, and windows at 115 properties. We also completed a refurbishment of Harewood House in Buckfastleigh, which is in a conservation area.

To ensure energy efficiency of homes, we assessed the Energy Performance of 200 properties. Those identified as below EPC band C have been prioritised for works.

We started work on the third block of flats at Kingsway in Teignmouth. The retrofit improvements to Magnolia block included complete re-roofing, replacement windows and new external wall insulation. This work will improve the energy efficiency of the building, as well as reduce energy costs for residents.

Many of you will have had a visit from Rand Associates to carry out a stock condition survey. Thank you to everyone who has taken part so far. During the year, they visited 44% of our homes and as well as highlighting some issues for us to attend to, the surveys give us valuable insight into the condition of our properties, so we can prioritise and plan our future works. These surveys will continue through the next year.

During the year we ran a pilot project looking at the best way to retrofit our houses to improve energy efficiency. We are also exploring grant funding, enabling us to improve more homes in the next 12-24 months.

Before:



During:



After:





# Maintaining building safety

Providing safe homes is our number one priority.

## In numbers:



**100%**

Gas safety checks carried out



**100%**

Fire risk assessments carried out



**100%**

Asbestos management surveys or re-inspections carried out



**100%**

Legionella risk assessments carried out



**100%**

Communal passenger lift safety checks carried out



**83.6%**

of residents are satisfied that we provide a home that is safe

## Projects and progress

To ensure resident safety, we introduced out-of-hours visits and phone calls to contact tenants where we struggled to gain access to carry out essential safety checks. As a result, we retained 100% performance in our legal compliance areas. Thank you to all the residents who let us in at the first appointment.

At our Haldon Ridge site, we have delivered regular site clearances to ensure the site complies with the Mobile Homes Act, including the removal of unroadworthy vehicles. We worked in partnership with Teignbridge District Council to evict unlawful encampments.

We also work with Devon and Somerset Fire and Rescue Service to deliver free Home Safety visits, which give advice on best practices for minimising the risk of fire. All new tenants receive a Fire Risk Assessment, as well as existing tenants where needs have changed.

Whilst on their patches, all Community Housing Officers and Independence and Wellbeing Advisors address any health and safety issues and report any repairs or items that need removing.

Over 270 roads are walked each quarter during estate inspections by our Housing Officers identifying potential risks, hazards, and work projects or stock condition issues.

A total of 2,654 Keeping in Touch (KIT) visits took place. These see us visit homes so we can see if we can help with repairs, safety concerns or wellbeing support.

We offer an aids and adaptations service to our residents as we are committed to supporting people with disabilities and other needs to live independently in their homes for as long as possible. We can do this by modifying or adapting your home, where suitable, or requesting assistive equipment.

This year, we carried out 172 adaptations. These ranged from installing wet rooms through to fitting grab rails. During the year, we spoke in-depth to ten residents who had received the service to learn more about their experience and where we could improve. As a result, we have improved our communication when planning the work and will carry out a home visit after major adaptations have been completed..



# Effective handling of complaints

We know that we don't always get it right; if you talk to us about any issues you have, we will look to resolve them there and then for you.



## In numbers:

There were **99 complaints** received between April 2023 and March 2024

**23%** of complaints were escalated to stage two.



**41.1%** of residents who said they made a complaint in the last 12 months are satisfied with how it was handled

**81.4%** of stage one complaints were responded to within the Housing Ombudsman's timescale of 10 working days



**80%** of stage two complaints were responded to within the Housing Ombudsman's timescale of 20 working days

## Number of complaints received by service area – 2023/24

Repairs	72
Finance	1
Lettings	2
Services provided by the Customers & Communities team	24
<b>Total</b>	<b>99</b>

## Complaints trends – 2023/24

Behaviours	2
Communication	23
Service	67
Policy	7
<b>Total</b>	<b>99</b>



## Projects and progress

We received 99 complaints during the year, down from 115 in 2022/23. Repairs are the main cause of complaints as it is the service most frequently used by residents. Over the year, we completed 13,127 repairs and investigated 72 complaints.

However, we want to ensure we handle all complaints better, and improve. At the end of March 2024, we created a new Customer Insight & Resolutions Manager role to deliver better service to residents. We also took part in a project with other housing providers across the country to learn new approaches.



**We welcome the opportunity to learn lessons and actively encourage residents to report issues to us.**



In April 2023, four of our residents had outstanding complaints lodged with the Housing Ombudsman. One was not within their jurisdiction, so it wasn't investigated. Two were resolved without any maladministration found, although there was a service failure in one case, for which we apologised. In early April 2023, we received one determination, which resulted in a finding of four maladministration areas. We apologised to the resident and paid compensation. We also looked at the concerns raised during the investigation so we can learn from them. At the end of March 2024, one complaint was lodged with the Housing Ombudsman, which was raised during the year.

Each complaint we receive is recorded and analysed to pick up any trends and identify any lessons we can learn. We will be working on improving how we do this next year. Changes we have introduced due to complaints in the year include raising the standards of gardens when homes are re-let and offering in-person viewings for those who need them.

Our complaints performance is monitored and shared quarterly with the Executive Management Team, the Teign Housing Board and the Service Board, whose members are all residents. We also provide quarterly updates in our e-newsletter for residents.

# Responsible neighbourhood management

Cleaner, safer and greener. We have a visual presence in communities to help them thrive.



## In numbers:

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



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



**84%** of residents are satisfied with caretaking



**82%** of residents are satisfied with our grounds maintenance service

# Projects and progress

## Anti-Social Behaviour

This year, we handled 50 cases of Anti-Social Behaviour (ASB). We continued our investment in the ASB Respect Line to give residents out of hours access to trained professionals with backgrounds in the police and housing sectors. The Noise App was used by 51 residents, which makes reporting and recording noise nuisance quick and easy.

Our partnership with the Community Safety Partnership (CSP) continues as we look to provide speedier resolutions to ASB concerns. During the year, 15 Community Protection Warnings and two Community Protection Notices were issued.

## Estate Inspections

We completed 100% of our target estate inspections, meaning we did 1,420 in the year.

## Grounds Maintenance

This service covers regular grass cutting of communal areas from April to September, as well as maintenance of shrub beds, hedges and any grounds maintenance improvements outside of the regular contract.

This year, we continued our two-weekly grass-cutting schedule into late October due to the good weather. Once the grass growth stopped, the team started to work on their winter projects, including planned hedge and shrub bed work.

Towards the end of the year, we carried out a pilot project where our Grounds Maintenance Team worked on the gardens of our empty (void) homes to bring them up to standard before they were re-let. This pilot successfully provided a better garden standard for new tenants at a lower cost to us than before, so it will continue through 2024/25.

## Keeping in Touch (KIT) visits

We aim to visit each household at least once every two years and once a year for those living in our older person schemes, as we want to ensure you continue enjoying your home. It also allows us to make sure you are aware of new services we may have introduced since you first moved into a Teign Housing property. We completed 2,654 of these 'Keeping in Touch' visits during the year.



## Caretaking

We want you to have pride in where you live, and to support this, our Caretaking Team provide a service for communal areas. Each scheme has a specific schedule, but our caretakers generally carry out litter picking, sweeping and weeding paths, mopping floors, reporting repairs and carrying out health and safety checks. We also remove fly-tipped items and graffiti.

When we remove fly-tipping, we will check for anything that could identify where the items have come from. If we do find any evidence, we pass this to the local authority as they are able to take legal action.

# Making a positive neighbourhood contribution

Our work is about more than providing homes. We also support communities to thrive.



## In numbers:

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



**225** households supported through the Hardship Grant, totalling **£37,533**



**51** free lunch or afternoon tea events held for older residents



**£120,000** extra income secured to help residents on low incomes



**13** Community Chest grants given to local community groups, to a total value of **£4,970**



# Projects and progress

## Independence and Wellbeing

Our work to reduce isolation and fuel poverty continued with our Winter Warmer and Summer Bites events. This sees us provide a meal and give the opportunity to meet new people and get information on things such as saving on energy bills, benefit entitlement and local groups. They are open to all Teign Housing residents over the age of 70 and anyone living in one of our Independence and Wellbeing schemes. Over the year, we held 51 events with 485 attendees.

## Tenants' Forum Community Chest

The Tenants' Forum Community Chest is an annual fund of £5,000 that we set aside for local community projects and events. When an application is received, a sub-group of the Tenants' Forum members reviews and agrees which projects to support. This year, £4,970 was granted, including £500 to support activities run by Be Buckfastleigh, £500 for day trips and meals for members of the Buckfastleigh Friendship Group, £500 to THAT food bank for items to go in the new home and food packs and £500 for Bovey Tracey Cricket Club to provide free sessions for local children. See our [website](#) for more information or to download an application form.

## Tenancy sustainment and financial support

An important part of creating thriving communities is allowing people to build roots and manage their home well. To assist with this, we have a dedicated Head Start Co-Ordinator to support those who move into a Teign Housing property for the first time.

All prospective new tenants undertake an affordability check. This is to ensure the property is affordable and check that they are claiming everything they are entitled to. During the year, we helped 55 new residents through our Assisted Lettings Scheme, where tenants who qualify can benefit from a choice of white goods or carpets to reduce the costs associated with moving to a new property. Since 2020, we have fitted carpets and good quality underlay as part of our re-let standard for flats and maisonettes, and were featured in a national report produced by the Longleigh Foundation as an example of best practice.

This year, the Head Start Team supported many households in coping with the rising cost of living. Working alongside the charity Homemaker Southwest, we helped residents secure an additional £120,000 in income they were entitled to but hadn't claimed.

Our Hardship Grant saw 225 households receive vouchers to help with immediate, essential financial pressures. We spent £37,500 on this scheme across 2023/2024 to ensure those most in need had support with the rising cost of living or unexpected difficult events such as fire or floods.

A key part of tenancy sustainment is helping people remain in their homes. Eviction is always a last resort, and we only take this route when people refuse repeatedly to engage with the help on offer or agree an affordable payment plan. We evicted three residents in 2023/2024.

Throughout autumn and winter, we joined Teignbridge District Council, Teignbridge Community and Voluntary Services (CVS) and many other organisations in a series of cost-of-living roadshows held across the area. During the eight events, we spoke to over 550 residents.



# Respectful and helpful engagement

Your time and skills to help us understand the resident experience and help us make decisions are valued.



## In numbers:

**68.8%** are satisfied we listen to their views and acts upon them



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



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



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rhood!



## Projects and progress

Our resident involvement opportunities give all residents the chance to get involved and have their voices heard. For example, the Scrutiny Panel highlights where our performance needs to improve by carrying out service reviews. We always listen to their findings and make changes to improve the service to residents.

This year, the Scrutiny Panel reviewed our management of damp and mould. Changes we've made because of their work include providing more training and information to staff so they can handle your damp and mould enquiries more efficiently.

Following their review of our compensation arrangements last year, we updated our policy and

procedure to ensure we pay compensation where it is required. We also increased the amounts we pay to reimburse residents when they are asked to use a dehumidifier or temporary heater. We also sped up the payment process. This year, our reimbursement payments for dehumidifiers and temporary heaters totalled £6,671.

Each year, we check in with residents to ensure they feel their time and contribution is being heard and that they are happy with how their views are listened to. Across our three formal involvement groups, overall satisfaction with those measures was 100%.

In addition to the Tenants' Forum and the Scrutiny Panel, we are looking to increase the number of involvement opportunities over the coming year to strengthen the resident voice. If you are interested in being a part of this, contact Matthew Rushton, Resident Involvement Manager, on 01626 322748 or email [getinvolved@teighousing.co.uk](mailto:getinvolved@teighousing.co.uk)

# New homes

New affordable homes provide an opportunity for people to remain in the area where they have family or work connections.



## In numbers:



**122** homes built



**97%** satisfaction with new homes



**Four Charter Days**

held to help new neighbours integrate into the community



## Projects and progress

Across 2023/24, we received handover of 122 new homes, the most we have delivered in a year. This compares to 48 the previous year. We were aiming to build 136, so we narrowly missed our target. Our development partners were Cavanna Homes, Coyde Construction, Persimmon Homes and Taylor Wimpey.

The homes we've built are a mix of tenancy types and sizes to meet a wide range of housing needs. We've provided 88 homes for affordable and social rent, as well as 34 shared ownership.

Our developments have widened across Devon to meet the needs of specific communities, especially in rural areas. Our new homes last year were built in Cullompton, Dawlish, Exeter, Exmouth, Okehampton, Topsham and Widecombe in the Moor.

Significant projects where we handed keys over to new residents in 2023/2024 include:

- **Our first homes in Okehampton, and in the district of West Devon**
- **Three flats suitable for wheelchair users in Topsham**
- **Eight homes in the small Dartmoor village of Widecombe in the Moor.**

We received £140,000 in grant funding from Homes England during the year.

Sites in progress for 2024/25 include developments in Cullompton, Stoke Fleming, Ipplepen, Topsham and Chudleigh Knighton.



## Here are some of our improvement plans for 2024/2025

### We will:

- **Increase** the Hardship Grant to £50,000 to help those most in need and extend the offer to include energy vouchers
- **Increase** the percentage of complaints that are resolved at stage one of the process
- **Develop** a robust and positive approach to lessons learned from handling complaints
- **Complete** the stock condition survey that was started this year to ensure that our spending is directed in the right areas and maintains the long-term future and appeal of our homes, including a focus on damp and mould
- **Launch** a new resident-focused sub-committee of the Board to strengthen the resident voice
- **Use** our Grounds Maintenance Team to bring gardens of empty (void) homes up to standard before re-letting. This includes cleaning the guttering and jet-washing any paths.
- **Launch** a gardening service project to help residents who are unable to maintain their gardens due to health issues
- **Look** at 'what makes an excellent repairs service', working alongside tenants and colleagues from Teign Housing and Templer HomeBuild
- **Issue** tablets for front-line staff to input data whilst they are out and about in homes and on estates, so you know it has been captured there and then
- **Upgrade** our systems so our Customer First Team has access to more information about you and your home when you contact us. This will help us give you more accurate information and be able to respond quickly and efficiently to your queries
- **Continue** looking for opportunities to invest in renewable and efficient energy solutions for our new build and existing homes
- **Develop** at least 42 new homes
- **Launch** a new website, making it easier to access our online information.



Each year we produce a full financial report, which includes our **Value for Money Assessment**. You can read our **2023/24 Value for Money** report [here](#).

For more information on our performance, please visit our website [teignhousing.co.uk](https://teignhousing.co.uk). You'll find details on our **financial performance**, **Corporate Plan**, full **Tenant Satisfaction Measures** results and updates on all services. If you do not have access to the internet and would like a copy of any of these documents, please get in touch with us using the contact details below.

We can also provide this document in large print, in languages other than English or in audio format.



### Contact us:

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